

# **P.K. UNIVERSITY, SHIVPURI (M.P.)**



Syllabus  
For  
1<sup>st</sup> Year

**Bachelor of Hotel Management & Catering  
Technology (BHMCT)**

## P.K. UNIVERSITY, SHIVPURI (M.P.)

### Scheme of Examination for Bachelor of Hotel Management & Catering Technology (BHMCT) –I Semester

S. No.	Subject Code	Subject Name	Periods per Week			Evaluation Scheme			Examination	Subject Total
						Sessional				
			Theory	L	T	P	CT	TA	Total	
1.	HMCT-101	Foundation course in Food Production-I	3	1	0	20	10	30	70	100
2.	HMCT -102	Foundation course in Food & beverage Service- I	3	1	0	20	10	30	50	100
3.	HMCT -103	Foundation course in Front Office Operation-I	3	1	0	20	10	30	50	100
4.	HMCT -104	Foundation course in Hotel Housekeeping-I	3	1	0	20	10	30	50	100
5.	HMCT -105	Business communication	3	1	0	20	10	50	100	<b>100</b>
6.	HMCT -106	Introduction to Hospitality Management concepts	3	1	0	20	10	50	100	<b>100</b>
		<b>PRACTICAL</b>	--	--	--	--	--	--	---	---
7.	HMCT -151	Foundation course in Food Pro	0	0	8			50		<b>50</b>
8.	HMCT -152	Food & beverage Service- I	0	0	4			50		50
9.	HMCT -153	Front Office Operation-I	0	0	2			50		50
10.	HMCT -154	Hotel Housekeeping-I	0	0	2			50		50
11.	GP-101	General Proficiency	--	--	--	--	--	50	---	<b>50</b>
		<b>Total</b>	<b>18</b>	<b>6</b>	<b>16</b>				-- -- --	850

TA – Teacher Assessment

CT- Class Test

ESE- End Semester Examination

L/ T/ P – Lecture/ Tutorial/ Practical

**Note: Duration of ESE shall be 3 (Three) Hrs. for subjects carrying 100 Marks & 2 (Two) Hrs. for subjects carrying 50 marks.**

## P.K. UNIVERSITY, SHIVPURI (M.P.)

### Scheme of Examination for Bachelor of Hotel Management & Catering Technology (BHMCT)–II Semester

S. No.	Subject Code	Subject Name	Periods per Week			Evaluation Scheme			Examination	Subject Total
						Sessional				
			Theory	L	T	P	CT	TA	Total	
1.	HMCT-201	Food Production & Patisserie-II	3	1	0	20	10	30	70	100
2.	HMCT-202	Food & beverage Service-II	3	1	0	20	10	30	70	100
3.	HMCT-203	Front Office Operations-II	3	1	0	20	10	30	70	100
4.	HMCT-204	Hotel Housekeeping-II	3	1	0	20	10	30	70	100
5.	HMCT-205	Computer Applications	3	1	0	20	10	30	70	100
6.	HMCT-206	Nutrition	3	1	0	20	20	30	70	100
		<b>PRACTICAL</b>	--	--	--	--	--	--	---	---
7	HMCT-251	Food Production & Patisserie-II	0	0	8	30	20	50	50	50
8	HMCT-252	Food & beverage Service-II	0	0	4	15	10	25	50	50
9	HMCT-253	Front Office Operations-II	0	0	2	15	10	25	50	50
10	HMCT-254	Hotel Housekeeping-II	0	0	2	15	10	25	50	50
11	HMCT-255	Computer Application	0	0	4			50		50
<b>Total</b>			<b>18</b>	<b>6</b>	<b>16</b>	--	--	--	---	<b>850</b>

TA – Teacher Assessment

CT- Class Test

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L/ T/ P – Lecture/ Tutorial/ Practical

**Note: Duration of ESE shall be 3 (Three) Hrs. for subjects carrying 100 Marks & 2 (Two) Hrs. for subjects carrying 50 marks.**

## HMCT –101 Foundation Course in Food Production

### **OBJECTIVES:**

At the end of the course the students should:

- a) Know the history of cooking, its modern developments and develop brief idea of various cuisines;
- b) Understand the professional requirements of kitchen personnel and the importance and maintenance of hygiene;
- c) Have insight of kitchen organization, duties and responsibilities of kitchen staff, workflow, and kitchen equipments;
- d) Have through knowledge of methods of cooking and understanding raw materials.
- e) Know in detail about Indian cuisine.

### **COURSE CONTENT:**

#### **UNIT 1**

##### **INTRODUCTION TO PROFESSIONAL COOKERY:**

- a) Culinary history.
- b) Origins of modern cookery.

##### **KITCHEN & PERSONAL HYGIENE:**

- a) Personal Hygiene
- b) Cleanliness of surface & Garbage Disposal

#### **UNIT 2**

##### **KITCHEN ORGANIZATION:**

- a) kitchen Brigade
- b) Duties and responsibilities of Kitchen Staff
- c) Responsibilities of each section

##### **EQUIPMENT AND TOOLS:**

- a) Pre-preparation & Preparation equipments
- b) Ancillary equipments: knives, utensils, pots and pans.
- c) Bakery equipment
- d) Modern Development/Inventions in Equipments

#### **UNIT 3**

##### **BASIC METHODS OF COOKERY:**

- a) Modes of Heat Transfer
  - b) Various methods of Cooking: Definition, Rules, Associated Terms, Moist Methods: Boiling, Poaching, Steaming, Stewing, Braising.
  - a) Dry Methods: Frying, Grilling, Roasting, Broiling, Baking.
  - c) Modern Methods
- (7)

##### **UNDERSTANDING RAW MATERIALS:**

- a. Understanding of common ingredients classification and available forms,
- b. Uses and storage

- c. Salt, Liquids, sweetening, Fats, and Oils, Raising or Leavening agents.
- d. Thickening and binding agents, Flavorings and seasoning.

#### **UNIT 4**

#### **KNOWLEDGE OF INDIAN FOOD: ingredients, spices & gravies (Red, Brown, White, Green)**

#### **STUDY OF VARIOUS REGIONAL CUISINES**

- PUNJABI
- GUJRATI
- KASHMIRI
- SOUTH INDIAN
- GOAN
- BENGALI
- MAHARASTRIAN
- MOGHALAI
- RAJASTHANI

#### **STUDY OF INDIAN STARTERS, SWEETS, ACCOMPANIMENTS & INDIAN BREADS**

#### **HMCT -151 PRACTICALS**

1. Demonstration classes to make students familiar with:  
The pre-preparation, preparation and method of cookery.
  - Preparing and cooking vegetables.
  - Preparing and cooking Fish & Shellfish
  - Preparing and cooking Poultry
  - Preparing and cooking Eggs
  - Preparing and cooking Stocks
  - Preparation of Basic Indian Gravies
2. Menus comprising of five Dishes each to cover Indian Regional Cuisine.

#### **REFERENCE BOOKS:**

**Sudhir K. Shibal : The Ashok book of Favourite Indian Recipes**

Madhur Jaffery's : Cook Book

Chandal Padmanabhan : Dakshin Veg. Delicacies from South India

J. Inder S. Kalra : Prasad Cooking

Jane Grigson : The Book of Ingredients

K.T. Achaya, Oxford : Indian Food

Le rol a. Polsom : The Professional Chef

### **HMCT- 102 FOUNDATION COURSE IN FOOD & BEVERAGE SERVICE-I**

#### **OBJECTIVES:**

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

- a) Develop an -insight -into the growth of catering Industry. In the world from medieval period till recent times.
- b) Understand the different components of the catering industry) the functions of various departments of a hotel, and their relationship with Food & Beverage service department, in order to acquire professional competence at basic levels in the principles of Food service and its related activities.
- c) Understand the role of F & B department its functions and staffing.
- d) Understand different non-alcoholic beverages with their preparation and services.
- e) Identify and use the different types of restaurant equipments.
- f) Acquire the requisite technical skills for competent service of Food and Beverage.

