

Bachelor of Hotel Management

Syllabus – First Semester

FOOD PRODUCTION FOUNDATION-I

Course Code: HMC2101

Credit Units: 02

Course Objective:

The curriculum is based on to familiarize the students with the basic concepts of food such as –

- To make the students learn about the professionalism and basic etiquette of culinary art
- To make them learnt about raw material, uses, composition, benefits and methods
- To sharpen the culinary skills in the field of food production
- To impart knowledge of history of culinary art and changes along with the times
- To give the basic idea about physical and chemical composition of different food products.

Course Contents:

Cookery

Module – I :Food Service industry

- 1.1 Culinary History

Module – II :Standards of Professionalism

- 2.1 Levels of Skills
- 2.2 Attitude and Professionalism in Kitchen
- 2.3 Attires of chefs

Module – III :Kitchen Organization

- 3.1 Kitchen Brigade & Work Flow
- 3.2 Duties & responsibilities of various chefs
- 3.3 Interdepartmental Relationship

Module – IV :Kitchen Equipment

- 4.1 Introduction to Different Equipments
- 4.2 Safety procedure in handling equipment

Module – V :Basic Cookery Principles

- 5.1 Transfer of heat
- 5.2 Aims & Objective of Cooking
- 5.3 Effect of Heat on Cooking
- 5.4 Characteristic of Raw Materials
- 5.5 Preparation of ingredients
- 5.6 Cooking Times
- 5.7 Different fuels used in commercial kitchen
- 5.8 Methods of Cooking with advantages & disadvantages
- 5.9 Pre-Preparation
- 5.10 Culinary Terms Indian & Western

Module – VI : Commodities

- 6.1 Cereals – Types & Forms in Which The Products Are Available in The Market, Their Vernacular & English Names & Uses- Wheat, Rice, Maize, Oats, Barley, Ragi, Bajra & Other Millets
- 6.2 Pulses – Identification of The Wide Range of Pulses Available in The Market, The Vernacular & English Names and Uses.
- 6.3 Herbs, Spices & Condiments – Classification, Identification, Vernacular & English Names.
- 6.4 Fats & Oils – Types & Forms, Sources, Processing and Uses of Vanaspati, Margarine, Refined, Double Refined, Unrefined. Butter etc.

Bakery & Confectionery

Module – VII : Introduction to Bakery and Patisserie

- 7.1 History of Baking
- 7.2 Baking As An Art and Science

Module – VIII : Basic Principles of Bakery

- 8.1 Formulas and Measurements
- 8.2 Baking Process

Module – IX : Equipment Used in Bakery

- 9.1 Use, Care, Cleaning, Storage

Module – X : Ingredients Used in Bakery - Types and Use

- 10.1 Flour
- 10.2 Fat
- 10.3 Cream
- 10.4 Sugar
- 10.5 Milk
- 10.6 Egg

Module – XI : Definition and Terms Used in Bakery

Module – XII : Yeast Products

- 12.1 Importance of Yeast in Baking –
- 12.2 Types, Storage and Use

Module – XIII : Bread Making

- 13.1 Functions of ingredients Used
- 13.2 Steps in Bread Making
- 13.3 Bread Diseases –Origin and Remedies
- 13.4 Different Recipes of Breads - Rye Bread, Corn Bread, French bread, international Breads
- 13.5 Types of Rolls - Soft Rolls; Hard Rolls
- 13.6 Quick Breads.- Ingredients, Types of Batter and Dough, Examples

Examination Scheme:

Components	V	H	CT	A	EE
Weightage (%)	06	04	15	5	70

V-viva; H-home assignment; CT-class test; A-attendance; EE-end semester examination

Text & References:

Text:

- Theory of Catering by Kinton Cesserani, Published by Hodder & Stoughton
- Practical Cookery by Kinton Cesserani, Published by Hodder & Stoughton

References:

- Theory of Cookery by K Arora published by Frank Bros &Co., New Delhi
- Professional chef by John Wiley
- Ultimate Cooking Course by Carole clement publish by Joana Lorrenz
- Essential of Cooking by James Peterson published by Artisan
- Hospitality Management: Current Trends & Practices by Dr. JM Negi, Amity University Press, New Delhi.

FOOD & BEVERAGE SERVICE FOUNDATION-I

Course Code: HMC2102

Credit Units: 02

Course Objective:

At the end of the semester the students will be able to –

- Explain the growth and role of hotel industry and catering establishment
- Understand the various types of hotels and their features
- List and explain various catering establishment with their features
- Explain staff organization structure of food and beverage department
- Describe and understand job description of each personnel working in each F&B service outlet
- List various F&B service equipments with its use and care.

Course Contents:

Module –I : Introduction to the World of Hospitality, Food & Beverage

- 1.1 Sectors of Hospitality industry
 - 1.1.1 Railway
 - 1.1.2 Airline
 - 1.1.3 Cruise Liners
 - 1.1.4 Industrial Catering
 - 1.1.5 Institutional Catering
- 1.2 Major Hospitality Organisations - international & National
 - 1.2.1 Oberoi, Taj Groups & Others

Module –II : Introduction to The Hotel industry

- 2.1 Classification of Catering Establishments
- 2.2 Types of F&B Outlets
- 2.3 Food & Beverage Departmental Organization
- 2.4 Duties & Responsibilities of F&B Staff at Various Levels
- 2.5 Attributes of a Hotelier

Module -III : Ancillary Departments

- 3.1 Still Room / Pantry
- 3.2 Wash Up (Kitchen Stewarding)
- 3.3 Plate Room

Module – IV : Restaurant Equipment

- 4.1 Glassware
- 4.2 Crockery
- 4.3 Silverware
- 4.4 Furniture
- 4.5 Linen

Module – V : Meals & Menu

- 5.1 Types of Meals
 - 5.1.1 EMT
 - 5.1.2 Breakfast
 - 5.1.3 Lunch
 - 5.1.4 Dinner

- 5.1.5 Brunch
- 5.1.6 High Tea
- 5.1.7 Afternoon Tea
- 5.1.8 Elevenses
- 5.2 Types of Menu
 - 5.2.1 À La Carte & Table d'hôte
- 5.3 Courses of Menu
 - 5.3.1 Course Item Examples with Accompaniments
 - 5.3.2 Covers for Each Course

Module – VI : Service Procedures

- 6.1 Types of Services
 - 6.1.1 Assisted
 - 6.1.1.1 Platter to Plate / Silver
 - 6.1.1.2 Pre-Plated
 - 6.1.1.3 Host
 - 6.1.1.4 Guéridon
 - 6.1.2 Non-Assisted
 - 6.2.1.1 Buffet – Sit-down, Standing
 - 6.2.1.2 Single Service
 - 6.2.1.3 Counter Service

Examination Scheme:

Components	V	H	CT1	A	EE1
Weightage (%)	05	05	15	5	70

V-viva; H-home assignment; CT-class test; A-attendance; EE-end semester examination

Text & References:

Text:

- Food & Beverage Services by SN Bagchi & Anita Sharma, Aman Publications, New Delhi
- Food & Beverage Service by Lilicrap
- Food & Beverage Service by R. Singaravelavan, OUP

References:

- F & B Service Manual by Sudhir Andrews, Tata McGraw Hill
- The Waiter by John Fullar
- Professional Table Service by Dennis Lilicrap.
- Food & Beverage Management & Control by Dr. JM Negi, Kanishka Publications, New Delhi

FRONT OFFICE FOUNDATION

Course Code: HMC2103

Credit Units: 02

Course Objective:

At the end of the semester the students will be able to explain & understand-

The growth, role of tourism in hospitality and hotel industry

The classification and main features of hotels

The Front Office staff and organization structure, duties/responsibilities of each personnel

Appraisal of Front Office equipment and furniture, welcoming of guest and telephone handling

Course Contents:

Module – I : Introduction to the Hospitality Industry

Module – II : Classification of Hotels

2.1 Size and Types of Hotel

2.2 Levels of Service

2.3 Ownership and Affiliation

Module – III :Basic Criteria of Star Categorization of Hotels

Module – IV :Hotel Organisation

4.1 Organization Chart

Module – V :Types of Rooms

Module – VI :Functional Organisation of Front office

6.1 Different Sections of Front office Department & Their Brief Functions

Module – VII : Staff Organisation of Front office Department

7.1 Duties & Responsibilities of Front office Department

Module – VIII :Front Desk Layout and Equipment

8.1 Layout

8.2 Equipment and Its Utility

Module – IX :Rate Categories

9.1 Food Plans

9.2 Basis of Charging Room Rates

9.3 Tariff Card

Module – X :Front office Systems

10.1 Non-Automated

10.2 Semi- Automated

10.3 Fully- Automated

Examination Scheme:

Components	A	JE	P	CT	EE
Weightage (%)	05	05	05	15	70

CT-class test; A-attendance; EE-end semester examination; P-project; JE-Journal Evaluation

Text & References:***Text:***

- Front Office Management by Bardi, John Willy and Sons
- Front Office Management by Mr. Sbhah Nagar
- Professional Hotel Front Office Management – Anutosh Bhakta
- Hotel Management by Dr. Jagmohan Negi, Himalaya Publishing House, New Delhi.
- Professional Hotel Management by Dr. JM Negi, S. Chand & Co, New Delhi
- Hospitality Management: Current Trends & Practices by Dr. JM Negi, Amity University Press, New Delhi

References:

- Front Office by Abbott, Butter Worth Hiemann.
- Front Office Manual by Sudhir Andrews, Tata McGraw Hill

HOUSEKEEPING FOUNDATION

Course Code: HMC2104

Credit Units: 02

Course Objective:

At the end of the semester the students would have a through knowledge of:
Organization of Housekeeping department and its basic functioning
All agents and equipment used for cleaning of all possible surfaces
Room layouts and what are constitutes in a guest room
Pests found in the hotel and their control.

Course Contents:

Module – I : The Role of Housekeeping in Hospitality Operation

- 1.1 Role of Housekeeping in Guest satisfaction and repeat Business

Module – II : Introduction to Housekeeping Department

- 2.1 Identifying Housekeeping Responsibilities
- 2.2 Organizational Structure of Housekeeping Department for: Small Hotel, Medium Hotel, Large Hotel
- 2.3 Duties & Responsibilities of Housekeeping Staff
- 2.4 Personality Attributes of Housekeeping Staff
- 2.5 Layout of the Housekeeping Department

Module – III : Cleaning Equipments

- 3.1 General Consideration for Selection
- 3.2 Classification & Types of Equipments
- 3.3 Method of Use and Mechanism for Each Type
- 3.4 Care and Maintenance

Module – IV : Cleaning Agents

- 4.1 Classification
- 4.2 General Criteria for Selection
- 4.3 Use, Care & Storage
- 4.4 Distribution & Control

Module – V :Use of Computers in Housekeeping Department

Module – VI : Care and Cleaning of Different Surface

- 6.1 Metals, Glass, Ceramics, Wood, Wall finishes, Floor finishes

Module – VII : Inter-Departmental Coordination with

- 7.1 Front office
- 7.2 Maintenance
- 7.3 Food Production & Service Areas
- 7.4 Personnel
- 7.5 Purchase, Receiving & Stores
- 7.6 Laundry
- 7.7 Computer Centre
- 7.8 Security

7.9 Accounts & Credit

7.10 Other Departments

Examination Scheme:

Components	V	H	CT	A	EE
Weightage (%)	05	05	15	5	70

V-viva; H-home assignment; CT-class test; A-attendance; EE-end semester examination

Text & References:

Text:

- Professional Management of Housekeeping Operation by Robert J. Martin
- Hotel, Hostel & Hospital Housekeeping by John C. Branson & Margaret Lennox
- Housekeeping Management by Keppa Margret M
- Hospitality Management: Current Trends & Practices by Dr. JM Negi, Amity University Press, New Delhi

References:

- Accommodation Management by Roy C
- Hotel Housekeeping Training Manual by Sudhir Andrew
- Professional House Keeping by Madlin Tucker
- Housekeeping Management by Keppa Margret M
- Hospitality Management: Current Trends & Practices by Dr. JM Negi, Amity University Press, New Delhi

APPLICATION OF COMPUTERS

Course Code: HMC2105

Credit Units: 01

Course Objective:

The basic objective of the course is to introduce the students to the world of computers and computer technology. The students will be introduced to the basic concept of operating system, word processing, database, presentation.

Course Contents:

Module I: Computer Fundamentals

Elements of a Computer system
Characteristic of Computers
Classification of Computers
Limitations
Hardware features and uses
Generations of Computer
Primary and Secondary Storage Concepts
Data Entry Devices
Data Output Devices
Software Concepts
System Software
Application Software
Language Classification
Compilers and Interpreters

Module II: Operating Systems/Environment

Introduction to Windows
GUI/Features
What are Window & Window 95 and above
Part of a Typical Window and their functions

Examination Scheme:

Components	V	H	A	CT	EE
Weightage (%)	05	05	05	15	70

V-viva; H-home assignment; CT-class test; A-attendance; EE-end semester examination

Text & References:

Text:

- Basic Computers by IBM
- DOEAC 'O' Level *Information Technology* by V.K. Jain BPB Publications

References:

- Insider Internet Marketing by Jim Deniels
- The Birth of Internet Marketing & Communication by Don Stan Boch

FOOD PRODUCTION FOUNDATION LAB-I

Course Code: HMC2106

Credit Units: 03

Course Objective:

At the end of the semester the students will be able-

- To learn about the basics of food production in continental and Indian cuisine
- To make a menu and would be able to explain the meaning of the dishes
- To prepare the basic stock, sauce and soup
- To use the knife and other equipments confidently
- To cut all kind of vegetable cutting.