## **COURSE CONTENTS:**

### **UNIT 1**

#### **INTRODUCTION TO THE CATERING INDUSTRY:**

- a) Introduction and growth of catering-industry.
- b) Classification of catering establishments: Commercial, Transport, Welfare, Industrial, Institutional
- c) A brief description of each type showing the career opportunities in each.

#### **DEPARTMENTAL ORGANIZATION:**

- a) Organization of the hotel
- b) Where F & B department stands;  
A Total meal experience  
The hotel-guest-steward relationship
- c) Relationship between F & B service department with other departments of the hotel;
- d) Types of F & B outlets
- e) Organization of staff in various F & B Outlets
- f) Duties and responsibilities of all F & B staff
- g) Attributes of a waiter: Effective communication skills, Personal hygiene

### **UNIT 2**

#### **RESTAURANT EQUIPMENTS:**

- a) Crockery.
- b) Glassware.
- c) Cutlery, Flatware, Hollow ware - Silver and stainless steel
- d) Linens, Furnishing, fittings, and disposable.
- e) Care and maintenance of restaurant equipment.

#### **ANCILLARY DEPARTMENTS:**

Pantry, still room, plate room, hotplate, wash kitchen stewarding a brief description.

### **UNIT-3**

#### **NON-ALCOHOLIC BEVERAGES:**

- a. Tea & coffee: Types, manufacturing, brand, Varieties.
- b. Milk based drinks.
- c. Juices.
- d. Soft drinks.
- e. Mineral Water and tonic water.
- f. Mise-en-place & Service of the above Beverages.

### **UNIT 4**

#### **ROOM SERVICE:**

- a) Type of Room Service / Centralised / Decentralised /Decentralised Mobile
- b) Equipments for room service
- c) House Rules for Room Service Waiter
- d) Room Service Menu

#### **REFERENCE BOOKS:**

Sudhir Andrews: F & B Service Trg. Manual

Denni R. Lillicrap: F & B Service  
John Walleg: Professional Restaurant Service  
Brian Varghese: Professional F& B Service Management  
Brown, Heppner & Deegan: Introduction to F&B Service

### **HMCT - 152 PRACTICALS**

1. Opening ,inspecting & cleaning a restaurant:: Routine Cleaning Non-Routine Cleaning
2. Identification of restaurant equipments.
3. Special equipments used in restaurant.
4. Wiping: - Glassware  
- Cutlery  
- Crockery
5. Polishing silver, silvo method, burnishing method
6. Arrangement and use of side board - Check list.
7. Laying a table cloth
8. Re-laying a table cloth
9. Using a tray, Salver & Trolley
10. Procedure for laying table
  - i) Basic a la carte
  - ii) Basic Table d'hote
  - iii) Service of Breakfast- Continental, English & American.

### **HMCT – 103 FOUNDATION COURSE IN FRONT OFFICE OPERATION – I**

#### **OBJECTIVES:**

The Student will be aware and get knowledge about:

- a) Classification and categorization of Hotels and its Evolution.  
- With Diagrams  
(10)
- b) Duties & responsibilities of the staff in the different sections.
- c) Identify Market segment.
- d) Types of rooms, food plan, Tariff and room rent.
- e) Importance, Modes, Tools of reservation.

#### **COURSE CONTENT:**

##### **UNIT 1**

##### **INTRODUCTION TO FRONT OFFICE**

- a. Introduction to hotel industry, Evolution, Definition of modern hotel, Classification and categorization.
- b. Position, Role and Importance of Front office in the hotel.

##### **UNIT 2**

##### **ORGANIZATIONAL STRUCTURE OF FRONT OFFICE**

- a. Structure and functions of each section
- b. Duties and responsibilities of Front office staff.
- c. Layout of Front office department.

### **UNIT 3**

#### **ATTRIBUTES OF FRONT OFFICE STAFF AND FRONT OFFICE TERMINOLOGY**

- a. Attributes of Front office staff.
- b. Front office terminology regarding guests, plans, rooms hotels tariff and other front office activities.

### **UNIT 4**

#### **RESERVATION OPERATIONS:**

- a) The importance of reservation section.
- b) The modes of reservation: C.R.S. and I.R.S.
- c) Various tools of reservation: Room status board.
- d) Reservation form, Advance-letting chart, Density control chart, Hotel Diary, Whitney system of reservation.
- e) Cancellation and amendment procedure.
- f) Preparation of arrival list/movement list.
- g) Group reservation.

#### **HMCT-153 PRACTICAL**

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

#### **REFERENCE BOOKS:**

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

### **HMCT 104 - FOUNDATION COURSE IN HOTEL HOUSEKEEPING – I**

#### **OBJECTIVES:**

##### **The students will get knowledge about:**

- a) Organization, function of Housekeeping department and its Different sections.
- b) Different departments Housekeeping co-ordinates with
- c) Procedure of cleaning different status of room.
- d) Cleaning equipments and cleaning agent.
- e) Lost and found procedure in the control.



## **COURSE CONTENT:**

### **UNIT 1**

#### **HOUSEKEEPING AS A DEPARTMENT:**

- a) In the hotel
- b) In other establishments: to be applied in a slight different set of Circumstances
- c) Interdepartmental co-operation & co-ordination of Housekeeping.
- d) Different sections of Housekeeping departments.

#### **ORGANISATION STRUCTURE OF HOUSEKEEPING DEPARTMENT:**

- a) Small hotels, Medium hotels, large hotels.
- b) Duties & responsibilities of Executive Housekeeper.
- c) Duties & responsibilities of Housekeeping Staff.

### **UNIT 2 FUNCTIONS OF HOUSEKEEPING DEPARTMENT:**

- a) Area of cleaning.
- b) Security.
- c) Dealing with guests.
- d) Brief notes on Lost & Found.
- e) Baby sitting
- f) Services and facilities offered by various hotels.

### **UNIT 3 ROUTINE SERVICES:**

- a) Cleaning of Check out room.
- b) Cleaning of Occupied Room.
- c) Cleaning of Vacant Room.
- d) Evening service

### **UNIT 4 CLEANING EQUIPMENT:**

- a) General considerations & selections
- b) Classification & Types of equipments, Floor trolley, Vacuum Cleaner etc.
- c) Method of use & mechanism for each type
- d) Care & maintenance.

#### **CLEANING AGENTS:**

- a) General criteria for selection
- b) Classification.

### **HMCT-154 PRACTICAL**

- 1) Introduction, identification, uses and care of hand tools, cleaning Equipments and cleaning agents (Paste chart / drawing as applicable)
- 2) Basic cleaning procedure in Guest room:
  - a) Check-out room
  - b) Occupied room
  - c) Vacant room
  - d) Evening service.
- 3) Procedure for Bed making:
  - a) Day Bed
  - b) Night Bed

- 4) Procedure for cleaning bathrooms.
- 5) Organizing for completing the assigned task, preparing work plan.

**REFERENCE BOOKS:**

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

## **HMCT 105- BUSINESS COMMUNICATIONS**

**OBJECTIVE:**

By the end of the course the students should:

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

**COURSE CONTENT:**

**UNIT 1**

**CONSTITUENTS OF TECHNICAL WRITTEN COMMUNICATION**

Word & Phrases, Word formation, synonyms & Antonyms, Homophones, Vocabulary of 500 to 1000 new words, requisites of sentence construction, Paragraph Development, Techniques & Method- Inductive, Deductive, Spatial, Linear, Chronological etc, The art of Condensation- Various Steps.

**UNIT 2**

**FORMAL WRITTEN COMMUNICATION:**

Official letters, Report writing: Categories formats, Memorandums and circulars, Agenda and minutes, Resume, Drafting advertisements.

**UNIT 3**

**FORMAL VERBAL COMMUNICATION:**

Group discussion, Interview, Extempore, Business negotiation, Public speaking, Meeting, Toasting, Counseling, Business presentation.