Course Contents:

Practical

Module – I : Cookery

- Identification of Kitchen Equipments
- Identification of raw materials
- Preparing & Cooking Vegetables
- Different cuts of vegetables
- Demonstration of various Cooking Methods
- Compiled 3 course menu

Module – II : Bakery & Confectionery

- Preparation of Breads using different Methods
- Identification & Understanding of Bread Ingredients
- Preparation of different types of bread rolls
- Preparation of Various Quick Breads – Muffins, Pancakes

Examination Scheme:

Internal: 30 Marks

Components	JE	LE	VV	A
Weightage (%)	05	15	5	5

End-Term: 70 Marks

Components	JE	VV	INDENT	LE
Weightage (%)	05	05	10	50

Abbreviation: JE= Journal Evaluation; LE= Lab Evaluation; VV= Viva-Voce; GP= Grooming & Punctuality

Text & References:

Text:

- Theory of Catering by Kinton Cesserani, Published by Hodder & Stoughton
- Practical Cookery by Kinton Cesserani, Published by Hodder & Stoughton

References:

- Theory of Cookery by K Arora published, Frank Bros &Co. New Delhi
- Professional Chef by John Wiley
- Ultimate Cooking Course by Carole Clement publish by Joana Lorrenz
- Essential of Cooking by James Peterson published by Artisan

FOOD & BEVERAGE SERVICE FOUNDATION LAB-I

Course Code: HMC2107

Credit Units: 01

Course Objective:

At the end of the semester the students will be able-

- To use and maintain all items of crockery, cutlery, glassware, flatware and hollowware used in a restaurant
- To arrange the restaurant and connected service area
- To serve water & food as per the standard rules

Course Contents:

Module – I : Basics of Service

- Service Grooming and Restaurant Etiquettes.
- Identification of equipments
- Mis-en-Place and Mis-en-Scene

Module – II : Essentials of Service

- Writing a Menu in French
- Food and Beverage service sequence
- Water pouring and seating a guest.
- Laying and relaying of Tablecloth
- Napkin folds
- Carrying a Salver or Tray
- Sideboard setup

Module – III :Service at Table

- Rules for laying table - Laying covers as per menus
- TDH and A la carte cover Layout
- Handling service gear
- Carrying plates, Glasses and other Equipment
- Clearing an ashtray
- Crumbing, Clearance and presentation of bill
- Sequence of Service of a Meal
- Breakfast table lay-up
- Silver service
- American service

Module – IV : Basics of Service

- Situation handling
- Restaurant reservation system
- Hostess desk functions
- Order taking – writing a food KOT, writing a BOT

Examination Scheme:

Internal: 30 Marks

Components	JE	LE	VV	A
Weightage (%)	05	15	05	5

End-Term: 70 Marks

Components	JE	VV	GP	LE
Weightage (%)	10	10	10	40

Abbreviation: JE= Journal Evaluation; LE= Lab Evaluation; VV= Viva-Voce; GP= Grooming & Punctuality

Text & References:***Text:***

- Food & Beverage Services by SN Bagchi & Anita Sharma, Aman Publications, New Delhi
- Food & Beverage Service by Lilicrap
- Food & Beverage Service by R. Singaravelavan, OUP

References:

- F & B Service Manual by Sudhir Andrews, Tata McGraw Hill
- The Waiter by John Fullar
- Professional Table Service by Dennis Lilicrap.
- Food & Beverage Management & Control by Dr. JM Negi, Kanishka Publications, New Delhi

FRONT OFFICE FOUNDATION LAB

Course Code: HMC2108

Credit Units: 01

Course Objective:

At the end of the semester the students will be able-

- Understand the growth, role of tourism in hospitality and hotel industry
- Explain the classification and main features of hotels
- Describe Front Office staff and organization structure, duties/responsibilities of each personnel
- Do the Appraisal of Front Office equipment and furniture, welcoming of guest and telephone handling.

Course Contents:

- Basic Manners & Attributes for Front Office Operations.
- Communication Skills – Verbal & Non Verbal
- Telephone Handling
- Forms & Formats related to 1st Semester

Examination Scheme:

Internal: 30 Marks

Components	JE	LE	VV	A
Weightage (%)	05	15	05	05

End-Term: 70 Marks

Components	JE	VV	GP	LE
Weightage (%)	10	10	10	40

Abbreviation: JE= Journal Evaluation; LE= Lab Evaluation; VV= Viva-Voce; GP= Grooming & Punctuality A: Attendance

Text & References:

Text:

- Front Office Management by Bardi, John Willy and Sons
- Front Office Management by Mr. Sbhah Nagar
- Professional Hotel Front Office Management – Anutosh Bhakta
- Hotel Management by Dr. Jagmohan Negi, Himalaya Publishing House, New Delhi.
- Professional Hotel Management by Dr. JM Negi, S. Chand & Co, New Delhi
- Hospitality Management: Current Trends & Practices by Dr. JM Negi, Amity University Press, New Delhi

References:

- Front Office by Abbott, Butter Worth Hiemann.
- Front Office Manual by Sudhir Andrews, Tata McGraw Hill

HOUSEKEEPING FOUNDATION LAB

Course Code: HMC2109

Credit Units: 01

Course Objective:

At the end of the semester the students would have a thorough knowledge of-

- Use of cleaning agents
- Use of cleaning equipment (manual as well as mechanical)
- Cleaning of all kinds of surfaces in a hotel.

Course Contents:

- Identifying Cleaning Equipment & Agents
- Cleaning of Guest Room & Bathroom – Occupied / Vacant
- Cleaning of Various Surfaces
- Composition, Care and Cleaning of Various Surfaces
 - Metals - Brass, Copper, Silver, EPNS, Bronze, Chromium, Aluminum, Stainless Steel & Protective Finishes of Various Kinds
 - Glass-Variety Type
 - Leather, Rexine
 - Plastic
 - Ceramic - Various Types
 - Wood- Various Types & Their Protective Finishes

Examination Scheme:

Internal: 30 Marks

Components	JE	LE	VV	A
Weightage (%)	5	15	5	5

End-Term: 70 Marks

Components	JE	VV	GP	LE
Weightage (%)	10	10	10	40

Abbreviation: JE= Journal Evaluation; LE= Lab Evaluation; VV= Viva-Voce; GP= Grooming & Punctuality

Text & References:

Text:

- Professional Management of Housekeeping Operation by Robert J. Martin
- Hotel, Hostel & Hospital Housekeeping by John C. Branson & Margaret Lennox
- Housekeeping Management by Keppa Margret M
- Hospitality Management: Current Trends & Practices by Dr. JM Negi, Amity University Press, New Delhi

References:

- Accommodation Management by Roy C
- Hotel Housekeeping Training Manual by Sudhir Andrew
- Professional House Keeping by Madlin Tucker

APPLICATION OF COMPUTERS LAB

Course Code: HMC2110

Credit Units: 01

Course Objective:

At the end of the semester the students would be able to-

- Create folders
- Shortcuts copy files & folders
- Deleting files and exploring windows etc.

Course Contents:

Module I: Window Operations

Creating Folders, Creating Shortcuts, Copying Files/Folders, Renaming Files/Folders, Deleting Files Exploring Windows Quick Menu

Module II: MS Word

Creating a Document, Formatting Documents, Special Effects Cut, Copy, Paste. Table, Graphics. Print Options.

Examination Scheme:

Internal: 30 Marks

Components	JE	LE	VV	A
Weightage (%)	05	15	05	05

End-Term: 70 Marks

Components	JE	VV	GP	LE
Weightage (%)	10	10	10	40

Abbreviation: JE= Journal Evaluation; LE= Lab Evaluation; VV= Viva-Voce; GP= Grooming & Punctuality

Text & References:

Text:

- Microsoft Work 2000 by Heidi Steele Techmedia Publications
- Basic Computers by IBM

References:

- Insider Internet Marketing by Jim Deniels
- The Birth of Internet Marketing & Communication by Don Stan Boch
- Hospitality Management: Current Trends & Practices by Dr. JM Negi, Amity University Press, New Delhi

FIELD WORK PROJECT-I

Course Code: HMC2111

Credit Units: 02

Course Objective:

Students of hospitality need to go through the basics of practical service exposure in different hospitality outlets. To maximize this exposure students will be send for different hospitality services in all the major & minor areas of operation & management within & outside the campus.

Methodology:

Students should be send for various learning opportunity outside the class room. They should submit the journal after the event is over to assigned faculty from the committee in following format.

- Name of the event
- Location
- Time
- Faculty Responsible
- Task Assigned
- Learning Outcome
- Suggestions

All the assignments should be duly authorized by the faculty responsible for the event.

Student services will be monitored & evaluated by the committee comprising of Program leader & faculty (as approved by HOI) and the marks will be allotted based on the performance, attitude, learning and utilization of knowledge in practical field.

Examination Scheme:

Components	C	S	V	P	JE
Weightage (%)	20	20	20	20	20

Syllabus - Second Semester

FOOD PRODUCTION FOUNDATION–II

Course Code: HMC2201

Credit Units: 02

Course Objective:

The curriculum is based on to familiarize the students with the basic concepts of food such as –

- To make the students learn about the professionalism and basic etiquette of culinary art
- To make them learnt about raw material, uses, composition, benefits and methods
- To sharpen the culinary skills in the field of food production
- To impart knowledge of history of culinary art and changes along with the times
- To give the basic idea about physical and chemical composition of different food products.

Course Contents:

Cookery

Module – I :Breakfast Cookery

- 1.1 Types of breakfast
- 1.2 International & Indian menu for breakfast
- 1.3 Various breakfast rolls

Module – II :Commodities

- 2.1 Elementary Pastas - Method of Manufacture, Ranges Available in The Market e.g. : Macaroni, Spaghetti, Noodle Etc. & Their Uses.
- 2.2 Milk & Milk Product - Forms in Which Available, Processing e.g. : Full Cream, Fresh Milk, Toned Milk, Skimmed Milk, Buffalo & Cow's Milk; Pasteurized, Sterilised, Dehydrated etc. Khoa, Paneer, Cream, Etc.
- 2.3 Cream - Process of Making Cream, Types of Cream
- 2.4 Cheese- Introduction, Types, Processing of Cheese, Serving of Cheese

Module – III :Stocks

- 2.5 Definition, Elements of Stock
- 2.6 Classification & uses
- 2.7 Special care during stock making

Module – IV :Sauces

- 2.8 Definition
- 2.9 Classification of Mother Sauces
- 2.10 Derivatives

Module – V :Soups

- 2.11 Definition
- 2.12 Classification With example

Module – VI :Vegetable Cookery

- 2.13 Basic Knowledge, Identification, Various Cuts.
- 2.14 Preparation, Storage, Nutritional Aspects

Module – VII :Fruits

- 2.15 Types, Classification
- 2.16 Preparation, Handling, Storage
- 2.17 Nutritional Aspects

Bakery & Patisserie

Module – VIII :Cookies

- 2.18 Definition, ingredients Used & Their Functions, Different Methods Used and Examples

Module – IX :Pastries

- 2.19 Definition of Pastries
- 2.20 Classification
- 2.21 Ingredients Used, Methods
- 2.22 Usage, Faults

Examination Scheme:

Components	V	H	CT	A	EE
Weightage (%)	06	04	15	5	70

V-viva; H-home assignment; CT-class test; A-attendance; EE-end semester examination

Text & References:

Text:

- Theory of Catering by Kinton Cesserani, Published by Hodder & Stoughton
- Practical Cookery by Kinton Cesserani, Published by Hodder & Stoughton

References:

- Theory of Cookery by K Arora published by Frank Bros &Co., New Delhi
- Professional chef by John Wiley
- Ultimate Cooking Course by Carole clement publish by Joana Lorrenz
- Essential of Cooking by James Peterson published by Artisan
- Hospitality Management: Current Trends & Practices by Dr. JM Negi, Amity University Press, New Delhi.

FOOD & BEVERAGE SERVICE FOUNDATION-II

Course Code: HMC2202

Credit Units: 02

Module – I :Beverages

- 1.1 Classification
 - 1.1.1 Non-Alcoholic Beverages
 - 1.1.1.1 Types of Waters
 - 1.1.1.2 Soft Drinks
 - 1.1.1.3 Juices / Syrups / Crushes
 - 1.1.1.4 Tea Coffee
 - 1.1.2 Alcoholic Beverages
 - 1.1.2.1 Introduction
 - 1.1.2.2 Types

Module – II :Beer

Module – III :Wines

- 2.1 Introduction to Wines
- 2.2 Classification of Wines
- 2.3 Grapes & Factors Affecting Wine Quality
- 2.4 Vinification
- 2.5 Production of Red / White / Rosé Wines
- 2.6 Production of Fortified & Aromatised Wines
- 2.7 Production of Sparkling Wine
- 2.8 Wine Producing Regions of the World
- 2.9 France, Germany, Italy, Spain, Portugal
- 2.10 USA
- 2.11 Australia & India
- 2.12 Food & Wine Harmony

Examination Scheme:

Components	V	H	CT1	A	EE1
Weightage (%)	05	05	15	5	70

V-viva; H-home assignment; CT-class test; A-attendance; EE-end semester examination

Text & References:

Text:

- Food & Beverage Services by SN Bagchi & Anita Sharma, Aman Publications, New Delhi
- Food & Beverage Service by Lillicrap
- Food & Beverage Service by R. Singaravelavan, OUP

References:

- F & B Service Manual by Sudhir Andrews, Tata McGraw Hill
- The Waiter by John Fullar
- Professional Table Service by Dennis Lilicrap.
- Food & Beverage Management & Control by Dr. JM Negi, Kanishka Publications, New Delhi

FRONT OFFICE OPERATION-I

Course Code: HMC2203

Credit Units: 02

Module – I :Reservation Activities

- 1.1 Importance of Reservations
- 1.2 Sources of Reservation
- 1.3 Modes of Reservation
- 1.4 Telephone Etiquette
- 1.5 Reservation Activities
- 1.6 Tools of Reservation
 - 1.6.1 Room Status Board
 - 1.6.2 Advance Letting Chart
 - 1.6.3 Density Control Chart
 - 1.6.4 Movement List / Expected Arrival List
- 1.7 Systems of Reservation
 - 1.7.1 Diary System
 - 1.7.2 Whitney System
- 1.8 Processing Group Reservation
- 1.9 Product Knowledge of Receptionists
- 1.10 Up-selling : Techniques
- 1.11 Over-booking : Why & How
- 1.12 Cancellation Procedure
- 1.13 Amendment Procedure

Module – II :Registration

- 2.1 Room Position

Module – III :Pre Arrival

- 3.1 Pre Registration Procedure

Module – IV :On Arrival Procedures

- 4.1 Receiving, Greeting, Welcoming A Guest
- 4.2 Assessing The Guest Requirements
- 4.3 Registration & Rooming Procedure

Module – V :Post Arrival Procedure

Module – VI :Chapter 2 to Chapter 5 for :