**UNIT 4**

**SOCIAL SKILLS FOR MANAGERS:**

Update of Etiquettes a Manager should observe in various formal and informal Situations; The Knowledge of Body language.

**UNIT 5**

**BUSINESS VOCABULARY BUILDING AND USAGE**

Essay Writing    Comprehensions  
Précis Writing    Elocution

Telephone Etiquettes

**REFERENCE BOOKS:**

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

**HMCT- 106 INTRODUCTIONS TO HOSPITALITY MANAGEMENT CONCEPTS**

**OBJECTIVES**

The objective of this course is:

- a) To impart a systematic and fundamental knowledge about growth and functions of hospitality industry.
- b) To explain the hospitality distribution channels.
- c) To establish significance, process and techniques involved in basic managerial function i.e. planning, decision making, organizing, directing and controlling.

**COURSE CONTENTS**

**UNIT 1**

**HOSPITALITY INDUSTRY- A PROFILE:**

Meaning & Definition, Historical Evolution & Development, Hospitality as Industry, complementary roles with Other Industries, Contribution to Indian & Global Economy

**UNIT 2**

**HOSPITALITY DISTRIBUTION CHANNELS:**

Meaning & Definition, Functions & Levels of Distribution channels, Major Hospitality Distribution Channels – Travel agents, Tour operators, Consortia & Reservation System, Global Distribution System (GDS), and Internet.

**UNIT 3**

**CURRENT SCENARIO:**

Major players in the industry- India and worldwide, Present trends in Industry, Emerging Markets, Role of Supports Services and infrastructure, impact of Nation and International Events, Presents Scenario and Future Projections of HR Issues and Technology In Industry.

**UNIT 4**

**INTRODUCTION TO MANAGEMENT CONCEPTS:**

Concept, definition, nature, scope, functions.

History of management; thought: Scientific management, Fayols contribution, and Hawthorne experiments. Behavioral approach, approach and contingency approach.

**UNIT 5**

**PLANNING:**

Definition, importance and need of planning.

Types of planning goals, objectives and mission.

**ORGANISATION:**

Need of organization and its types.  
Organization structure and chart.  
Informal organization.  
Factors in hospitality organization.

**REFERENCE BOOKS:**

Wherich & Koontz : Principles of Management  
L. M. Prasad : introduction to management concept  
Tripathi & Reddy : Principles of Management  
A K Bhatia : International Management  
R N Kaul : Dynamics of Tourism  
Robert lewis & Richard Chambers : Marketing Leadership in Hospitality

## **HMCT– 201 FOOD PRODUCTION & PATISSERIE – II**

### **OBJECTIVE:**

During the course the students should:

- a. Learn about the various commodities required for food production, their market forms, selection, storage and use.
- b. Understand the fundamentals of menu planning & standard recipes.
- c. Enhance the basic culinary skills.
- d. Learn in detail the bread & cake making process and various pastes.

### **COURSE CONTENT:**

#### **UNIT 1**

##### **MENU PLANNING & RECIPE FORMULATION:**

- a. Menu Planning: Factors affecting menu planning.
- b. Standard Recipes: Definition, Format, writing and costing.

##### **BREAKFAST COOKERY**

- a. English, American, Indian -regional Breakfast
- b. Eggs, cereals, rolls and other breakfast varieties.

#### **UNIT 2**

##### **COMMODITIES**

- a. MILK AND MILK PRODUCTS: Composition of milk, storage, types of milk, cream, Butter, curd
- b. CHEESE Production of cheese, types of cheese, Cheese varieties from different countries.
- c. VEGETABLES: Classification, selection
- d. FRUITS: Classification, selection

#### **UNIT-3**

##### **BAKERY SCIENCE: BREAD MAKING**

- a. Identification and handling of raw materials -Wheat & wheat flour, sugar, fat, Yeast, water, salt, milk etc.
- b. Functions of ingredients in bakery products.
- c. Method of bread making:
  - (i) Straight dough method
  - (ii) Sponge and dough method
  - (iii) Salt delayed method,
  - (iv) Flying ferment method.
- d. Bread faults and remedies:
- e. Bread diseases
- f. Bread varieties

## UNIT 4

### **BAKERY SCIENCE CAKE MAKING:**

- a. Functions of ingredients.
- b. Cake making methods:
  - (i) Sugar batter method
  - (ii) Flour batter method
  - (iii) Blending method
  - (iv) Boiled method
  - (v) Sugar Water method
  - (vi) All in process.
- c. cake faults and remedies
- d. various types of basic paste: -choux paste, short crust paste, puff paste, flaky Paste, hot water paste, Danish paste

### **HMCT – 251 PRACTICALS**

1. Various Breakfasts preparations.
2. Bakery practical to cover the following:
  - a. Bread making straight dough method, breakfast rolls.
  - b. Short crust pastry and its products: Tarts, Pie etc.
  - c. Flaky & Puff, pastry and their products: Patties, palmiers, cheese straws, vol-au-vent, cream horns etc.
  - d. Choux pastry and its products: Éclairs, profit rolls.
  - e. Sponge cakes: Genoese sponge, fatless sponge.
  - f. Icing: Butter icing, glazed icing.
  - g. Assembling cakes.
  - h. Heavy cake: Pound cake.
  - i. Cookies with basic cookie paste.

### **REFERENCE BOOKS:**

Larouse Gastronomique-Cookery Encyclopedia, Paul Hamlyn  
Professional Baking-Wayne Glasslen  
Modern Cookery-Philip E Thangam  
Baking-Martha Day  
Classical Food Preparation & Presentation-W K H Bode  
The Creative Art Of Garnishes-Yvette Stachowiak

## **HMCT – 202 FOOD & BEVERAGE SERVICE – II**

### **Objective**

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

- a. Understand various restaurant services.
- b. Understand type of meal and menu.
- c. Develop knowledge of the restaurant control system.
- d. Understand the processing manufacturing and service of cigar and cigarettes.
- e. Acquire the requisite technical skills for competent service of Food & Beverage.

## **COURSE CONTENT:**

### **UNIT 1**

#### **RESTURANT SERVICE:**

- a. Forms and methods of services: English; French & Russian
- b. Mis en place, arranging side-board,
- c. Receiving the Guests & Social Skills
- d. Service of a Table

### **UNIT 2**

#### **TYPE OF MEALS & MENU:**

- a. Types of meal: Breakfast Lunch/Dinner/Supper/Brunch/High tea / Afternoon Tea/ Elevenses.
- b. Type of Menu: Table d'hote, A la carte, carte-du-jour.
- c. Courses of French classical menu
- d. Menu terminology
- e. Fundamental of menu planning Continental, Indian with accompaniments.
- f. Breakfast menu: English, American, Continental, Indian.
- g. High tea and Afternoon tea menu:

### **UNIT 3**

#### **RESTAURANT OPERATION CONTROL SYSTEM:**

- a. Necessity of good control system.
- b. Functions of control system.
- c. K.O.T & B.O.T System.
- d. Taking order and presenting bills.
- e. Duplicate and triplicate checking system.
- f. Inter-departmental transfer, summary sheet, control of cash & credit sales.
- g. Volume forecasting.
- h. Control by selling price.

### **UNIT 4**

#### **TOBACCO:**

- a. Processing and manufacturing of cigarettes, cigar & pipe.
- b. Storage and service of cigarettes and cigars.

## **HMCT – 252 PRACTICALS**

1. Revision of F&B Practical – I.
2. Layout of different food service areas and ancillary departments (Drawing).
3. Napkin folds
4. Menu planning for different meals.
5. Receiving guests.
6. Order taking for food & beverages, preparation for K.O.T & B.O.T.
7. Basic service methods e.g. silver service, American, Russian, English service etc.
8. Service of non-alcoholic beverages.
9. Service of tobacco related products.
10. Preparation of bills and its presentation of the guest.
11. Room service tray set up.