- 6.1 FIT
- 6.2 VIP
- 6.3 Group
- 6.4 Foreigner

Module – VII :Room Change Procedure

Module – VIII :Handling of Special Situations Like

- 8.1 DNS
- 8.2 DNA
- 8.3 RNA

- 8.4 NI (No information)
- 8.5 VIP / Spat / DG Guests
- 8.6 Scanty Baggage Guest
- 8.7 Refusing Accommodation
 - 8.7.1 Black Listed Guest
 - 8.7.2 Walking A Guest

Module – IX :Manual Key Control Procedure

Examination Scheme:

Components	A	JE	P	CT	EE
Weightage (%)	05	05	05	15	70

CT-class test; A-attendance; EE-end semester examination; P-project; JE-Journal Evaluation

Text & References:

Text:

- Front Office Management by Bardi, John Willy and Sons
- Front Office Management by Mr. Sbbhal Nagar
- Professional Hotel Front Office Management – Anutosh Bhakta
- Hotel Management by Dr. Jagmohan Negi, Himalaya Publishing House, New Delhi.
- Professional Hotel Management by Dr. JM Negi, S. Chand & Co, New Delhi
- Hospitality Management: Current Trends & Practices by Dr. JM Negi, Amity University Press, New Delhi

References:

- Front Office by Abbott, Butter Worth Hiemann.
- Front Office Manual by Sudhir Andrews, Tata McGraw Hill

HOUSE KEEPING OPERATION-I

Course Code: HMC2204

Credit Units: 02

Course Objective:

At the end of the semester the students will have a thorough knowledge of-

- Key Control & its importance
- All types of beds and mattresses
- Cleaning Procedures & schedule
- All routine and records maintained of H.K. department
- Pest Control

Module – I :Keys

- 1.1 Types of keys,
- 1.2 Key control

Module – II :Types of Beds and Mattresses

Module – III :Introduction to Cleaning

- 3.1 Principles of cleaning
- 3.2 Methods of organizing cleaning
- 3.3 Frequency of cleaning daily, periodic, special

Module – IV :Cleaning Organization

- 4.1 Guestroom Cleaning
 - 4.1.1 Stacking of Chambers Maid Trolley
 - 4.1.2 Pre – Preparation
 - 4.1.3 Entering the guestroom
 - 4.1.4 Bed Making
 - 4.1.5 Bathroom Cleaning
 - 4.1.6 Second Service
 - 4.1.7 Turndown Service
- 4.2 Public Area CleaningHotel Entrance, Lobby, Front Office, Restaurants, Elevators, etc
- 4.3 Guest Room inspection

Module – V :Routine Systems and Records of Housekeeping Department

- 5.1 Room Occupancy Report,
- 5.2 Guest Room Inspection Checklists,
- 5.3 Work Orders, Log Sheet,
- 5.4 Lost and Found Register and Enquiry File,
- 5.5 Housekeeper's Report,
- 5.6 Guest's Special Requests Register,
- 5.7 Record of Special Cleaning,
- 5.8 Call Register,
- 5.9 VIP Lists.

Module – VI :Pest Control

- 6.1 Definitions of Pests & Control
- 6.2 Areas of infestations

- 6.3 Prevention & Control of Pests
- 6.4 Responsibility of Housekeeping in Pests Control

Examination Scheme:

Components	V	H	CT	A	EE
Weightage (%)	05	05	15	5	70

V-viva; H-home assignment; CT-class test; A-attendance; EE-end semester examination

Text & References:

Text:

- Professional Management of Housekeeping Operation by Robert J. Martin
- Hotel, Hostel & Hospital Housekeeping by John C. Branson & Margaret Lennox
- Housekeeping Management by Keppa Margret M
- Hospitality Management: Current Trends & Practices by Dr. JM Negi, Amity University Press, New Delhi

References:

- Accommodation Management by Roy C
- Hotel Housekeeping Training Manual by Sudhir Andrew
- Professional House Keeping by Madlin Tucker
- Housekeeping Management by Keppa Margret M
- Hospitality Management: Current Trends & Practices by Dr. JM Negi, Amity University Press, New Delhi

FOOD PRODUCTION FOUNDATION LAB-II

Course Code: HMC2207

Credit Units: 03

Cookery

- Preparing & Cooking Fish & Shellfish
- Preparing & Cooking Poultry
- Preparing & Cooking Meat
- Preparing 3 to 5 course Continental Menu

Patisserie

- Different methods & Types Cookie making
- Different Types of Pastries & their applications

Examination Scheme:

Internal: 30 Marks

Components	JE	LE	VV	A
Weightage (%)	05	15	5	5

End-Term: 70 Marks

Components	JE	VV	INDENT	LE
Weightage (%)	05	05	10	50

Abbreviation: JE= Journal Evaluation; LE= Lab Evaluation; VV= Viva-Voce; GP= Grooming & Punctuality

Text & References:

Text:

- Theory of Catering by Kinton Cesserani, Published by Hodder & Stoughton
- Practical Cookery by Kinton Cesserani, Published by Hodder & Stoughton

References:

- Theory of Cookery by K Arora, Frank Bros &Co. New Delhi
- Professional Chef by John Wiley
- Ultimate Cooking Course by Carole Clement publish by Joana Lorrenz
- Essential of Cooking by James Peterson published by Artisan

FOOD & BEVERAGE SERVICE FOUNDATION LAB-II

Course Code: HMC2208

Credit Units: 01

- Room service tray and trolley lay-up and service
- Room service amenities, Set-up in rooms
- Functional and floor layouts for room service
- Conducting briefing and de-briefing for F&B Outlets
- Beverage order-taking
- Service of hot and cold non- alcoholic beverages
- Table set-up with wines on the menu
- Service of Beer, Sake, and Other fermented and brewed beverages
- Service of sparkling, aromatized, fortified, still wines.
- Glassware used for different spirits,
- Non alcoholic drinks offered with different Spirits - service procedure.
- Order taking –writing a BOT

Examination Scheme:

Internal: 30 Marks

Components	JE	LE	VV	A
Weightage (%)	05	15	05	5

End-Term: 70 Marks

Components	JE	VV	GP	LE
Weightage (%)	10	10	10	40

Abbreviation: JE= Journal Evaluation; LE= Lab Evaluation; VV= Viva-Voce; GP= Grooming & Punctuality

Text & References:

Text & References:

Text:

- Food & Beverage Services by SN Bagchi & Anita Sharma, Aman Publications, New Delhi
- Food & Beverage Service by Lilicrap
- Food & Beverage Service by R. Singaravelavan, OUP

References:

- F & B Service Manual by Sudhir Andrews, Tata McGraw Hill
- The Waiter by John Fullar
- Professional Table Service by Dennis Lilicrap.
- Food & Beverage Management & Control by Dr. JM Negi, Kanishka Publications, New Delhi

FRONT OFFICE OPERATION LAB-I

Course Code: HMC2209

Credit Units: 01

- Identification of equipment, Work Structure & Stationery
- Procedure of taking Reservations – in Person & over Telephone
- Converting enquiry into valid reservation
- Suggestive Selling

Examination Scheme:

Internal: 30 Marks

Components	JE	LE	VV	A
Weightage (%)	05	15	05	05

End-Term: 70 Marks

Components	JE	VV	GP	LE
Weightage (%)	10	10	10	40

Abbreviation: JE= Journal Evaluation; LE= Lab Evaluation; VV= Viva-Voce; GP= Grooming & Punctuality A: Attendance

Text & References:

Text:

- Front Office Management by Bardi, John Willy and Sons
- Front Office Management by Mr. Sbbhal Nagar
- Professional Hotel Front Office Management – Anutosh Bhakta
- Hotel Management by Dr. Jagmohan Negi, Himalaya Publishing House, New Delhi.
- Professional Hotel Management by Dr. JM Negi, S. Chand & Co, New Delhi
- Hospitality Management: Current Trends & Practices by Dr. JM Negi, Amity University Press, New Delhi

References:

- Front Office by Abbott, Butter Worth Hiemann.
- Front Office Manual by Sudhir Andrews, Tata McGraw Hill

HOUSEKEEPING OPERATION LAB-I

Course Code: HMC2210

Credit Units: 01

- Identifying Guest Supplies
- Bed Making
- Bed Making (Variations)

Examination Scheme:

Internal: 30 Marks

Components	JE	LE	VV	A
Weightage (%)	5	15	5	5

End-Term: 70 Marks

Components	JE	VV	GP	LE
Weightage (%)	10	10	10	40

Abbreviation: JE= Journal Evaluation; LE= Lab Evaluation; VV= Viva-Voce; GP= Grooming & Punctuality

Text & References:

Text:

- Professional Management of Housekeeping Operation by Robert J. Martin
- Hotel, Hostel & Hospital Housekeeping by John C. Branson & Margaret Lennox
- Housekeeping Management by Keppa Margret M
- Hospitality Management: Current Trends & Practices by Dr. JM Negi, Amity University Press, New Delhi

References:

- Accommodation Management by Roy C
- Hotel Housekeeping Training Manual by Sudhir Andrew
- Professional House Keeping by Madlin Tucker

FIELD WORK PROJECT-II

Course Code: HMC2211

Credit Units: 03

Course Objective:

Students of hospitality need to go through the basics of practical service exposure in different hospitality outlets. To maximize this exposure students will be send for different hospitality services in all the major & minor areas of operation & management within & outside the campus.

Methodology:

Students should be send for various learning opportunity outside the class room. They should submit the journal after the event is over to assigned faculty from the committee in following format.

- Name of the event
- Location
- Time
- Faculty Responsible
- Task Assigned
- Learning Outcome
- Suggestions

All the assignments should be duly authorized by the faculty responsible for the event.

Student services will be monitored & evaluated by the committee comprising of Program leader & faculty (as approved by HOI) and the marks will be allotted based on the performance, attitude, learning and utilization of knowledge in practical field.

C-20

S-20

V-20

P-20

JE-20

Syllabus - Third Semester

FOOD PRODUCTION OPERATIONS-I

Course Code: HMC2301

Credit Units: 02

Course Objective:

After completion of this course the students will have the basic concepts of –

- Standard Recipe, Menu planning
- Classification & cooking of Egg, Meat, Poultry / Game, Fish
- Indian Gravies & Masalas
- Accompaniments & Garnish
- Production of Cakes, role of different ingredients used

Module I:Standard Recipe

- Introduction & Types of standard Recipes
- Method of writing & Uses

Module II :Menu planning

- Introduction
- Types of menus
- Factor effecting menu planning

Module III:Egg Cookery

- Structure, Composition, Varieties, Storage
- Nutritional Aspects
- Preparation

Module IV :Meat Cookery

- Composition, Selection, Grading of Mutton, Lamb, Pork, Beef, Veal
- Cuts of Different Meats, Cooking Times, & Handling
- Nutritional and Storage Points

Module V :Poultry / Game Cookery

- Types/Classification
- Food Value, Storage & Nutritional Value

Module VI:Fish Cookery

- Classification, Source
- Storage, Food Value Preservation

Module VII:Basic Gravies

- Basic ingredients used in gravies
- Types of gravies
- Uses with examples

Module VIII:Masalas

- Blending of spices
- Different Masalas used in Indian cookery

- Wet Masala
- Dry Masala
- Composition of different Masalas
- Verities of Masalasavailable in regional areas
- Special Masala blends

Module IX : Accompaniments&Garnish

Module X :Cakes (Bakery & Patisserie)

- Ingredients Used in Cake-Making & Their Functions
- Type of Methods
- Cake Balancing Formulas, Faults & Remedies
- High Ratio Cakes, Pound Cakes - Definitions, Formulas
- Cake Decorations , Icings, Types of Icing, Other Decorative Items

Examination Scheme:

Components	V	H	CT	A	EE
Weightage (%)	06	04	15	5	70

V-viva; H-home assignment; CT-class test; A-attendance; EE-end semester examination

Text & References:

Text:

- Theory of Catering by Kinton Cesserani, Published by Hodder & Stoughton
- Practical Cookery by Kinton Cesserani, Published by Hodder & Stoughton

References:

- Theory of Cookery by K Arora published by Frank Bros &Co., New Delhi
- Professional chef by John Wiley
- Ultimate Cooking Course by Carole clement publish by Joana Lorrenz
- Essential of Cooking by James Peterson published by Artisan
- Hospitality Management: Current Trends & Practices by Dr. JM Negi, Amity University Press, New Delhi.

FOOD & BEVERAGE SERVICE OPERATIONS-I

Course Code: HMC2302

Credit Units: 02

Course Objective:

After completion of this course the students will have the clear concepts of –

- Spirits & their production methods
- Calculation of strength of Spirit
- Types of Spirits
- Liqueurs & Bitters
- Cigars & Cigarettes

Module I :Spirits

- 1.1 Introduction & Types
- 1.2 Measuring Strength of Spirit
- 1.3 Styles of Production
- 1.4 Whisky
- 1.5 Brandy
- 1.6 Rum
- 1.7 Gin
- 1.8 Vodka
- 1.9 Tequila
- 1.10 Other Spirits (Pernod, Marc, Grappa Etc.)

Module II :Liqueurs & Bitters

- 2.1 Types
- 2.2 Production
- 2.3 Bases & Brands

Module III :Cigars & Cigarettes

- 3.1 Manufacturing
- 3.2 Care & Storing
- 3.3 Types, Brands

Examination Scheme:

Components	V	H	CT1	A	EE1
Weightage (%)	05	05	15	5	70

V-viva; H-home assignment; CT-class test; A-attendance; EE-end semester examination

Text & References:

Text:

- Food & Beverage Services by SN Bagchi & Anita Sharma, Aman Publications, New Delhi
- Food & Beverage Service by Lillicrap
- Food & Beverage Service by R. Singaravelavan, OUP

References:

- F & B Service Manual by Sudhir Andrews, Tata McGraw Hill
- The Waiter by John Phullar
- Professional Table Service by Dennis Lillicrap.
- Food & Beverage Management & Control by Dr. JM Negi, Kanishka Publications, New Delhi

FRONT OFFICE OPERATION-II

Course Code: HMC2303

Credit Units: 02

Course Objective:

After completion of this course the students will have clear concept on –

- Front office Communication
- Bell Desk Service
- Guest Services

Module I : Bell Desk Service

- 1.1 Bell Desk Layout, Equipment
- 1.2 Staff Organisation, Duty Rotas & Work Schedule
- 1.3 Luggage Handling Procedures
- 1.4 Left Luggage Procedures
- 1.5 Other Functions of Bell Desk

Module II :Front office Communication

- 2.1 Importance of inter-Departmental Communication
- 2.2 Types & Methods of Communication

Module III :Guest Services

- 3.1 Handling Guest Requests
- 3.2 Handling Guest Complaints
- 3.3 Mail Handling Procedures
 - 3.3.1 Importance of Handling Mail without Delay, Sorting of Mail
 - 3.3.2 Categories of Guest Mail :- Resident Guest, Departed Guest & Guest Still to Arrive
 - 3.3.3 Special Handling of Registered Mail and Parcels
- 3.4 Message Handling Procedure
 - 3.4.1 Importance, Procedure, Method of Receiving and Transmitting Messages for Guest, Location Form, Paging Procedure

Examination Scheme:

Components	A	JE	P	CT	EE
Weightage (%)	05	05	05	15	70

CT-class test; A-attendance; EE-end semester examination; P-project; JE-Journal Evaluation

Text & References:

Text:

- Front Office Management by Bardi, John Willy and Sons
- Front Office Management by Mr. Sbhah Nagar
- Professional Hotel Front Office Management – Anutosh Bhakta
- Hotel Management by Dr. Jagmohan Negi, Himalaya Publishing House, New Delhi.
- Professional Hotel Management by Dr. JM Negi, S. Chand & Co, New Delhi
- Hospitality Management: Current Trends & Practices by Dr. JM Negi, Amity University Press, New Delhi

References:

- Front Office by Abbott, Butter Worth Hiemann.
- Front Office Manual by Sudhir Andrews, Tata McGraw Hill

HOUSE KEEPING OPERATION-II

Course Code: HMC2304

Credit Units: 02

Course Objective:

At the end of the semester the students will have a thorough knowledge of-

- Fibres & Fabrics, Methods of Weaving, Linen
- Linen Room
- Uniforms & Uniform Room
- Sewing Room.

Module I : Fibres & Fabrics

Definition of Fibre

Classification of Fibre - The Origin, Characteristics & Usage in the Hotel

Module II :Weaving

Stages

Terms Used - Weft, Warp, Selvedge, Thread Count

Classification of Weaves - Plain -Basket, Twill, Damask, Satin, Figured, Bird Eye, Herring Bone, Dobby, Jacquard, Pile (Cut & Uncut)

Fabric Commonly Used - Flannel, Parcale, Calico, Cambrioc, Candlewick, Denim, Rayon, Velvet,

Finishes -Sizing, Degumming, Weighting, Boiling off, Scouring, Singeing, Calendering, Decatizing, Shearing, Brushing, Floacking, Sanforisation, Mercerization, Pleating / Fluting, Napping, Bleaching, Dyeing, Printing (Roller & Screen)

Module III :Linen

Classification of Linen

Items Classified As Bed and Bath Linen, Their Sizes

Items Classified As Table Linen, Their Sizes

Materials Used For Making Fabric & Their Classification

Selection Criteria for the Linen Items (Bed Sheets Pillowcases, Towels and Bath Mats, Table Cloths, Serviettes)

Selection Criteria & Calculating Material Required for Soft Furnishings (Curtains, Bedspreads, Upholstery & Cushions)

Module IV :Linen Room

Activities of Linen Room

Location, Equipment & Layout of a Linen Room (Basic Rules)

Purchase of Linen / Linen Hire / Quality & Quantity

Storage & inspection

Issuing of Linen to Floors & Departments (Procedure & Records)

Dispatch & Delivery from Laundry (Procedure & Records)

Stock Taking - Procedure & Records

Condemned Linen & Cut-Down-Procedure and Records

Marking & Monogramming

Module V :Uniforms & Uniform Room

Purpose of Uniforms

Number of Sets, Issuing Procedure & Exchange of Uniforms

Designing A Uniform - Functional Aesthetic Considerations
Layout & Planning of the Uniform Room (Basic Considerations)

Module VI :Sewing Room

Equipments in a sewing room
Functions carried out in a sewing room

Examination Scheme:

Components	V	H	CT	A	EE
Weightage (%)	05	05	15	5	70

V-viva; H-home assignment; CT-class test; A-attendance; EE-end semester examination

Text & References:

Text:

- Professional Management of Housekeeping Operation by Robert J. Martin
- Hotel, Hostel & Hospital Housekeeping by John C. Branson & Margaret Lennox
- Housekeeping Management by Keppa Margret M
- Hospitality Management: Current Trends & Practices by Dr. JM Negi, Amity University Press, New Delhi

References:

- Accommodation Management by Roy C
- Hotel Housekeeping Training Manual by Sudhir Andrew
- Professional House Keeping by Madlin Tucker
- Housekeeping Management by Keppa Margret M
- Hospitality Management: Current Trends & Practices by Dr. JM Negi, Amity University Press, New Delhi

FOOD PRODUCTION OPERATIONS LAB-I

Course Code: HMC2308

Credit Units: 03

Cookery

- Preparing Indian Masalas & Gravies
- Preparing & Cooking Indian Vegetables
- Preparing Rice, Dal, Breads
- Preparing Indian & continental Menus
- Preparing for Indian & Continental Desserts

Patisserie

- Different methods & Types Cake making
- Icing – Types & Applications

Examination Scheme:

Internal: 30 Marks

Components	JE	LE	VV	A
Weightage (%)	05	15	5	5

End-Term: 70 Marks

Components	JE	VV	INDENT	LE
Weightage (%)	05	05	10	50

Abbreviation: JE= Journal Evaluation; LE= Lab Evaluation; VV= Viva-Voce; GP= Grooming & Punctuality

Text & References:

Text:

- Theory of Catering by Kinton Cesserani, Published by Hodder & Stoughton
- Practical Cookery by Kinton Cesserani, Published by Hodder & Stoughton

References:

- Theory of Cookery by K Arora published, Frank Bros & Co. New Delhi
- Professional Chef by John Wiley
- Ultimate Cooking Course by Carole Clement published by Joana Lorrenz
- Essential of Cooking by James Peterson published by Artisan

FOOD & BEVERAGE SERVICE OPERATIONS LAB-I

Course Code: HMC2309

Credit Units: 02

- Service of spirits and liqueurs
- Bar setup and operations
- Cocktail and Mocktail preparations, presentation and service
- Service of Cigars and cigarettes
- Service of Afternoon and High Teas
- Cocktail Parties

Examination Scheme:

Internal: 30 Marks

Components	JE	LE	VV	A
Weightage (%)	05	15	05	5

End-Term: 70 Marks

Components	JE	VV	GP	LE
Weightage (%)	10	10	10	40

Abbreviation: JE= Journal Evaluation; LE= Lab Evaluation; VV= Viva-Voce; GP= Grooming & Punctuality

Text & References:

Text:

- Food & Beverage Services by SN Bagchi & Anita Sharma, Aman Publications, New Delhi
- Food & Beverage Service by Lilicrap
- Food & Beverage Service by R. Singaravelavan, OUP

References:

- F & B Service Manual by Sudhir Andrews, Tata McGraw Hill
- The Waiter by John Fullar
- Professional Table Service by Dennis Lilicrap.
- Food & Beverage Management & Control by Dr. JM Negi, Kanishka Publications, New Delhi

FRONT OFFICE OPERATION LAB-II

Course Code: HMC2310

Credit Units: 01

- Handling Telephones
- Taking Reservations
- Processing Reservations
- Role Play – Check-in / Walk-in / FIT / GIT / VIP / CIP / HG etc.
- Mock Situations – Role – Plays
- Filling up of C – Forms
- Preparation & Filling up of Guest Registration Card

Examination Scheme:

Internal: 30 Marks

Components	JE	LE	VV	A
Weightage (%)	05	15	05	05

End-Term: 70 Marks

Components	JE	VV	GP	LE
Weightage (%)	10	10	10	40

Abbreviation: JE= Journal Evaluation; LE= Lab Evaluation; VV= Viva-Voce; GP= Grooming & Punctuality A: Attendance

Text & References:

Text:

- Front Office Management by Bardi, John Willy and Sons
- Front Office Management by Mr. Sbhah Nagar
- Professional Hotel Front Office Management – Anutosh Bhakta
- Hotel Management by Dr. Jagmohan Negi, Himalaya Publishing House, New Delhi.
- Professional Hotel Management by Dr. JM Negi, S. Chand & Co, New Delhi
- Hospitality Management: Current Trends & Practices by Dr. JM Negi, Amity University Press, New Delhi

References:

- Front Office by Abbott, Butter Worth Hiemann.
- Front Office Manual by Sudhir Andrews, Tata McGraw Hill

HOUSEKEEPING OPERATION LAB-II

Course Code: HMC2311

Credit Units: 01

- Identification of Fibre & Fabrics
- Test of Fibre & Fabrics
- Sewing & Stitching

Examination Scheme:

Components	V	H	CT	A	EE
Weightage (%)	05	05	15	5	70

V-viva; H-home assignment; CT-class test; A-attendance; EE-end semester examination

Text & References:

Text:

- Professional Management of Housekeeping Operation by Robert J. Martin
- Hotel, Hostel & Hospital Housekeeping by John C. Branson & Margaret Lennox
- Housekeeping Management by Keppa Margret M
- Hospitality Management: Current Trends & Practices by Dr. JM Negi, Amity University Press, New Delhi

References:

- Accommodation Management by Roy C
- Hotel Housekeeping Training Manual by Sudhir Andrew
- Professional House Keeping by Madlin Tucker
- Housekeeping Management by Keppa Margret M
- Hospitality Management: Current Trends & Practices by Dr. JM Negi, Amity University Press, New Delhi

Syllabus - Fourth Semester

FOOD PRODUCTION OPERATIONS-II

Course Code: HMC2401

Credit Units: 02

Course Objective:

At the end of the semester the students will develop a clear concept on –

- Quantity Food Production
- Menu Planning
- Regional Indian Cuisine
- Frozen Desserts
- Sugar Cookery
- Chocolate Confectionary

Module I: Quantity Food Production- Equipment

Equipment required for mass/volume feeding
Heat and cold generating equipment
Care and maintenance of these equipments
Modern development in equipment manufacture

Module II: Menu Planning

Basic principles of menu planning – recapitulation
Points to consider in menu planning for various volume feeding outlets such as Industrial, Institutional, Mobile Catering Units
Planning menus for;
1. School/college students
2. Industrial workers
3. Hospitals
4. Outdoor parties
5. Theme dinners
6. Transport facilities, cruise lines, airlines, railway
Nutrition factors for the above

Module III: Indenting

Principles of indenting for volume feeding
Portion sizes of various items for different types of volume feeding
Modifying recipes for indenting for large scale catering
Practical difficulties while indenting for volume feeding

Module IV: Planning

Principles of planning for quantity food production with regard to

- Space allocation
- Equipment selection
- Staffing

Module V: Volume Feeding

Institutional and Industrial Catering

- Types of Institutional & Industrial Catering
- Problems associated with this type of catering

- Scope of development and growth

Hospital Catering

- Highlights of hospital catering for patients, staff, visitors
- Diet menus and nutritional requirements

Off Premises Catering

- Reasons for growth and development
- Menu planning and theme parties
- Concept of a Central Production Unit
- Problems associated with off-premises catering

Mobile Catering

- Characteristics of Rail, Airline (Flight Kitchen) and Sea Catering.
- Branches of Mobile Catering

Quantity Purchase & Storage

- Introduction of purchasing
- Purchasing system
- Purchasing specifications
- Purchasing techniques
- Storage

Module VI: Regional Indian Cuisine

Introduction to Regional Indian Cuisine

Heritage of Indian Cuisine

Cuisine and its highlights of different states/region/ communities to be discussed under:

- Geographic location
- Seasonal availability
- Special equipment
- Staple diets
- Specialty cuisine for festivals and special occasions

States - Andhra Pradesh, Bengal, Goa, Gujarat, Karnataka, Kashmir, Kerala, Madhya Pradesh, Maharashtra, North-Eastern States, Punjab, Rajasthan, Tamil Nadu and Uttar Pradesh/Uttarakhand

Communities- Parsee, Chettinad, Hyderabadi, Lucknowi (Avadhi), Malabari / Syrian, Christian and Bohri

Discussions- Indian Breads, Indian Sweets, Indian Snacks.

Patisserie

Module VII : Frozen Desserts : ingredients; Types

Sherbets,

Ice-creams

Module VIII :Sugar Cookery

Manufacturing, Syrups, Types, Stages of Cooking With Temperatures

Module IX :Chocolate Confectionary

Origin of Chocolate, Manufacturing, Tempering, Types, Usage

Examination Scheme:

Components	V	H	CT	A	EE
Weightage (%)	06	04	15	5	70

V-viva; H-home assignment; CT-class test; A-attendance; EE-end semester examination

Text & References:***Text:***

- Theory of Catering by Kinton Cesserani, Published by Hodder & Stoughton
- Practical Cookery by Kinton Cesserani, Published by Hodder & Stoughton

References:

- Theory of Cookery by K Arora published by Frank Bros &Co., New Delhi
- Professional chef by John Wiley
- Ultimate Cooking Course by Carole clement publish by Joana Lorrenz
- Essential of Cooking by James Peterson published by Artisan
- Hospitality Management: Current Trends & Practices by Dr. JM Negi, Amity University Press, New Delhi.