**REFERENCE BOOKS:**

Sudhir Andrews: F & B Service Trg. Manual  
Denni R. Lillicrap: F & B Service  
John Walleg: Professional Restaurant Service  
Brian Varghese: Professional F& B Service Management  
Brown, Heppner & Deegan: Introduction to F&B Service

**HMCT– 203 FRONT OFFICE OPERATIONS – II****OBJECTIVE:**

The objective is to make students aware of:

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

**COURSE CONTENT:****UNIT 1****STARTING THE WORK SHIFT:****CHECK IN PROCEDURE:**

- a. Greeting the guest.
- b. Registration: Types of registration, importance of registration, registration of foreigners, legal aspects of registration, C-Form, Pakistani Guests.
- c. Allotment of rooms.
- d. Handover of keys.
- e. Work flow chart.

**UNIT 2****HANDLING GROUP ARRIVALS:**

- a. Types of groups.
- b. Rooming list.
- c. Pre arrival procedures.
- d. Welcoming and handling of check-in at the time of actual check-in.
- e. Post arrival activities will reference to group types.
- f. Flow chart.
- g. Room change procedure.

**UNIT 3****NIGHT AUDIT:**

- a. Job, duties and responsibilities of night auditor.
- b. Completion of reports and statistics.
- c. Preparation of transcript.
- d. Forecasting and planning for next days arrival, departures, VIP movements etc.



**UNIT 4**  
**ENDING WORK SHIFT,**  
**HANDLING OVER TO NEXT SHIFT**  
**GENERAL AWARENESS AND KNOWLEDGE**

**HMCT – 253**  
**PRACTICALS**

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

**REFERENCE BOOKS:**

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

**HMCT – 204 HOTEL HOUSEKEEPING – II**

**OBJECTIVE:**

To complete the student experience of all housekeeping routines including:

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

**COURSE CONTENT:**

**UNIT 1**

**PUBLIC AREA CLEANING:**

- a. Periodical cleaning; task, schedule.
- b. Special cleaning program: routine and spring cleaning of upholstery, carpet & Drapery.

**FLOOR FINISHES:**

Classification and characteristics: Hard and soft floor finishes methods of cleaning.

## **UNIT 2**

### **WALL FINISHES:**

Different wall finishes in rooms, public and back areas,  
Wall papers: Uses, merits and demerits.

## **UNIT 3**

### **DAILY ROUTINES & SYSTEMS OF HOUSEKEEPING DEPARTMENT:**

Control Desk Activities.  
Staff Allocation, Duty Roasters.  
Key Co-ordination areas.

### **RECORDS AND FORMATS MAINTAINED IN THE HOUSEKEEPING DEPARTMENT.**

## **UNIT 4**

### **GUEST ROOM INSPECTION – CHECK-LIST COMPOSITION, CARE AND CLEANING OF:**

Metals, glass, leather, plastic, ceramic and wood.

### **HMCT – 254 PRACTICALS**

#### **1. Basic cleaning procedure in guest room:**

- a. Check-out room.
- b. Occupied room.
- c. Vacant room.
- d. Evening service.
- e. Clerical jobs to undertaken in the above cases.

#### **2. Public area cleaning programmed:**

- a. Regular (Daily)
- b. Periodical (Weekly)
- c. Special (spring)

#### **3. Floor polishing and finishing:**

- a. Different stones like granite, marble, sand stone and other hard surfaces.
- b. Wooden
- c. Synthetic flooring
- d. Soft flooring.

#### **4. Cleaning and care of:**

- a. Different metals e.g. brass silver and E.P.N.S., stainless steel, copper, iron etc.
- b. Glass
- c. Plastic
- d. Leather
- e. Ceramic

#### **5. Guest room inspection: Check-list**

### **REFERENCE BOOKS:**

Sudhir Andrews: Hotel Housekeeping

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

## **HMCT – 205 COMPUTER APPLICATIONS**

### **OBJECTIVE:**

The objective of the course:

- a. Introduce the students to computer and computer hardware.
- b. Systematically develop the computer operating skills.
- c. Knowledge of Operating System MS-DOS.
- d. Knowledge of Word Processing: MS-WORD – 2010
- e. Operating knowledge of Networking, Internet, E-mail

### **COURSE CONTENT:**

#### **UNIT 1**

##### **INTRODUCTION TO COMPUTERS**

- a. Historical evaluation of computers.
- b. Generation, classification, characteristics & limitation of computers.
- c. Overview of computer architecture and organization.
- d. Networking concepts; LAN, VAN, MAN, Internet.

#### **UNIT 2**

##### **AN OVERVIEW OF MS-DOS**

- a. Introduction to operating system.
- b. Booting components, internal & external commands and Directory Commands.
- c. File Management Commands.
- d. Disc Management Commands.
- e. Batch Files & Configuring.

#### **UNIT 3**

##### **OVERVIEW OF WINDOWS 2010**

- a. The user interface.
- b. The Control Panel.
- c. Various Windows Features.
- d. E-mail, Net Meeting, Web Browsing.
- e. Communication & Internet Explorer.

#### **UNIT 4**

##### **MS WORD 2010**

- a. Basics of Word Processing.
- b. Viewing, Editing, Finding & Replacing Text.
- c. Proofing Documents: Correcting Spell Check, Grammar Command, Auto Commands.
- d. Mail Merge.
- e. Working with Tables & Charts.
- f. Creating Basic HTML Documents.

## **HMCT - 255 PRACTICALS**

1. MS-DOS
2. Windows 2007
3. MS-WORD

### **Books for reference**

Fundamentals of computers:V. Rajaraman

Mastering Microsoft office:Lonnie E Moseley & David M.Boobey

## **HMCT– 206 NUTRITION**

### **OBJECTIVE:**

This course is designed to acquaint the students with the basic concept of nutrition which will finally provide support to their knowledge about Food & its preparations. By the end of the semester the students should be able to:

- a. Know the importance of food and nutrition.
- b. Understand the role of various nutrients in our body.
- c. Conceptualize the fundamental of balance diet.
- d. Know the effect of storage, pre-preparation and cooking on nutrients.
- e. Use the knowledge of nutrition for retention of nutrients while preparation of food and during menu planning.

### **COURSE CONTENT:**

#### **UNIT 1**

##### **INTRODUCTION TO NUTRITION:**

Definition of Nutrition; Importance and scope; the various nutrients.

##### **FOOD AND OUR BODY:**

Role of food in our life; recommended dietary intakes (RDI); factors affecting RDI;

Energy requirement of our body (Energy Metabolism); Calorific value of food; The five food groups; Process of Digestion & Absorption of food in human body.

#### **UNIT 2**

##### **ROLE OF NUTRIENTS IN OUR BODY-I:**

- a. Carbohydrates: Classification, functions, Deficiency and excess of carbohydrates, sources.
- b. Fats: Classification of Fats, Functions, deficiency & excess of Fat; sources.
- c. Proteins: essential amino acids, classification of protein, functions of proteins, systems of protein Deficiency, Protein energy malnutrition (P.E.M.), Sources of protein.

#### **UNIT 3**

##### **ROLE OF NUTRIENTS IN OUR BODY – II:**

Vitamins: Classification of vitamins function deficiency & excess and sources of all vitamins.

#### **UNIT 4**

##### **ROLE OF NUTRIENTS IN OUR BODY – III:**

- a. Minerals: Classification, Sources and functions & deficiency of various minerals – Iron, Calcium, Iodine, Sulphur, Potassium, Phosphorous, Sodium, Zinc etc. (elementary study only).
- b. Water: Functions, sources & diseases.

#### **UNIT 5**

##### **BALANCED DIET:**

Concept of balanced diet

Menu planning-Defination, aim & importance

Menu planning for specific requirements viz. infants, children, adolescent, adult man & women; nutritional requirements during specific conditions viz, pregnancy, lactation & old age.

##### **EFFECT ON NUTRIENTS WHILE:**

- a. Storage.
- b. Pre-preparation.
- c. Cooking.