FOOD & BEVERAGE SERVICE OPERATIONS-II

Course Code: HMC2402

Credit Units: 02

Course Objective:

At the end of the semester the students will develop a clear concept on –

- Guéridon Service
- Banquets
- Bar Operations

Module I:Guéridon Service

- Types of Trolleys
- Sequence of Service

Module II:Banquets

- History of Banquets
- Types of Banquets
- Organization of Banquet Section
- Banquet Procedures
- Buffets
- Banquet Protocols
- Conferences

Module III :Bar Operations

- Bar Set Up
- Equipment
- Bar Control
- Cocktails

Examination Scheme:

Components	V	H	CT1	A	EE1
Weightage (%)	05	05	15	5	70

V-viva; H-home assignment; CT-class test; A-attendance; EE-end semester examination

Text & References:

Text:

- Food & Beverage Services by SN Bagchi & Anita Sharma, Aman Publications, New Delhi
- Food & Beverage Service by Lillicrap
- Food & Beverage Service by R. Singaravelavan, OUP

References:

- F & B Service Manual by Sudhir Andrews, Tata McGraw Hill
- The Waiter by John Phullar
- Professional Table Service by Dennis Lillicrap.
- Food & Beverage Management & Control by Dr. JM Negi, Kanishka Publications, New Delhi

FRONT OFFICE MANAGEMENT-I

Course Code: HMC2403

Credit Units: 02

Course Objective:

At the end of the semester the students will develop a clear concept on –

- Checkout & Settlement
- Front office Accounting Systems
- Night Audit
- Hotel / Front office Security System
- Property Management Systems

Module I :Checkout & Settlement

- Procedures at Reception, Cash Section, Bell Desk
- Express Check-Out & Self Check-Out
- Reduction of Late Charges
- Effective Billing & Collection

Module II: Front office Accounting Systems

- Accounting Fundamentals
- Creation & Maintenance of Accounts
- Audits & internal Control
- Settlement of Accounts
- Cash Control
- Credit Control

Module III: Night Audit

- Night Audit Process
- Function of Night Auditor
- Night Audit Reports

Module IV: Hotel / Front office Security System

- Methods
- Equipment Used
- Card Key Control
- Emergency Procedures
- Management's Role in Security

Module V:Property Management Systems

- Reservation Management Software
- Room Management Software
- Guest Account Management Software
- General Management Software

Examination Scheme:

Components	A	JE	P	CT	EE
Weightage (%)	05	05	05	15	70

CT-class test; A-attendance; EE-end semester examination; P-project; JE-Journal Evaluation

Text & References:***Text:***

- Front Office Management by Bardi, John Willy and Sons
- Front Office Management by Mr. Sbhah Nagar
- Professional Hotel Front Office Management – Anutosh Bhakta
- Hotel Management by Dr. Jagmohan Negi, Himalaya Publishing House, New Delhi.
- Professional Hotel Management by Dr. JM Negi, S. Chand & Co, New Delhi
- Hospitality Management: Current Trends & Practices by Dr. JM Negi, Amity University Press, New Delhi

References:

- Front Office by Abbott, Butter Worth Hiemann.
- Front Office Manual by Sudhir Andrews, Tata McGraw Hill

HOUSEKEEPING MANAGEMENT-I

Course Code: HMC2404

Credit Units: 02

Course Objective:

At the end of the semester the students will develop a clear concept on –

- Laundry Operation
- Contract Cleaning
- Flower Arrangement

Module I : Laundry Operation

- Duties & Responsibilities of Laundry Staff (Laundry Manager and Shift-In-Leader, Dry Cleaning, Supervisor, Spotter cum Presser, Laundry Clerk, Attendants Valet Runner, Laundry)
- Importance and Principles of Laundry Operations
- Flow Process of industrial Laundering [Collection, Transportation Arrivals, Sorting, Weighing, Loading, Washing, Rinsing, Starching, Hydro-Extraction, Drying, Unloading, Tumbling, Finishing (Calender / Steam Press) Folding, & Storing Transfer & Use]
- Stages in Wash Cycle (Flush-Suds-Bleach Rinse-Sour & Soft-Extract, Break & Soaking)
- Equipment, Layout & Planning & Laundry (Basic Rules)
- Role of Laundry Agents
- Classification of Laundry Agents (Synthetic, Detergent, Built Soap Detergents, Enzyme Action-Detergents, Explain Briefly)
- Stain Removal

Module II :Contract Cleaning

- Types of Contract Cleaning
- Methods of Pricing of Contract Cleaning
- Advantages and Disadvantages of Contract Cleaning
- Eco-Friendly Process

Module III :Flower Arrangement

- Purpose of Flower Arrangement, Placement & Level of Placement
- With Relevant Examples
- Equipment & Materials Required
- Conditioning of Plant Material
- Styles of Flower Arrangement (Western, Japanese, Free-Style & Abstract)
- Principle of Flower Arrangement (Design, Scale, Balance, Focal Point, Rhythm, Texture, Repetition, Unity & Harmony)

Examination Scheme:

Components	V	H	CT	A	EE
Weightage (%)	05	05	15	5	70

V-viva; H-home assignment; CT-class test; A-attendance; EE-end semester examination

Text & References:

Text:

- Professional Management of Housekeeping Operation by Robert J. Martin
- Hotel, Hostel & Hospital Housekeeping by John C. Branson & Margaret Lennox
- Housekeeping Management by Keppa Margret M
- Hospitality Management: Current Trends & Practices by Dr. JM Negi, Amity University Press, New Delhi

References:

- Accommodation Management by Roy C
- Hotel Housekeeping Training Manual by Sudhir Andrew
- Professional House Keeping by Madlin Tucker
- Housekeeping Management by Keppa Margret M
- Hospitality Management: Current Trends & Practices by Dr. JM Negi, Amity University Press, New Delhi

FOOD PRODUCTION OPERATIONS LAB-II

Course Code: HMC2408

Credit Units: 04

Cookery

- To formulate different sets of menus from the following regions and to include more dishes from the respective regions. The practical class will be conducted preferably by demonstrative method.
 - Awadh
 - Bengal
 - Goa
 - Gujarat
 - Hyderabad
 - Kashmiri
 - Maharashtra
 - Punjabi
 - Rajasthan
 - South India (Tamil Nadu, Karnataka, Kerala).

Patisserie

- Preparation & Application of Cream, Filling & Custards & Their uses
- Sugar Products
- Chocolate Confectionery

Examination Scheme:

Internal: 30 Marks

Components	JE	LE	VV	A
Weightage (%)	05	15	5	5

End-Term: 70 Marks

Components	JE	VV	INDENT	LE
Weightage (%)	05	05	10	50

Abbreviation: JE= Journal Evaluation; LE= Lab Evaluation; VV= Viva-Voce; GP= Grooming & Punctuality

Text & References:

Text:

- Theory of Catering by Kinton Cesserani, Published by Hodder & Stoughton
- Practical Cookery by Kinton Cesserani, Published by Hodder & Stoughton

References:

- Theory of Cookery by K Arora published, Frank Bros &Co. New Delhi
- Professional Chef by John Wiley
- Ultimate Cooking Course by Carole Clement publish by Joana Lorrenz
- Essential of Cooking by James Peterson published by Artisan

FOOD & BEVERAGE SERVICE OPERATIONS LAB-II

Course Code: HMC2409

Credit Units: 02

- Buffet Lay-ups, theme Buffet setups
- Restaurant setups of different types
- Service of Cheese
- Preparation of Flambé dishes

Examination Scheme:

Internal: 30 Marks

Components	JE	LE	VV	A
Weightage (%)	05	15	05	5

End-Term: 70 Marks

Components	JE	VV	GP	LE
Weightage (%)	10	10	10	40

Abbreviation: JE= Journal Evaluation; LE= Lab Evaluation; VV= Viva-Voce; GP= Grooming & Punctuality

Text & References:

Text & References:

Text:

- Food & Beverage Services by SN Bagchi & Anita Sharma, Aman Publications, New Delhi
- Food & Beverage Service by Lilicrap
- Food & Beverage Service by R. Singaravelavan, OUP

References:

- F & B Service Manual by Sudhir Andrews, Tata McGraw Hill
- The Waiter by John Fullar
- Professional Table Service by Dennis Lilicrap.
- Food & Beverage Management & Control by Dr. JM Negi, Kanishka Publications, New Delhi

FRONT OFFICE MANAGEMENT LAB

Course Code: HMC2410

Credit Units: 01

- Preparation & Study of Countries – Capitals & Currency, Airlines, Flag Charts, Credit Cards, Travel Agency etc.
- Telecommunication Skills
- Preparation of Guest Folio
- Guest Complaint Handling
- Preparation of Guest History Cards

Examination Scheme:

Internal: 30 Marks

Components	JE	LE	VV	A
Weightage (%)	05	15	05	05

End-Term: 70 Marks

Components	JE	VV	GP	LE
Weightage (%)	10	10	10	40

Abbreviation: JE= Journal Evaluation; LE= Lab Evaluation; VV= Viva-Voce; GP= Grooming & Punctuality A: Attendance

Text & References:

Text:

- Front Office Management by Bardi, John Willy and Sons
- Front Office Management by Mr. Sshal Nagar
- Professional Hotel Front Office Management – Anutosh Bhakta
- Hotel Management by Dr. Jagmohan Negi, Himalaya Publishing House, New Delhi.
- Professional Hotel Management by Dr. JM Negi, S. Chand & Co, New Delhi
- Hospitality Management: Current Trends & Practices by Dr. JM Negi, Amity University Press, New Delhi

References:

- Front Office by Abbott, Butter Worth Hiemann.
- Front Office Manual by Sudhir Andrews, Tata McGraw Hill

HOUSEKEEPING MANAGEMENT LAB

Course Code: HMC2411

Credit Units: 01

- Laundry Operations
- Washing & Finishing of various Fibres & Fabrics
- Stain Removal

Examination Scheme:

Components	V	H	CT	A	EE
Weightage (%)	05	05	15	5	70

V-viva; H-home assignment; CT-class test; A-attendance; EE-end semester examination

Text & References:

Text:

- Professional Management of Housekeeping Operation by Robert J. Martin
- Hotel, Hostel & Hospital Housekeeping by John C. Branson & Margaret Lennox
- Housekeeping Management by Keppa Margret M
- Hospitality Management: Current Trends & Practices by Dr. JM Negi, Amity University Press, New Delhi

References:

- Accommodation Management by Roy C
- Hotel Housekeeping Training Manual by Sudhir Andrew
- Professional House Keeping by Madlin Tucker
- Housekeeping Management by Keppa Margret M
- Hospitality Management: Current Trends & Practices by Dr. JM Negi, Amity University Press, New Delhi

Syllabus - Fifth Semester

FOOD PRODUCTION TRAINING REPORT

Course Code: HMC2501

Credit Units: 05

Course Objective:

At the end of the industrial training the student would be able to;

- (i) Explain the organizational structure of the department
- (ii) Describe job description of various job titles, work schedules, opening & closing duties.
- (iii) Explain various sections and their functions
- (iv) Observe personal hygiene, kitchen hygiene and sanitation
- (v) Identify forms/formats, records and registers maintained
- (vi) Help in preparation of various dishes, garnish and service
- (vii) Observe food production standards of finished products

On completion of the project the student will be required to submit the following:

Project File or Industrial workflow log book - The File is the principal means by which the work carried out will be assessed and therefore great care should be taken in its preparation.

In general, the File should be comprehensive and include:

- A short account of the activities that were undertaken as part of the training;
- A statement about the extent to which the training has achieved its stated goals.
- A statement about the outcomes of the learning, evaluation and dissemination processes engaged in as part of the training;
- Any activities planned but not yet completed as part of the training, or as a future initiative directly resulting from the project;
- Any problems that have arisen that may be useful to document for future reference.

Training Report

The report should be submitted in duplicate (2 copies) spiral bound and a CD and should contain the following components:

- **Title or Cover Page**

The title page should contain the following information: Department Name; Student's Name; Course; Year; Supervisor's Name.

- **Acknowledgements**

Acknowledgment to any advisory received in the course of work may be given.

- **Table of Contents**

Titles and subtitles are to correspond exactly with those in the text.

- **Introduction**

Here a brief introduction to the problem that is central to the project and an outline of the structure of the rest of the report should be provided. The introduction should aim to catch the imagination of the reader, so excessive details should be avoided.

- **Materials and Methods**

This section should aim at experimental designs, materials used. Methodology should be mentioned in details including modifications if any.

- **Suggestions**

In writing these section, emphasis should be given on what has been performed and achieved in the course of the work and any ideas/suggestions they feel will can be implemented, rather than discuss in detail what is readily available in text books. Avoid abrupt changes in contents from section to section and maintain a lucid flow throughout the thesis.

- **Conclusion**

A conclusion should be the final section in which the outcome of the work is mentioned briefly.

- **Appendices**

The Appendix contains material which is of interest to the reader ,and may include any forms, formats and any problem that have arisen that may be useful to document for future reference.

- **Performance Appraisal & Completion Certificate** duly signed and stamped

Examination Scheme:

Project Report:	50
Log book + Attendance + Appraisal	20
Presentation & Viva Voce:	30

Total: 100

FOOD & BEVERAGE SERVICE TRAINING REPORT

Course Code: HMC2502

Credit Units: 05

Course Objective:

At the end of the industrial training the student would be able to:

- (i) explain staff organization
- (ii) do layout
- (iii) list all equipments used (including crockery, cutlery, glassware etc) and use of these equipment
- (iv) describe and explain the menu and bar card
- (v) perform task for table reservation & receiving the guest
- (vi) lay the table, placing the order and pick-up, service and clearance procedure
- (vii) list all bar equipments
- (viii) take and serve orders of different beverages, cigars and cigarettes.

On completion of the project the student will be required to submit the following:

Project File or Industrial workflow log book - The File is the principal means by which the work carried out will be assessed and therefore great care should be taken in its preparation.

In general, the File should be comprehensive and include:

- A short account of the activities that were undertaken as part of the training;
- A statement about the extent to which the training has achieved its stated goals.
- A statement about the outcomes of the learning, evaluation and dissemination processes engaged in as part of the training;
- Any activities planned but not yet completed as part of the training, or as a future initiative directly resulting from the project;
- Any problems that have arisen that may be useful to document for future reference.

Training Report

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- **Suggestions**

In writing these section, emphasis should be given on what has been performed and achieved in the course of the work and any ideas/suggestions they feel will can be implemented, rather than discuss in detail what is readily available in text books. Avoid abrupt changes in contents from section to section and maintain a lucid flow throughout the thesis.

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- **Performance Appraisal & Completion Certificate** duly signed and stamped

Examination Scheme:

Project Report:	50
Log book + Attendance + Appraisal	20
Presentation & Viva Voce:	30
Total:	100

FRONT OFFICE MANAGEMENT TRAINING REPORT

Course Code: HMC2503

Credit Units: 05

Course Objective:

At the end of the industrial training the student would be able to:

- (i) understand and explain the organization structure
- (ii) prepare job descriptions of various job titles at front office
- (iii) understand various procedures & functions followed for:-
 1. reservations
 2. reception & information
 3. bell desk
 4. bills and cash
 5. guest relations
 6. night auditing
- (iv) maintain various records & registers and understand their uses.

On completion of the project the student will be required to submit the following:

Project File or Industrial workflow log book - The File is the principal means by which the work carried out will be assessed and therefore great care should be taken in its preparation.

In general, the File should be comprehensive and include:

- A short account of the activities that were undertaken as part of the training;
- A statement about the extent to which the training has achieved its stated goals.
- A statement about the outcomes of the learning, evaluation and dissemination processes engaged in as part of the training;
- Any activities planned but not yet completed as part of the training, or as a future initiative directly resulting from the project;
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- **Materials and Methods**

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- **Suggestions**

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The Appendix contains material which is of interest to the reader ,and may include any forms, formats and any problem that have arisen that may be useful to document for future reference.

- **Performance Appraisal & Completion Certificate** duly signed and stamped

Examination Scheme:

Project Report:	50
Log book + Attendance + Appraisal	20
Presentation & Viva Voce:	30
Total:	100

HOUSEKEEPING MANAGEMENT TRAINING REPORT

Course Code: HMC2504

Credit Units: 05

Course Objective:

At the end of the industrial training the student would be able to:

- i) understand and explain the organization structure and various sections of the department
- ii) perform duties and responsibilities of the executives and non-executives of the department
- iii) describe the functions of various sections
- iv) explain the duties of room attendant and houseman in different shifts
- v) maintain various records and registers
- vi) demonstrate and follow procedures for:
 - a) cleaning of room and bathroom
 - b) lost and found items
 - c) exchange of linen
 - d) cleaning of various surfaces
 - e) pest control
 - f) flower arrangement procedures

On completion of the project the student will be required to submit the following:

Project File or Industrial workflow log book - The File is the principal means by which the work carried out will be assessed and therefore great care should be taken in its preparation.

In general, the File should be comprehensive and include:

- A short account of the activities that were undertaken as part of the training;
- A statement about the extent to which the training has achieved its stated goals.
- A statement about the outcomes of the learning, evaluation and dissemination processes engaged in as part of the training;
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- **Materials and Methods**

This section should aim at experimental designs, materials used. Methodology should be mentioned in details including modifications if any.

- **Suggestions**

In writing these section, emphasis should be given on what has been performed and achieved in the course of the work and any ideas/suggestions they feel will can be implemented, rather than discuss in detail what is readily available in text books. Avoid abrupt changes in contents from section to section and maintain a lucid flow throughout the thesis.

- **Conclusion**

A conclusion should be the final section in which the outcome of the work is mentioned briefly.

- **Appendices**

The Appendix contains material which is of interest to the reader ,and may include any forms, formats and any problem that have arisen that may be useful to document for future reference.

- **Performance Appraisal & Completion Certificate** duly signed and stamped

Examination Scheme:

Project Report:	50
Log book + Attendance + Appraisal	20
Presentation & Viva Voce:	30
Total:	100

Syllabus - Sixth Semester

ADVANCED FOOD PRODUCTION OPERATIONS-I

Course Code: HMC2601

Credit Units: 02

Course Objective:

At the end of the semester the students will develop a clear concept on –

- Larder and its activities
- Chaud Froid, Aspic & Jelly
- Charcuterie, Ham, Bacon & Gammon, Forcemeats, Galantines, Pates, Terrine, Mouse & Mousseline, Quenelles, Parfaits, Roulades, Brines, Cures & Marinades
- Non edible Displays

Module I: Larder

Layout & Equipment

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

Terms & Larder Control

- Common terms used in the Larder and Larder Control
- Essentials of Larder Control
- Importance of larder Control
- Devising Larder Control Systems
- Liasoning with Other Departments
- Yield Testing

Duties & Responsibilities of the Larder Chef

- Functions of the Larder
- Hierarchy of larder Staff
- Sections of the Larder
- Duties and responsibilities of larder Chef.

Module II: Charcuterie

- Introduction to charcuterie
- Sausage – Types & Varieties
- Casings – Types & Varieties
- Fillings – Types & Varieties
- Additives & Preservatives

Module III :Forcemeats

- Types of forcemeats
- Preparation of forcemeats
- Uses of forcemeats

Module IV :Brines, Cures & Marinades

- Types of Brines
- Preparation of Brines
- Methods of Curing
- Types of marinades
- Uses of Marinades
- Difference between Brines, Cures & Marinades

Module V :Ham, Bacon & Gammon

- Cuts of Ham, Bacon & Gammon
- Differences between Ham, Bacon & Gammon
- Processing of Ham & Bacon
- Green Bacon
- Uses of the different cuts

Module VI :Galantines

- Making of Galantines
- Types of Galantine
- Ballotines

Module VII: Pate& Terrine

- Types of Pate
- Pate de foie gras
- Making of Pate
- Commercial pate and Pate Maison
- Truffle – sources, cultivation and uses of types of truffle

Module VIII: Mousse & Mousseline

- Types of mousse
- Preparation of mousse
- Preparation of mousseline
- Difference between mousse and mousseline

Module IX : Chaud Froid

- Meaning of chaud froid
- Making of chaud froid & precautions
- Types of chaud froid
- Uses of chaud froid

Module X :Aspic & Jelly

- Definition of aspic and jelly
- Difference between the two
- Making of aspic and Jelly
- Uses of aspic and Jelly

Module XI:Quenelles, Parfaits, Roulades

- Preparation of Quenelles, Parfaits and roulades

Module XII :Non edible Displays

- Ice carvings
- Tallow sculpture
- Fruit & vegetable displays
- Salt dough
- Pastillage
- Jelly Logo
- Thermocol work.

Examination Scheme:

Components	V	H	CT	A	EE
Weightage (%)	06	04	15	5	70

V-viva; H-home assignment; CT-class test; A-attendance; EE-end semester examination

Text & References:

Text:

- Theory of Catering by Kinton Cesserani, Published by Hodder & Stoughton
- Practical Cookery by Kinton Cesserani, Published by Hodder & Stoughton

References:

- Theory of Cookery by K Arora published by Frank Bros &Co., New Delhi
- Professional chef by John Wiley
- Ultimate Cooking Course by Carole clement publish by Joana Lorrenz
- Essential of Cooking by James Peterson published by Artisan
- Hospitality Management: Current Trends & Practices by Dr. JM Negi, Amity University Press, New Delhi.

ADVANCED FOOD & BEVERAGE SERVICE OPERATIONS-I

Course Code: HMC2602

Credit Units: 02

Course Objective:

At the end of the semester the students will develop a clear concept on –

- Restaurant Planning & Layout
- Menu Planning
- Manpower Planning

Module I :Restaurant Planning & Layout

- Choosing of Location
- Layout Planning
- Décor
- Furnishing, Fixtures & Fittings
- Equipment Selection

Module II :Menu Planning

- Objectives & Procedures
- Menu Planning Considerations & Constrains
- Menu Designing
- Menu Merchandising

Module III :Manpower Planning

- Job Description
- Job Specification
- Recruitment
- Induction & Training

Examination Scheme:

Components	V	H	CT1	A	EE1
Weightage (%)	05	05	15	5	70

V-viva; H-home assignment; CT-class test; A-attendance; EE-end semester examination

Text & References:

Text:

- Food & Beverage Services by SN Bagchi & Anita Sharma, Aman Publications, New Delhi
- Food & Beverage Service by Lillicrap
- Food & Beverage Service by R. Singaravelavan, OUP

References:

- F & B Service Manual by Sudhir Andrews, Tata McGraw Hill
- The Waiter by John Phullar
- Professional Table Service by Dennis Lillicrap.
- Food & Beverage Management & Control by Dr. JM Negi, Kanishka Publications, New Delhi

FRONT OFFICE MANAGEMENT-II

Course Code: HMC2603

Credit Units: 02

Course Objective:

At the end of the semester the students will develop a clear concept on –

- Establishing Room Rates
- Forecasting Room Availability
- Budgeting for Operations
- Evaluating Front office Operations

Module I :Establishing Room Rates

- Market Condition Approach
- Rule-of-Thumb Approach
- Hubbart Formula

Module II :Forecasting Room Availability

- Forecasting Data
- Percentage of No-Shows
- Percentage of Walk-Ins
- Percentage of Over-stays
- Percentage of Under-stays
- ARR (Average Room Rate)
- RevPAR (Revenue Per Available Room)
- Forecast Formula
- Room Count Considerations

Module III :Budgeting for Operations

- Forecasting Rooms Revenue
- Estimating Expenses

Module IV :Evaluating Front office Operations

- Daily Operations Report
- Occupancy Ratios
- Rooms Revenue Analysis
- Operating Ratios
- Rooms Division income Statement & Budget Reports

Examination Scheme:

Components	A	JE	P	CT	EE
Weightage (%)	05	05	05	15	70

CT-class test; A-attendance; EE-end semester examination; P-project; JE-Journal Evaluation

Text & References:

Text:

- Front Office Management by Bardi, John Willy and Sons
- Front Office Management by Mr. Sbbhal Nagar
- Professional Hotel Front Office Management – Anutosh Bhakta
- Hotel Management by Dr. Jagmohan Negi, Himalaya Publishing House, New Delhi.
- Professional Hotel Management by Dr. JM Negi, S. Chand & Co, New Delhi
- Hospitality Management: Current Trends & Practices by Dr. JM Negi, Amity University Press, New Delhi

References:

- Front Office by Abbott, Butter Worth Hiemann.
- Front Office Manual by Sudhir Andrews, Tata McGraw Hill

HOUSEKEEPING MANAGEMENT-II

Course Code: HMC2604

Credit Units: 02

Course Objective:

At the end of the semester the students will develop a clear concept on –

- Interior Designing
- Interior Decoration
- Safety and Security

Module I :Interior Designing

- Objectives
- Elements
- Principles
- Planning Trends in Hotels

Module II :Interior Decoration

- Colours
- Lighting
- Furniture
- Floor Finishes
- Carpets
- Wall Coverings
- Windows
- Guestroom Accessories

Module III :Safety and Security

- Fire Prevention
- Accident Prevention
- First Aid
- Crime Prevention
- Dealing With Emergencies

Examination Scheme:

Components	V	H	CT	A	EE
Weightage (%)	05	05	15	5	70

V-viva; H-home assignment; CT-class test; A-attendance; EE-end semester examination

Text & References:

Text:

- Professional Management of Housekeeping Operation by Robert J. Martin
- Hotel, Hostel & Hospital Housekeeping by John C. Branson & Margaret Lennox
- Housekeeping Management by Keppa Margret M
- Hospitality Management: Current Trends & Practices by Dr. JM Negi, Amity University Press, New Delhi

References:

- Accommodation Management by Roy C
- Hotel Housekeeping Training Manual by Sudhir Andrew
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- Housekeeping Management by Keppa Margret M
- Hospitality Management: Current Trends & Practices by Dr. JM Negi, Amity University Press, New Delhi

ADVANCED FOOD PRODUCTION OPERATIONS LAB-I

Course Code: HMC2608

Credit Units: 04

Course Objective:

At the end of the semester students would be able to-

- learn about the technique of advance skill in food production
- develop concept of International cuisine

Course Contents:

Module I: Three course menus to be formulated featuring International Cuisines

- French.
- Oriental (Chinese and Thai)
- Italian
- Scandinavian
- British
- Spanish
- Demonstration
 - German Greece, Mexican, Mediterranean and Lebanese.

Module II: Demonstration of- Charcuterie

- Galantines
- Pate
- Terrines
- Mousselines

Module III: Bakery & Patisserie Practical-

- Decorated Cakes
- Gateaux
- International Breads
- Sorbets, Parfaits
- Hot / Cold Desserts

Examination Scheme:

Internal: 30 Marks

Components	JE	LE	VV	A
Weightage (%)	05	15	5	5

End-Term: 70 Marks

Components	JE	VV	INDENT	LE
Weightage (%)	05	05	10	50

Abbreviation: JE= Journal Evaluation; LE= Lab Evaluation; VV= Viva-Voce

Text & References:

Text:

- Theory of Catering by Kinton Cesroni, Hodder & Stoughton
- Practical Cookery by Kinton Cesroni, Hodder & Stoughton
- Theory of Cookery by K Arora, Frank Bros &Co. New Delhi

References:

- Professional Chef by John Wiley
- Ultimate Cooking Course by Carole Clement, Joana Lorrenz
- Essential of Cooking by James Peterson, Artisan

ADVANCED FOOD & BEVERAGE SERVICE OPERATIONS LAB-I

Course Code: HMC2609

Credit Units: 02

Course Objective:

At the end of the semester students will be able to-

- Prepare and give presentation on case studies on planning of F&B outlets
- Plan and supervise service of banquet, buffet, cocktails, gueridon service and setup bar for parties.

Course Contents:

Module I: Case Study on planning of

- Special Restaurant
- Room Service
- Coffee Shop
- Presentation.

Module II

- Case Study on Planning of Manpower of F&B department:-
- Presentation.

Module III

- Supervision of F&B Service in Training Restaurant.

Module IV

- Case Study of Planning Formal & Informal Banquet function including space requirement, Menu Planning.

Module V

- Setting up of various types of Buffet (Design, Layout).

Module VI

- Demonstration and Practice of Guerdon Service.

Module VII

- Case Study on setting up of Bar for parties.

Module VIII

- Demonstration and Practice of Making Cocktails.