##### **Measures to be taken to prevent nutrient loss during cooking**

##### **Books for reference**

Fundamentals of Food & Nutrition: Mudaambi & Raajgopal

Normal & Therapeutic Nutrition: H. Robinsson

Clinical Dietics & Nutrition: F.P Aanita

**P.K. UNIVERSITY, SHIVPURI (M.P.)**



**Syllabus**

**Bachelor of Hotel Management & Catering  
Technology (BHMCT)  
(2<sup>nd</sup> Year)**

## Scheme of Examination for Bachelor of Hotel Management (BHMCT)

### III-Semester

S. N.	Subject Code	Subject Name	Periods per Week			Evaluation Scheme			Examination	Subject Total
						Sessional				
			Theory	L	T	P	CT	TA	Total	ESE
1.	HMCT-301	Food Production-III	3	1	0	20	10	30	70	<b>100</b>
2.	HMCT-302	Food & Beverage Services- III	3	1	0	20	10	30	70	<b>100</b>
3.	HMCT-303	Front Office Operations-III	3	1	0	20	10	30	70	<b>100</b>
4.	HMCT-304	Hotel Housekeeping-III	3	1	0	20	10	30	70	<b>100</b>
5.	HMCT-305	Food Science	3	1	0	20	20	30	70	<b>100</b>
6.	HMCT-306	Applied Accounting	3	1	0	20	20	30	70	<b>100</b>
7.	AUC-001/ AUC-002	<i>Human Value &amp; Professional Ethics / Cyber Security</i>	2	0	0	20	10	30	70	100
<b>PRACTICAL</b>										
						IN	EX			<b>50</b>
8.	HMCT-351	Food Production-III	0	0	8	25	25			50
9	HMCT-352	Food & beverage Services- III	0	0	4	25	25			50
10	HMCT-353	Front Office Operations-III	0	0	2	25	25			50
11	HMCT-354	Hotel Housekeeping-III	0	0	2	25	25			50
12	NGP-301	General Proficiency	--	--	--	25	25			50
		<b>Total</b>	<b>18</b>	<b>6</b>	<b>16</b>					<b>1000</b>

TA – Teacher Assessment

CT- Class Test

ESE- End Semester Examination

L/ T/ P – Lecture/ Tutorial/ Practical

Note: Duration of ESE shall be 3 (Three) Hrs. for subjects carrying 100 Marks & 2 (Two) Hrs. for subjects carrying 50 marks.

\*Human values & Professional Ethics /Cyber Security will be offered as a compulsory audit course for which passing marks are 30% in End Semester Examination and 40% in aggregate.

**Scheme of Examination for Bachelor of Hotel Management (BHMCT)**

**IV Semester**

S. No.	Subject Code	Subject Name	Periods per Week			Evaluation Scheme			Examination	Subject Total
			L	T	P	Sessional				
Theory			L	T	P	CT	TA	Total	ESE	
1.	HMCT-401	Bakery & Confectionery	3	1	0	20	10	30	70	100
2.	HMCT-402	Food & beverage Services-IV	3	1	0	20	10	30	70	100
3.	HMCT-403	Front Office Operations-IV	3	1	0	20	10	30	70	100
4.	HMCT-404	Hotel Housekeeping-IV	3	1	0	20	10	30	70	100
5.	HMCT-405	Hotel Engineering	3	1	0	20	20	30	70	100
6.	HMCT-406	Hotel Laws	3	1	0	20	20	30	70	100
7.	AUC-002/ AUC-001	<i>Cyber Security/Human Value &amp; Professional Ethics</i>	2	0	0	20	10	30	70	100
<b>PRACTICAL</b>										
8.	HMCT-451	Bakery & Confectionery	0	0	8	25	25	50		50
9.	HMCT-452	Food & beverage Services-IV	0	0	4	25	25	50		50
10.	HMCT-453	Front Office Operations-IV	0	0	2	25	25	50		50
11.	HMCT-454	Hotel Housekeeping-IV	0	0	2	25	25	50		50
12.	NGP-401	General Proficiency	--	--	--	25	25	50	---	50
<b>Total</b>			<b>18</b>	<b>6</b>	<b>16</b>			--	---	<b>950</b>

TA – Teacher Assessment  
 CT- Class Test  
 ESE- End Semester Examination  
 L/ T/ P – Lecture/ Tutorial/ Practical

Note: Duration of ESE shall be 3 (Three) Hrs. for subjects carrying 100 Marks & 2 (Two) Hrs. for subjects carrying 50 marks.

\*Human values & Professional Ethics /Cyber Security will be offered as a compulsory audit course for which passing marks are 30% in End Semester Examination and 40% in aggregate.



## HMCT 301 FOOD PRODUCTION – III

### OBJECTIVE:

To provide an in depth knowledge of various food preparations, apart of this to make

### COURSE CONTENT:

#### UNIT 1

##### FOUNDATION OF CONTINENTAL COOKERY:

- a) Stock: Definition, Classification and types, Rules for stock
- b) Preparation, Recipe of Various Stocks.
- c) Soups: Definition, Classification of Soup; Examples.
- d) Sauces: Definition, Use and importance of sauces. Mother
- e) sauces- Recipes, Derivative sauces.
- f) Garnishes and Accompaniments.

#### UNIT 2

##### FOOD COMMODITY

- a) **CEREALS:** Sources, variety of cereals, uses, storage.
- b) **FATS & OILS:** Sources, types (animal and vegetable fats), uses, storage, Hydrogenization and rancidity.
- c) **EGGS:** Structure of an egg, purchase specifications & quality grading, composition & food
- d) value, storage.
- e) **Creams:** Types and uses

#### UNIT 3

##### FISH:

Classification of Fishes , purchasing & selection qualities, handling-scaling, filleting, skinning, pulling bones, fish cuts and uses, storage, application & cooking methods.

##### POULTRY:

Various Poultry & Games used in cookery, classification, Cuts, Purchasing & Selection qualities, food value, storage, application & cooking methods, cutting, deboning, Trussing & stuffing.

#### UNIT 4

##### MEAT: Lamb & Beef

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

##### PORK

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

### HMCT 351 PRACTICALS

#### FOOD PRODUCTION PRACTICALS

1. Making soups & Stocks.
2. Preparation of Basic sauces & Derivatives.
3. Dishes with accompaniments & sauces.
4. Meat, poultry, Egg & fish dishes (Continental).

#### RECOMMENDED BOOKS

1. Theory of cookery - Cinton Cesarane.
2. Theory of cookery – Krishna Arora.

## HMCT 302 FOOD & BEVERAGE SERVICES – III

### OBJECTIVE:

- a) Understand the alcoholic beverages and its broad categories
- b) Brewing process
- c) Viticulture and Vinification..
- d) Understand different types of Wines, Their classification storage & services.
- e) Know about the different wine producing countries, their specialty wine and the wine quality laws governing the major wine producing countries.

### COURSE CONTENT:

#### UNIT 1 Introduction to alcoholic beverages

- a) **Definition of alcoholic beverages and classification**
- b) **Fermentation and distillation ( Pot and patent)**
- c) **Proof system**

#### Unit 2 BEER:

- a) History , Definition and types
- b) Ingredients used in beer making
- c) Brewing process: Bottom fermentation; Top fermentation.
- d) Beer faults, Care and Storage of beer.
- e) Beer terminology

#### UNIT 3

##### WINE:

- a) History, definition and classification of wine
- b) Viticulture seasons, Quality of soil and of area of production.
- c) Types & Composition of grapes and its effect on the nature of wine, wine makers' Calendar, and wine diseases
- d) Wine making Methods-Table, Fortified-Sherry & Port, Sparkling Wine- Champagne
- e) Characteristic of wine, still, sweet, dry, vintage & non-vintage.
- f) Principles wine producing countries
  - Old World Wine: - France, Italy, Germany, Spain & Portugal.
  - New World Wine:- America, Australia, Newzeland, California, Chilli & India.
- g) Care and Storage of wine
- h) Wine Terminology.

#### UNIT 4

##### WINE QUALITY LAWS:

- France, Germany, Italy, Portugal and Spain

##### WINES OF FRANCE:

- a) Different regions, their geographical composition and climate, grape varieties and characteristic of wines from each region.
- b) Special reference of Champagne, its origin, grape varieties and production.

##### WINES OF OTHER COUNTRIES:

- a) Italy, Germany, America, Australia, Newzeland, California, Chilli & India.
- b) Wine of Spain with special reference to sherry (in detail).
- c) Wine of Portugal with special reference to port & Madeira, Marsala.

##### FOODS AND WINE HARMONY:

- In relation to all courses of French classical menu.

## **HMCT -352 PRACTICALS**

- Revision of First year practicals – table layout and services for different types of meals.
- Beverage order taking and preparation of BOT.
- Familiarization with the glassware, equipments and tools required in relation to Beer & wine services.

### **SERVICE OF BEER**

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

### **SERVICE OF WINE**

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

Decanting

### **5. Assignments:**

#### **a) Preparing Charts**

- i) Different regions of France and their characteristics of wine.
- ii) Regions and characteristics wine of two other countries.

#### **b) Collection of Labels**

- i) At least five wines & Beers (Indian & International).

#### **c) Designing of beer/ wine list**

### **TEXT READING**

Tom Stevenson - World wine Encyclopedia.

Dennis R. Lillicrap – F & B services.

Jaffrey T. Clarke - Table & Bar.

## HMCT 303 FRONT OFFICE OPERATIONS – III

### **OBJECTIVE: Students should learn about:**

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

### **COURSE CONTENT:**

#### **UNIT 1 Guest Information and Enquiries**

- a. Guest Information Handling
- b. Handling guest mails and message procedure
- c. Business centre facilities and functions

#### **UNIT 2 INFORMATION AND DESK FUNCTIONS**

- a) Room key management.
- b) Self check-in
- c) Web check-in
- d) Wake up calls and do not disturb requests
- e) Paging system`.

#### **UNIT 3 Room Change Procedures**

- a) **Meaning and procedures for room change**
- b) **Live move and dead move**
- c) **Room change formats BELL**

#### **DESK MANAGEMENT** Activities

and procedures at the time of:

- a) Check in, Check out. and Left language.
- b) Travel desk
- c) Concierge services
- d) Other activities & Formats used at Bell Desk.

#### **UNIT 4**

#### **OUT DOOR AREA MANAGEMENT**

- a) Car parking – self and valet parking
- b) Public addresses System.
- c) Duties of doorman/parking attendant.
- d) Hire a car procedure.
- e) Airport representative.

#### **HMCT 353 PRACTICALS**

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

#### **TEXT READING**

1. Dennis L Foster – Back Office operation & Administration.
2. Sudhir Andrews – Hotel Front Office.
3. Bruce Braham – Hotel Front Office.
4. Jatashankar R. Tewari- Hotel Front Office Operations & Management.

## HMCT 304 HOTEL HOUSEKEEPING – III

### OBJECTIVES:

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

- a) Hotel Linen room procedure, care and maintenance of Linen.
- b) Sewing and uniform room procedures, care and maintenance.
- c) Laundry- Importance and principles, equipments, layout, flow process and finishes.
- d) Stain removal – methods and aids.
- e) Fabrics - origin, characteristics, classification and usage in hotel industry.
- f) Yarns and their types.

### UNIT 1

#### HOTEL LINEN:

- a) Classification: Room linen, F&B linen, miscellaneous linen.
- b) Selection criteria & stock requirements.
- c) Par Stock

#### LINEN ROOM:

- a) Location.
- b) Equipment and Standard Operating Procedures
- c) Storage & section: Care of linen and Stocktaking.
- d) Marking & Monogramming.
- e) Functioning.

### UNIT 2

#### SEWING ROOM:

- a) Activities and area provided.
- b) Equipments and Standard Operating Procedures

#### UNIFORM ROOM:

- a) Purpose of uniforms.
- b) No. of sets issuing procedure & exchange of uniform.
- c) Designing a uniform.
- d) Layout and planning of the uniform room.

### UNIT 3

#### LAUNDRY:

- a) Duties and responsibilities of laundry staff.
- b) Importance and principles.
- c) Flow process of industrial laundering.
- d) Stages in wash cycle.
- f) Equipment and Standard Operating Procedures, Layout, planning of laundry.
- e) Dry cleaning.

#### STAIN REMOVAL:

- a) Different types of stains.
- b) Cleaning methods.
- c) Specific Cleaning Agents, Chemicals and detergents.
- d) Care for color and delicate fabrics.

### UNIT 4

#### FIBERS AND FABRICS:

- a) Definition.
- b) Origin
- c) Classification.
- d) Characteristics of different fibers – Cotton, Linen, Silk, Polyester, Nylon, Acrylic.

#### YARNS:

- Types.

**FINISHES:**

- a) Designing, sizing, deguming, weighting, scouring, calendaring, decatizing,
- b) Tentering, shearing.
- c) Flocking, sanforisation mercerization, napping.
- d) Bleaching, Dyeing, Printing, Singeing.

**TEXT READINGS**

- i) Joan C. Branson - Hotel, Hotel & Hospital Housekeeping.
- ii) Georgira Tucker - The Professional Housekeeper.
- iii) Rose Mary & Heinemann: Housekeeping Management for hotels.
- iv) David Allen, Hutchinson- Accommodation & cleaning services

**HMCT - 354 PRACTICALS**

- 1. Basic cleaning procedure of guest room:
  - a) Check-out room.
  - b) Occupied room.
  - c) Vacant room.
  - d) Evening services.
  - e) Spring cleaning
- 2. Emphasize on under mentioned while working with linen.:
  - a) Storage.
  - b) Stock taking.
  - c) Marking and monogramming.
  - d) Functioning – clerical jobs in the linen room and uniform room
- 3. Laundry:
  - a) Identification and operation of different equipments (Standard Operating Procedures for care while operating the equipments)
  - b) Laundry cleaning agents.
  - c) Flow process in industrial laundry-layout, planning and operation.
  - d) Dry cleaning method.
- 4. Stain removal: Identification and removal of the stains using the specific methods and reagents.
- 5. Identification of different weaves.
- 6. Identification and sampling of different fabrics.
- 7. Sewing Room – mending and use of sewing kit.
- 8. Visit to hotel laundry / commercial laundry.

# HMCT -305 FOOD SCIENCE

## **OBJECTIVE:**

To give knowledge of food science so that students will be able to apply this knowledge in producing quality food products.

## **COURSE CONTENT:**

### **UNIT 1**

#### **EFFECT OF HEAT ON FOOD AND ITS NUTRITENTS:**

Proteins, Carbohydrate, Fats, Vitamins & Minerals.

### **UNIT 2**

#### **FOOD PRESERVATION**

- a) Principles of food preservation. Asepsis, Removal, Anaerobic Condition.
- b) Preservation methods & Procedures-(By Drying & Freezing, By High & Low Temperature, By Radiation)
- c) Changes during preservations (During Drying, Freezing).
- d) Changes during storage.
- e) Preservation by food additives, chemicals. Salts & Sugar, Alcohol, wood smoke, spices and other condiments.

### **UNIT 3**

#### **MICRO ORGANISMS**

- a) Micro-organisms used in food preservations.
- b) Structure, types, functions & Characteristics of mold, yeast & bacteria.

### **UNIT 4**

#### **FOOD ADDITIVES AND LEAVENING AGENTS:**

Functions of Food Additives. Preservation, Antioxidants- Surface active agents, stabilizers and thickness, bleaching and maturing agents, buffers, acids and alkalis, food colors, non-nutritive and special dieting sweeteners, nutrient supplements & Fortifying agents, flavoring agents, Anti Caking Agents.