Examination Scheme:**Internal: 30 Marks**

Components	JE	LE	VV	A
Weightage (%)	05	15	05	5

End-Term: 70 Marks

Components	JE	VV	GP	LE
Weightage (%)	10	10	10	40

Abbreviation: JE= Journal Evaluation; LE= Lab Evaluation; VV= Viva-Voce; GP= Grooming & Punctuality

Text & References:***Text:***

- Food & Beverage Services by SN Bagchi & Anita Sharma, Aman Publications, New Delhi
- Food & Beverage Service by Lilicrap
- Food & Beverage Service by R. Singaravelavan, OUP

References:

- F & B Service Manual by Sudhir Andrews, Tata McGraw Hill
- The Waiter by John Fullar
- Professional Table Service by Dennis Lilicrap.
- Food & Beverage Management & Control by Dr. JM Negi, Kanishka Publications, New Delhi

FRONT OFFICE MANAGEMENT LAB-II

Course Code: HMC2610

Credit Units: 02

- Role Play – Lobby Manager, GRE, Concierge, Bell Boy, Bell Captain etc.
- Accommodation Management Related Calculations

Examination Scheme:

Internal: 30 Marks

Components	JE	LE	VV	A
Weightage (%)	05	15	05	05

End-Term: 70 Marks

Components	JE	VV	GP	LE
Weightage (%)	10	10	10	40

Abbreviation: JE= Journal Evaluation; LE= Lab Evaluation; VV= Viva-Voce; GP= Grooming & Punctuality A: Attendance

Text & References:

Text:

- Front Office Management by Bardi, John Willy and Sons
- Front Office Management by Mr. Sshal Nagar
- Professional Hotel Front Office Management – Anutosh Bhakta
- Hotel Management by Dr. Jagmohan Negi, Himalaya Publishing House, New Delhi.
- Professional Hotel Management by Dr. JM Negi, S. Chand & Co, New Delhi
- Hospitality Management: Current Trends & Practices by Dr. JM Negi, Amity University Press, New Delhi

References:

- Front Office by Abbott, Butter Worth Hiemann.
- Front Office Manual by Sudhir Andrews, Tata McGraw Hill

HOUSEKEEPING MANAGEMENT LAB-II

Course Code: HMC2611

Credit Units: 02

- Flower Arrangement
- Theme Decoration

Examination Scheme:

Internal: 30 Marks

Components	JE	LE	VV	A
Weightage (%)	05	15	05	05

End-Term: 70 Marks

Components	JE	VV	GP	LE
Weightage (%)	10	10	10	40

Abbreviation: JE= Journal Evaluation; LE= Lab Evaluation; VV= Viva-Voce; GP= Grooming & Punctuality A: Attendance

Text & References:

Text:

- Professional Management of Housekeeping Operation by Robert J. Martin
- Hotel, Hostel & Hospital Housekeeping by John C. Branson & Margaret Lennox
- Housekeeping Management by Keppa Margret M
- Hospitality Management: Current Trends & Practices by Dr. JM Negi, Amity University Press, New Delhi

References:

- Accommodation Management by Roy C
- Hotel Housekeeping Training Manual by Sudhir Andrew
- Professional House Keeping by Madlin Tucker
- Housekeeping Management by Keppa Margret M
- Hospitality Management: Current Trends & Practices by Dr. JM Negi, Amity University Press, New Delhi

Syllabus - Seventh Semester

ADVANCED FOOD PRODUCTION-II

Course Code: HMC2701

Credit Units: 02

Course Objective:

At the end of the semester the students will develop clear concept on -

- Modern Trend in Food Production
- Rechauffé Cookery
- Kitchen Planning, Layout and Design
- Quality Control & Standardization of Recipes
- Freezing Techniques
- Food Cost

Module – I :Modern Trend in Food Production Concept

- Frozen Foods
- Types
- Advantages & Disadvantages
- Handling Frozen Foods
- Defrosting Techniques

Module – II : Rechauffé Cookery

- Changes in Food Items
- Optimum Utilization

Module – III :Kitchen Planning, Layout and Design

- Principles of kitchen layout and design,
- Areas of various kitchens with recommended dimension,
- Factors that affect kitchen design,
- Placement of equipments,Flow of work,
- Space allocation,
- Layout of commercial kitchen (types, drawing a layout of a Commercial kitchen),
- Central Kitchen, Satellite Kitchen
- Planning of various supporting services (pot wash, wet grinding, chef room, larder, store and other staff facilities)

Module – IV :Quality Control & Standardization of Recipes

- Raw Materials
- Finished Goods
- Structure of Recipe

Module – V :Indenting

- Concept of indenting\
- Problems Related to indenting
- Storage System

Module – VI :Purchasing

- Receiving
- Ordering
- Movements of Goods
- Purchasing Techniques

Module – VII :Freezing Techniques

- Dry Storage
- Cold Rooms

Module – VIII :Food Cost

- Food Cost
- Food Cost Percentage
- Control Cycle
- Various Reports

Examination Scheme:

Components	V	H	CT	A	EE
Weightage (%)	06	04	15	5	70

V-viva; H-home assignment; CT-class test; A-attendance; EE-end semester examination

Text & References:

Text:

- Theory of Catering by Kinton Cesserani, Published by Hodder & Stoughton
- Practical Cookery by Kinton Cesserani, Published by Hodder & Stoughton

References:

- Theory of Cookery by K Arora published by Frank Bros &Co., New Delhi
- Professional chef by John Wiley
- Ultimate Cooking Course by Carole clement publish by Joana Lorrenz
- Essential of Cooking by James Peterson published by Artisan
- Hospitality Management: Current Trends & Practices by Dr. JM Negi, Amity University Press, New Delhi.

ADVANCED FOOD & BEVERAGE SERVICE-II

Course Code: HMC2702

Credit Units: 02

Course Objective:

At the end of the semester the students will develop clear concept on -

- Cycles of Control
- Food Cost Control
- Budgets & Budgetary Control
- Liquor Control

Module – I :Cycles of Control

- 3.1 Purchasing
- 3.2 Receiving
- 3.3 Storing
- 3.4 Issuing
- 3.5 Preparation
- 3.6 Costing & Selling
- 3.7 Control

Module – II :Food Cost Control

- 4.1 Food Costing
- 4.2 Checks & Checking System
- 4.3 Standard Costing
- 4.4 Variance Analysis

Module – III :Budgets & Budgetary Control

- 5.1 Definition, Different Types of Budgeting
- 5.2 Different Steps of Preparing Different Budgets
- 5.3 Budgetary Control
- 5.4 Formats for Budgeting

Module – IV :Liquor Control

- 6.1 Purchase Procedures
- 6.2 Assessment of Quality
- 6.3 Stock Control
- 6.4 Beverage Sales Control

Examination Scheme:

Components	V	H	CT1	A	EE1
Weightage (%)	05	05	15	5	70

V-viva; H-home assignment; CT-class test; A-attendance; EE-end semester examination

Text & References:

Text:

- Food & Beverage Services by SN Bagchi & Anita Sharma, Aman Publications, New Delhi
- Food & Beverage Service by Lillicrap
- Food & Beverage Service by R. Singaravelavan, OUP

References:

- F & B Service Manual by Sudhir Andrews, Tata McGraw Hill
- The Waiter by John Phullar
- Professional Table Service by Dennis Lillicrap.
- Food & Beverage Management & Control by Dr. JM Negi, Kanishka Publications, New Delhi

ADVANCED FRONT OFFICE MANAGEMENT

Course Code: HMC2703

Credit Units: 02

Course Objective:

At the end of the semester the students will develop clear concept on -

- Yield Management
- Human Relations Management

Module – I :Yield Management

- Concept of Yield Management
- Capacity Management
- Discount Allocation

Module – II :Measuring Yield

- Potential Average SGL / DBL Rate
- Multiple Occupancy Percentage
- Rate Spread
- Potential Average Rate
- Room Rate Achievement Factor
- Yield Statistic
- Equivalent Occupancy
- Required Non-Room Revenue Per Guest

Module – III :Elements of Yield Management

- Group Room Sales
- Transient Room Sales
- Food & Beverage Activity
- Special Events
- Using Yield Management

Module – IV :Human Relations Management

Examination Scheme:

Components	V	H	CT	A	EE
Weightage (%)	05	05	15	5	70

V-viva; H-home assignment; CT-class test; A-attendance; EE-end semester examination

Text & References:

Text:

- Front Office Management by Bardi, John Willy and Sons
- Front Office Management by Mr. Sbbhal Nagar
- Professional Hotel Front Office Management – Anutosh Bhakta
- Hotel Management by Dr. Jagmohan Negi, Himalaya Publishing House, New Delhi.
- Professional Hotel Management by Dr. JM Negi, S. Chand & Co, New Delhi
- Hospitality Management: Current Trends & Practices by Dr. JM Negi, Amity University Press, New Delhi

References:

- Front Office by Abbott, Butter Worth Hiemann.
- Front Office Manual by Sudhir Andrews, Tata McGraw Hill
- Front Office Training manual – Sudhir Andrews.
- Managing Front Office Operations – Kasavana & Brooks
- Front Office – operations and management – Ahmed Ismail (Thomson Delmar).
- Managing Computers in Hospitality Industry – Michael Kasavana & Cahell.
- Front Office Operations – Colin Dix & Chris Baird.
- Front Office Operations & Management – S. Bhatnagar

ACCOMMODATION MANAGEMENT

Course Code: HMC2704

Credit Units: 02

Course Objective:

At the end of the semester the students will develop clear concept on -

- Budgeting, Purchasing, Controls in Housekeeping Department
- Recruitment of Staff, Induction & Training of Hotel Housekeeping Staff
- Working Methods

Module – I :Budgeting

- Definition
- Capital & Operational Budget
- Advantages
- Preparation of a Budget
- Budgetary Control

Module – II :Purchasing

- Department Requirements
- Methods of Purchasing

Module – III :Controls in Housekeeping Department

- Purpose
- Expenses
- Functioning
- Forms

Module – IV :Recruitment of Staff

- Job Specifications & Job Descriptions
- Duty Rotas,
- Manual for Standard Housekeeping Procedures of Commercial Establishments

Module – V :Induction & Training of Hotel Housekeeping Staff

Module – VI :Working Methods

- Optimum Time Requirement
- Planning of Work Methods

Examination Scheme:

Components	V	H	CT	A	EE
Weightage (%)	05	05	15	5	70

V-viva; H-home assignment; CT-class test; A-attendance; EE-end semester examination

Text & References:

Text:

- Professional Management of Housekeeping Operation by Robert J. Martin
- Hotel, Hostel & Hospital Housekeeping by John C. Branson & Margaret Lennox

- Housekeeping Management by Keppa Margret M
- Hospitality Management: Current Trends & Practices by Dr. JM Negi, Amity University Press, New Delhi

References:

- Accommodation Management by Roy C
- Hotel Housekeeping Training Manual by Sudhir Andrew
- Professional House Keeping by Madlin Tucker
- Housekeeping Management by Keppa Margret M
- Hospitality Management: Current Trends & Practices by Dr. JM Negi, Amity University Press, New Delhi

FACILITY MANAGEMENT, PLANNING & DESIGN

Course Code: HMC2705

Credit Units: 01

Course Objective:

At the end of the semester the students will be able to-

- Explain & understand hotel design, project management, architectural aspects aspects of facility planning, kitchen stewarding layout & design and methods of energy conservation.,.

Course Contents:

Module I: Hotel Design

Design Consideration, Attractive Appearance, Efficient Plan, Good Location, Suitable Material, Good Workmanship, Sound financing, Competent Management

Module II : Project Management

Introduction of Network analysis, Basic rules and procedures for Network analysis, C.P.M. and PERT, Comparison of CPM and PERT, Classroom exercises, Network crashing determining crash cost, normal cost.

Module III : Facilities Planning

The Systematic Layout Planning Pattern (SLP) for hotel, Planning Consideration, Flow Process and Flow Diagram Procedure for determining space considering ,the guiding factors for the guest room / public facilities, support facilities and services, hotel administration,

Module IV : Architectural Consideration

Difference between carpet area, plinth area and super built area, their relationships, reading of blueprint (plumbing, electrical, AC, ventilation, FSI, FAR, public areas), Approximate cost of construction estimation Approximate operating areas in budget type / 5 star type hotel / guest room, Approximate requirement and estimation of water / electrical load gas, ventilation.

Module V : Kitchen Stewarding Layout and Design

Importance of kitchen stewarding, Kitchen stewarding department layout and design, Equipment found in kitchen stewarding department

Module VI: Stores – Layout and Design

Stores layout and planning (dry, cold and bar), Various equipment of the stores work flow in stores

Module VII : Car Parking

Calculation of car park area for different types of hotels

Module VIII : Energy Conservation

Necessity for energy conservation, Methods of conserving energy in different area of operation of a hotel, Developing and implementing energy conservation program for a hotel

Examination Scheme:

Components	V	H	CT	A	EE
Weightage (%)	05	05	15	5	70

V-viva; H-home assignment; CT-class test; A-attendance; EE-end semester examination

Text & References:***Text:***

- Systematic Layout Planning by Richard Muther, Cahnern Books Division of Sahnern Publishing Company Inc. 9 Franklin Street, USA
- Food Service Planning- Layout Equipment by Lendal H Kotschevar & Margrat E Terrell

References:

- Management Operations & Research by N. Satyanarayan & Latika Raman, Himalaya Publishing House.
- Hospitality Facilities Management and Design by David M Stipanuk

ENTREPRENEURSHIP DEVELOPMENT

Course Code: HMC2708

Credit Units: 01

Course Objective:

At the end of semester students will be able to-

- Acquire be self-employed and inculcate a habit of self-earning and maintain a dignified life
- Plan a path for hospitality students to make them successful entrepreneurs in their life and contribute to society
- To understand basic knowledge in the field of entrepreneurship development and give them basic exposure of Govt. policies and assistance
- Describes the roles that new venture creation plays in the economy, defines entrepreneurship and show how three factors – individuals, environments and organizations comes through to create the entrepreneurship event
- Impart the knowledge of the resource based framework i.e. Financial, physical, technological, human and organizational
- Exposed get with franchising opportunity and discuss what elements make a business concepts a legitimate franchise opportunity
- Acquire an effective leadership, quality and effective decision-making.