### **UNIT 5**

#### **ADULTERATION**

Definition, common food adulterants in different food groups, toxic effect of chemical adulterants, detection of adulterants (Physical & Chemical).

Functioning of FSSAI

#### **RECOMMENDED BOOKS**

1. Food Science – B. Srilakshami
2. Food & Nutrition (VOL I & II) - Dr. M Swaminathan.
3. Nutrition & Dietetics – Shubhangim A Joshi.
4. Food Microbiology- William C. Frazier/ Dennis C. Westhoff

# HMCT -306 APPLIED ACCOUNTING

## **OBJECTIVE:**

To acquaint the students with the basic concept of accounting double entry system, journal, ledgers, various subsidiary books, cash book and final accounts.

## **COURSE CONTENT:**

### **UNIT 1: INTRODUCTION**

Meaning and concept of accounting, Principles of Accounting, fundamental & Subsidiaries books of account, journal entries, ledger, cash book (Single, Double & Triple column cash book)

### **UNIT 2: FINANCIAL STATEMENTS**

Trial balance: need, importance, limitations, preparation of trading and P&L account and balance sheet with simple adjustments.

### **UNIT 3: BRS AND DEPRECIATION**

Bank reconciliation statement, Depreciation: Concept, Rationale and methods.

### **UNIT 4: ANALYSIS OF FINANCIAL STATEMENTS**

1. Introduction to financial analysis, nature, importance and uses of financial ratios, types of financial ratios: (Liquidity, debt, profitability, coverage and market value ratios etc.)
2. Fund flow statement: its meaning, objectives and preparation.
3. Cash flow statement: its meaning, objectives, preparation.  
between cash flow statement and fund flow statement

### **UNIT 5: APPLICATION OF BASIC ACCOUNTANCY IN HOTELS**

1. Uniform system of accounting
2. Night Audit and its functions
3. Visitor tabular ledger & guest folio ledger.
4. Hotel accounting software.

## **RECOMMENDED BOOKS**

G.S Rawat Elementary of Accountancy.

S.A Siddiqui Comprehensive Accountancy.

J.RBoliboi Book-keeping.

Dr R.K Gupta & Vardhaman Book\_keeping & Accountancy.



# HMCT 401 BAKERY & CONFECTIONERY

**OBJECTIVES-** At the end of the semester students are supposed to have developed the basic Knowledge about Bakery equipments, Ingredients, Various bakery preparations.

## **COURSE CONTENT**

### **UNIT-1**

#### **Fundamentals of a Bakery Kitchen**

- a) Bakery Kitchen Layout,
- b) Equipments used in bakery
- c) A brief introduction of commercial flour milling process.
- d) Flour Constituent in relation to baking quality.

### **UNIT-2**

#### **BRIEF INSIGHT OF: -**

- a) Emulsifier, Surfactants and enzymes used in bakery products.
- b) Bakery fats.
- c) Flavors used in bakery & Confectionary.

### **UNIT-3**

#### **Desserts**

- a) Basic custards, cream and puddings
- b) Different deserts sauces.
- c) Soufflés and Mousses, Bavarois
- d) Frozen Desserts – ice creams, Bombes, Sorbets and still frozen desserts
- e) Chocolate tampering and various chocolate desserts
- f) Meringue

#### **FORMULA BALANCE IN CAKE**

- a) Batter type
- b) Foam type
- c) Pound

### **UNIT-4**

#### **SUGAR COOKERY**

- a) Types of natural sugars
- b) Types of artificial sugars
- c) Uses of sugars in cookery
- d) Crystallization in sugar cookery
- e) Preparation of recipes at different stages of sugar cookery
- f) Jaggery.
- g) Caramelization

### **HMCT-451- PRACTICALS**

Preparation of various Bakery products

1. Cakes (Fruit cake & Sponge Cake with Icing)
2. Cookies (Sweet & Salted)
3. Sugar Cookery Practicals
4. Ice creams
5. Bakery Desserts
6. The student will explain the chemical properties and changes in sugars at various stages of the cooking and cooling processes.
7. The student will produce sugar confectioneries such as fruit paste, guimauve (marshmallow), praline, caramels, nougats, lollipops, and gummies that meet saleable production standards.

### **TEXT READING**

Sudhir K. Shibal – The Ashok Book of Favorites Indian Recipes

Khalid Aziz – Indian Cooking  
Vimla Patel – Festival Cook Book  
S.C. Dubey – Basic Baking  
Joseph Amendol – Understanding Baking

## **HMCT402 – FOOD AND BEVERAGE SERVICES –IV**

### **OBJECTIVES –**

- a) Understanding the process of distillation of spirits and the types of stills used for the same.
- b) Understand cocktails – their preparation – presentation and service.
- c) Acquire the requisite technical skills for complete competent service of food and beverage.

### **COURSE CONTENT**

#### ***UNIT 1***

##### **INTERNATIONAL SPIRIT**

- a) Definition and types of International spirits: Whisky, Rum, Vodka, Gin, Brandy and Tequilla
- b) Production process, brand name and service of International spirits: Whisky, Rum, Vodka, Gin, Brandy and Tequilla

#### ***UNIT 2***

##### **TRADITIONAL SPIRITS**

Definition, and characteristics of traditional spirits: Absinthe, Tiquira, Ouzo, Slivovitz, Aquavit, Calvados, Fenny, Arrak

#### ***UNIT 3***

##### **COCKTAILS**

- a) Definition, Common cocktails, recipe, methods of preparations and Golden rules for making cocktails
  - b) Presentation (Garnishes & Glassware) and Requisites in preparing cocktails.
- c) Cocktail Bar Equipments

#### ***UNIT 4***

##### **LIQUEURS**

- a) History, definition, types and manufacturing: Distillation (Hot Method), cold method, infusion, percolation, aging, Sweetening
- b) Liqueurs: Brands, origin, base and flavoring

### **HMCT-452 PRATICALS**

- Revision of previous semester practical- table layout and services for various types of meals.
- Beverage order taking and preparation of BOT.
- Service of spirits & traditional Spirits, and Liqueurs
- Demonstration / Preparation and presentation of one variety of each stirred and shaken cocktails.

## **HMCT 403 -FRONT OFFICE OPERATIONS-IV**

### **OBJECTIVES: The student should learn about:**

- a) Handling of modern communication facilities
- b) Handling Safety Lockers
- c) Occupancy forecasting methods
- d) Traveling documents
- e) Customer care policy

### **COURSE CONTENTS –**

#### ***UNIT 1 Office Automation***

- a) E.P.B.A.X/ Console
- b) Fax
- c) SMS
- d) Internet (email)
- e) Wireless
- f) Pager

### **HANDLING SAFETY LOCKERS**

#### ***UNIT 2***

### **HANDLING SITUATIONS**

- a) Dealing with different guest types/ profiles:-Fussy guest, irate guest, timid guest, socializing guest etc
- b) Overbooking
- c) Frequently occurring situations at front office

#### ***UNIT 3***

### **GUEST CARE**

- a) Guest satisfaction and delight
- b) Handling complaints
- c) Follow up procedures
- d) Guest history card

### **ACCESSING THE RESULT OF GUEST CARE POLICY**

- a) Questionnaire
- b) Suggestion Card/Guest Comment Card
- c) Face to face interview
- d) Feedback Form
- e) Confidential Feedback Form

#### ***UNIT 4***

### **TRAVELING DOCUMENTS**

- a) Passport
- b) Visa
- c) Credit card
- d) Travelers check/ Encashment Certificate
- e) Identity Proof Documents-Aadhar Card, Voter ID, Driving License

### **HMCT 453 PRATICALS**

- a) Telephone handling various types of inquires
- b) Message and mail handling and books filling up
- c) Room key rack management
- d) Wake up calls
- e) Bell desk activities during check in and check out
- f) Handling area management
- g) Handling modern communication activities

### **TEXT READINGS**

Dennis L. Foster – Back Office Operations and Administrations

Bruce Braham – Hotel Front Office

Jatashankar R. Tewari- Hotel Front Office Operations & Management.