Course Contents:

Module I: Entrepreneurship Skills

Personality attribute of an entrepreneurs

- Self control-value attitude, Socio-culture factors

Unique characters of the hospitality industry

- Human psychology, Inter-personal relationship, Team building, Customer orientation

Positive entrepreneurship behaviour

- Overcoming external constrains, Solving internal problems

Module II: Identification of business opportunities in the hospitality industry

Demand / Market Analysis, Present and future competition, Government policy regarding small Enterprises

Module III: Organization of small enterprises - Form of organization

Sole ownership, Partnership, Private Ltd. Company, Public Ltd. Company, Manpower requirement

Module IV: Incentives and Assistance-

From central government, From State Government, From Financial Institutions

Module V: Small Enterprises Risk Analysis

Motivational factors, Developing Achievement Orientation, Strength and weakness of Independent Business, Feasibility and viability

Module VI: Establishment of an Enterprise

Registration of business, Licenses and Permits, Financial resources ,Organizing material, human and technical resource, Launching the enterprises, Formulating and implanting business strategies

Examination Scheme

Components	V	H	CT	A	EE
Weightage (%)	05	05	15	5	70

V-viva; H-home assignment; CT-class test; A-attendance; EE-end semester examination

Text & References:

Text:

- Small Scale Industries and Entrepreneurship, by Desai Vasant; Bombay, Himalaya
- Small Scale Industries in the Developing Countries, by Staley E. & Morse R. McGraw Hill.
- Management of Small Scale Industries, by Malhotra I. S. & Gupta S. L,
- Innovation and Entrepreneurship, by Drucker, Peter F; East-West Press (P) Ltd.

References:

- Entrepreneurial Development in India, by Gupta CB & Srinivasan; Sultan Chand
- Entrepreneur Development– New Ventures Creation, by Taneja S & Gupta SL
- Entrepreneurship Management by Dr. Aruna Kaulgud, Vikas Publishing House.

EVENT MANAGEMENT

Course Code: HMC2709

Credit Units: 01

Course Objective:

At the end of the semester the students will be able to Explain & understand the concept of Event Management, its Design & Feasibility, Marketing of Event, Financial Management, Risk Management, Planning, Operations & Logistics, Control & Evaluation

Module I :Introduction to Event Management

- Size of Events
- Types of Events
- The Event Team
- Code of Ethics

Module II :Concept and Design

- Developing The Concept
- Analysing The Concept
- Designing The Event
- Logistics of The Concept

Module III :Feasibility

- Keys to Success
- The SWOT Analysis

Module IV :Legal Compliance

- Relevant Legislation
- Official Bodies Involved
- Contracts

Module V :Marketing of Event

- Nature of Event Marketing
- Process of Event Marketing
- The Marketing Mix
- Sponsorship

Module VI :Promotion

- Image / Branding
- Advertising
- Publicity
- Public Relations

Module VII :Financial Management

- The Budget
- Break-Even Point & Cash Flow Analysis
- Profit & Loss Statement
- Balance Sheet
- Financial Control Systems

Module VIII :Risk Management

- Process of Risk Management
- Incident Reporting
- Emergency Response Plans
- Standards for Risk Management

Module IX :Planning

- Establish The Aims of The Event & Objectives
- Prepare an Event Proposal
- Planning Tools

Module X :Protocol

- Order of Precedence; Titles; Styles of Address; Dress Codes
- Protocol for Speakers
- Seating Plans
- Religious & Cultural Protocol
- Rules of Flag Flying

Module XI :Staging The Event

- Choosing The Event Site
- Developing The Theme
- Providing Services
- Managing The Environment

Module XII :Staffing

- Recruitment & Selection; Rosters
- Training; Briefing Staff
- Managing Volunteers

Module XIII :Operations & Logistics

- Logistics
- Policies
- Procedures
- Performance Standards
- Functional Areas

Module XIV :Crowd Management & Evacuation

- The Crowd Management Plan
- Emergency Planning
- Implementing Emergency Procedures

Module XV :Control & Evaluation

- Monitoring & Control Systems
- Operational Monitoring & Control
- Evaluation

ADVANCED FOOD PRODUCTION OPERATIONS LAB-II

Course Code: HMC2710

Credit Units: 04

Preparation & Presentation of International Cuisine

- France
- Italian
- Spanish
- Chinese
- Thai
- Mexican

Basket Cooking

- Planning & Practicing for 3 to 5 course including Patisserie Products

Examination Scheme:

Internal: 30 Marks

Components	JE	LE	VV	A
Weightage (%)	05	15	5	5

End-Term: 70 Marks

Components	JE	VV	INDENT	LE
Weightage (%)	05	05	10	50

Abbreviation: JE= Journal Evaluation; LE= Lab Evaluation; VV= Viva-Voce; GP= Grooming & Punctuality

Text & References:

Text:

- Theory of Catering by Kinton Cesserani, Published by Hodder & Stoughton
- Practical Cookery by Kinton Cesserani, Published by Hodder & Stoughton

References:

- Theory of Cookery by K Arora published, Frank Bros &Co. New Delhi
- Professional Chef by John Wiley
- Ultimate Cooking Course by Carole Clement publish by Joana Lorrenz
- Essential of Cooking by James Peterson published by Artisan

ADVANCED FOOD & BEVERAGE SERVICE LAB-II

Course Code: HMC2711

Credit Units: 01

Course Objective:

At the end of the semester the students will be able to-

- Prepare budget of a F&B outlet
- Calculate breakeven point & display on graphs
- Take & record inventories
- Demonstrate & perform supervisory skills in a F&B service outlet.

Course Contents:

Module I

Preparation of Budget of an Event / Outlet.

Module II

Calculate breakeven for an F&B outlet and prepare graphs for the above.

Module III

Case Study & Presentation on calculating cost and cost %.

Module IV

Taking and Recording of Inventory.

Module V

Preparation of Bar Inventory procedure and taking Bar Inventory.

Module VI

Case Study and Presentation of Menu Engineering.

Module VII

Preparation of MIS of F&B Outlet of a month with Graphs.

Module VIII

Supervision - F&B Service in Training Restaurant.

Examination Scheme:

Internal: 30 Marks

Components	JE	LE	VV	A
Weightage (%)	05	15	05	5

End-Term: 70 Marks

Components	JE	VV	GP	LE
Weightage (%)	10	10	10	40

Abbreviation: JE= Journal Evaluation; LE= Lab Evaluation; VV= Viva-Voce; GP= Grooming & Punctuality

Text & References:

Text:

- Food & Beverage Services by SN Bagchi & Anita Sharma, Aman Publications, New Delhi
- Food & Beverage Service by Lilicrap
- Food & Beverage Service by R. Singaravelavan, OUP

References:

- F & B Service Manual by Sudhir Andrews, Tata McGraw Hill
- The Waiter by John Fullar
- Professional Table Service by Dennis Lilicrap.
- Food & Beverage Management & Control by Dr. JM Negi, Kanishka Publications, New Delhi

Syllabus - Eighth Semester

RESEARCH METHODOLOGY

Course Code: HMC2803

Credit Units: 02

Course Objective:

Research methodology will be taught in the theory class to prepare students how to approach the subject of research project in the semester. To deal with surging information data regarding the various aspects of tourism industry, one should have a working efficiency with research and statistical techniques. The techniques may be applied in collecting, organizing, analyzing and interpreting data for decision-making. These may also be applied for formulating and testing research hypothesis. The course has been designed to equip the students with latest and necessary field techniques and to build a necessary statistical acumen among them. Students will master the skill for-

- Writing different types of research proposals
- Constructing the relevant tools of research
- Conduct a research project using appropriate qualitative and quantitative techniques
- Write a research report
- Evaluate a research report
- Give presentation of report supported by latest aids.

Course Contents:

Module I: Research Methodology

Meaning of research, Need and importance of research, Types of research, Criteria of good research

Module III: Data collection, analysis and interpretation (Sample designing)

Types & Sources of Data, Techniques of data collection; Correlation and regression analysis of two variables only. Hypothesis testing Test of significance, Chi-square analysis, Reports

Module IV: Preparation of research proposals-

Selection and formulation of research problem, Operationalization of concepts and constructs, Review of related literature, Aims and objectives, Hypothesis, method, sample and tools.

Module V: Evaluation of research report

Research Report Format, Presentation of Report

Examination Scheme:

Components	V	A	S	CT	EE
Weightage (%)	05	05	05	15	70

V-viva; H-home assignment; CT-class test; A-attendance; EE-end semester examination; S-seminar

Text & References:

Text:

- Applied General Statistics by Crovton and Crowder
- Behavioural Process in Organizations by Pareek, U.Rao. T.V. & Pestonjee D.M

- Professional Hotel Management by J.M. Negi, S Chand & Co, New Delhi

References:

- Towards Appropriate Tourism– The case of Developing Countries by Peter long Frankfurt
- Method of Social Research – New York; The Free Press
- How to Complete Your Research Work Successfully by Judith Bell; UBS Publisher, Delhi
- How to Research and Write a Thesis in Hospitality & Tourism by James M. Paynter, John Wiley & Sons, New York, USA
- Strategic Management by John A Pearce II & Richard B Robinson Jr.
- Strategic Management by Samuel C Cerco
- Quantitative Techniques in Management by Vokra
- Quantitative Approaches to Management by Levin I Richerd

SPECIALIZATION COURSE (LAB)

Course Code: HMC2804

Credit Units: 04

Course Objective:

At the end of the semester the students will be develop competency in specialized area selected by him/her.

FOOD PRODUCTION

- **Module I**
Theme Cuisine

- **Module II**
Planning and implementing strategies for Quantity Food Production

- **Module III**
Fusion Cooking

- **Module IV**
Display Cuisine

- **Module V**
Designing & setting up Commercial Kitchen Area

F&B SERVICE

- **Module I: Case Study on planning of**
Special Restaurant
Room Service
Coffee Shop
Presentation.

- **Module II**
Case Study on Planning of Manpower of F&B department:-
Presentation.

- **Module III**
Supervision of F&B Service in Training Restaurant.

- **Module IV**
Case Study of Planning Formal & Informal Banquet function including space
requirement, Menu Planning.

- **Module V**
Setting up of various types of Buffet (Design, Layout).

- **Module VI**
Demonstration and Practice of Guerdon Service.

- **Module VII**

Case Study on setting up of Bar for parties.

- **Module VIII**
Demonstration and Practice of Making Cocktails.

FRONT OFFICE

- **Module I**
Role Play
- **Module II**
Situation Handling
- **Module III**
Work – Time Management
- **Module IV**
Work Schedule Designing

HOUSEKEEPING

- **Module I:**
First Aid
First aid kit
Dealing with emergency situation
- **Module II**
Special Decorations
- **Module III**
Layout of a guest room (Refurbishing & Redecoration)
- **Module IV**
Team cleaning Management
- **Module V**
Devising Training modules/standard operating procedure/Inspection check lists

Internal: 30 Marks

Components	JE	LE	VV	A
Weightage (%)	05	15	05	5

End-Term: 70 Marks

Components	JE	VV	GP	LE
Weightage (%)	10	10	10	40

Abbreviation: JE= Journal Evaluation; LE= Lab Evaluation; VV= Viva-Voce; GP= Grooming & Punctuality

GDPI SESSIONS

Course Code: HMC2805

Credit Units: 03

Course Objective:

These sessions would help the students to perform well in the campus interview at the final year stage.

1. Pre-Preparation before GD/PI

- 1.1 Previous day
- 1.2 Previous night
- 1.3 Type of food
- 1.4 Rest & sleep
- 1.5 On GD/PI day
- 1.6 Personal Hygiene
- 1.7 Grooming
- 1.8 Curriculum Vitae & Testimonials
- 1.9 Sense of Time

2. Process of Evaluation during Group Discussion

- 2.1 Skills assessed in a Group Discussion Session
 - 2.1.1 Leadership skills
 - 2.1.2 Communication skills
 - 2.1.3 Interpersonal skills
 - 2.1.4 Persuasive skills
 - 2.1.5 Problem solving skills
 - 2.1.6 Conceptualizing skills
- 2.2 Rules to follow during the Group Discussion
- 2.3 Points to remember during Group Discussion
- 2.4 What to avoid during Group Discussion - Common Mistakes
- 2.5 Preparations to be taken before appearing in a Group Discussion
 - 2.5.1 Get noticed - But for the right reasons
 - 2.5.2 Egotism Showing off
 - 2.5.3 Quality Vs Quantity

3. Types of Group Discussion GD topics

- 3.1 Factual
- 3.2 Abstract
- 3.3 Argumentative/ Controversial topics
- 3.4 Opinion based
- 3.5 Current topics
- 3.6 Case based topics

4. Steps on how to prepare for an interview?

5. What is an interview?

6. What's the purpose of an interview

7. What to do Before an Interview

8. What to do During the Interview
 - 8.1 Make Your Entrance
 - 8.2 Getting Started
 - 8.3 Attitude Counts
9. What to do after the Interview is over
10. Interview Do's and Don'ts

Examination Scheme:

Components	V	A	S	CT	EE
Weightage (%)	05	05	05	15	70

V-viva; H-home assignment; CT-class test; A-attendance; EE-end semester examination; S-seminar

Suggested Reading :

- Body Language – Your Success Mantra Dr. Shalini Verma S. Chand
- The Pocket Guide to Manwatching; Desmond Morris Triad Grafton Books

RESEARCH PROJECT

Course Code: HMC2837

Credit Units: 12

Course Objective:

The purpose of research (Hospitality and Tourism based) is to seek answers to problems through the application of scientific methodology, which guarantees that the information is reliable and unbiased. This information is utilized to make conclusions and recommend solution. Some elementary factors need to be kept in mind while preparing a research and deciding the topic, these could be based on its relevance, feasibility, coverage, accuracy and research, objectivity and ethics.

To deal with surging information data regarding the various aspects of tourism industry, one should have a working efficiency with research and statistical techniques. The techniques may be applied in collecting, organizing, analyzing and interpreting data for decision-making. These may also be applied for formulating and testing research hypothesis. The course has been designed to equip the students with latest and necessary field techniques and to build a necessary statistical acumen among them. Students will master the skill for-

- Writing different types of research proposals and reports
- Constructing the relevant tools of research
- Conduct a research project using appropriate qualitative and quantitative techniques
- Do presentation with the help of tutorial aid
- Evaluate a research report.

The research topic should be assigned by the deputed subject faculty in the beginning of semester & should be approved by PL & HOI. Continuous monitoring and guidance should be provided to student at all the steps.

At the term end, the research project will be presented before a panel and evaluated by examiners (As nominated by HOI). The evaluation should be based on presentation, viva, report content & format & conclusion.

Examination Scheme:

Internal Assessment:

Abstract:	10
Draft:	15
Research Orientation:	10
Reading:	05

External Evaluation:

Objective:	05
Issue Profile:	10
Comprehensiveness	10
Relevance:	10
Presentation:	15
Viva:	10

Text & References:

Text:

- Applied General Statistics by Crovton and Crowder
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