S.K.Bhatnagar- Hotel Front Office Operations

Sue & Baker- Principles of Front office operations

Kasavana & Brooks- Managing Front Office Operations

# HMCT 404 – HOTEL HOUSEKEEPING –IV

**OBJECTIVES – The course content will help the students to understand the following:**

- a) Safety awareness, accident and first aid box.
- b) Interior decoration and horticulture ( including flower arrangement )
- c) Pests and rodent control.
- d) Waste & waste control

## **COURSE CONTENT**

### **UNIT 1**

**Personal qualities of housekeeping staff with emphasis on:**

- a) Safety awareness and accident prevention
- b) Use of First aid box
- c) Dealing with Emergency situations.
- d) Dealing with sick guest and sanitization

### **UNIT 2**

#### **INTERIOR DECORATION**

- a) Color and color scheme
- b) Light and lightening system
- c) Floor, ceiling and wall covering
- d) Role of accessories
- e) Window & Window Treatment
- f) Furniture

### **UNIT 3**

#### **HORTICULTURE**

- a) Landscaping
- b) Types of manures
- c) Simple ways of gardening
- d) Equipment, care & pesticides
- e) In-house herb garden

#### **FLOWER ARRANGEMENT**

- a) Equipment and material required, knowledge of varieties of flowers and other decorative material used in flower arrangement
- b) Purpose of flower arrangement, placement and level of placement with relevant examples
- c) Styles and principles of flower arrangement

### **UNIT 4**

#### **a) PEST AND RODENTS CONTROL**

1. Definition & Types of Pests & rodents
2. Pests control methods

#### **b) Types of Wastes & Waste Disposal Methods**

### **TEXT READINGS**

John C. Branson – Hotel .Hostel & Hospital House Keeping  
Georgira Tucker – The Professional Housekeeper  
Anne Effelsberg – Flower Arranging  
John Ambulan/Andrews – First Aid Manual

## **HMCT 454 PRATICALS**

### **1) DEALING WITH EMERGENCY**

- a) Event of fire and smoke
- b) Event of fumes
- c) Event of gas leakage

### **2) FIRST AID**

- a) Treatment for Minor cut, burns and Scars Unconsciousness, Drunkenness, Sun burn  
Minor wounds, Choking, Fainting shock, Nose bleeding
- b) Dressings for minor wounds and cuts

### **3) INTERIOR DECORATIONb)**

Making and display of different miniature of wall covering and floor

Covering, light arrangements using flip charts

- c) Setting of interiors and placements of accessories

### **4) HORTICULTURE**

- a) Identification of different tools in gardening
- b) Different ways of gardening
- c) Different flowers

### **5) FLOWER ARRANGEMNT**

- a) Identification of equipment and material required for flower arrangement
- b) Practice of different styles of flower arrangements

# HMCT 405 HOTEL ENGINEERING

## **OBJECTIVE: -**

To impart within student basic knowledge of hotel building, equipment used and their maintenance

## **UNIT 1**

### **INTRODUCTION TO ENGINEERING AND MAINTANENCE**

- a) Definition of maintenance, types of maintenance – daily- schedule, Preventive, breakdown, contract maintenance.
- b) Department – function, duties and responsibilities, organization structure of hotel Maintenance Department.

### **WATER AND WASTE WATER MANAGEMENT**

Water quality standards, treatment of water for hotel use, hot and cold drinking water requirement, supply and standard, waste water, disposal system adopted and different types of traps, plumbing work, removal of hardness (Water treatment, *Reverse Osmosis(RO) water Filter systems*, Swimming Pool maintenance

## **UNIT 2**

### **HEAT, VENTILATION, AIR CONDITIONING AND REFRIGERATION**

- a) Definition, human comfort standards and index, designing building as to control heat and heat transfer
- b) Air conditioning systems- central ac ,split, package window type ,their need and periodic maintenance and cycle of air conditioning systems
- c) Ventilation – its need and different types of ventilation
- d) Refrigeration – types of refrigeration, their need and periodic maintenance, difference between air conditioning and refrigeration, types of refrigeration system and refrigerants, walk in coolers, deep freezers, fresh food refrigerators and chill units

## **UNIT 3**

### **ELECTRICAL SYSTEM AND ENERGY MANAGEMENT**

- a) **Electrical terms** : volt, ampere, watt, kilo watt/hr, ac, dc systems, single phase and phase, voltage drop and control, fuse and circuit breakers, electricity pricing control, cost control.
- b) **Basic Fuels**: Types, Calorific value, comparison on the basis of cost
- c) **Energy Conservation tips for hotel**: Front Office, Housekeeping, Kitchens, Food & Beverage outlets and other areas
- d) **Pollution and Pollution Control**  
Definition of pollution, pollutant, classification of pollution, pollution control measures

## **UNIT 4**

### **BUILDING TRANSPORTATION**

- a) Stairs
- b) Elevators – types of elevators (Passenger elevator, Freight elevator, Cable elevator, hydraulic elevator) and basic working, maintenance of elevators
- c) Escalators – safety requirements, use and basic working

- d) Moving Walks
- e) Conveyors

## **UNIT 5**

### **EQUIPMENT REPLACEMENT POLICIES**

Reasons for replacement, Types of failure mechanism of equipments,

**Methods for evaluation of replacement proposals-** Break even point concept, Payback Period Method, Lifecycle cost method,

**Replacement of items that fails all of a sudden-** Individual replacement, Group replacement

**Replacement of items which gradually deteriorate with time**

### **Books:**

**Tarun Bansal: Hotel Engineering Aman Publishers**



# HMCT 406 – HOTEL LAWS

## COURSE CONTENT:

### UNIT 1

#### INTRODUCTION TO MERCHANTILE LAW

Brief description of each laws: Indian contract act; definition, essential of contract, valid & void and voidable agreements, time and place of performance, contract of bailment and pledge ; sales of good acts ;partnership act ; companies act; insurance act, Fssai, Sarai Act.

### UNIT 2

#### INTRODUCTION TO INDUSTRIAL LAW

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

### UNIT 3

#### HOTEL AND LODGING RATES CONTROL

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

### UNIT 4

#### FOOD LEGISLATION

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

### UNIT 5

#### 1. Guarantee and warranty

#### 2. Statutory Licenses And Laws

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

### TEXT READING

H.L . KUMAR : Personal Mgt. In Hotel And Catering Industry

Krishnal Sethi :M.P .Shop & Establishment Act

K.P.Srivastava : Law Relating To Prevention Of Food Adulteration in India

Rogers Peters : Essentials Law For Caterers

N.D .Kapoor : Handbook For Industrial Law

Hotel Law: Jagmohan Negi

**P.K. UNIVERSITY , SHIVPURI (M.P.)**



## **SYLLABUS**

# **Bachelor of Hotel Management & Catering Technology (BHMCT)**

**3<sup>nd</sup> Year (V & VI Semester)**

### Scheme of Examination for Bachelor of Hotel Management & Catering Technology (BHMCT) – V Semester

S. No.	Subject Code	Subject Name	Periods per Week			Evaluation Scheme			Examination	Subject Total
						Sessional				
						CT	TA	Total		
1.	HMCT-501	Food Production & Patisserie -V	3	1	0	20	10	30	70	100
2.	HMCT-502	Food & beverage Services-V	3	1	0	20	10	30	70	100
3.	HMCT-503	Front Office Operations-V	3	1	0	20	10	30	70	100
4.	HMCT-504	Hotel Housekeeping-V	3	1	0	20	10	30	70	100
5.	HMCT-505	F & B Management	3	1	0	20	10	30	70	100
6.	HMCT-506	Hotel Facility Planning	3	1	0	20	10	30	70	100
		<b>PRACTICAL</b>	--	--	--				---	---
7	HMCT-551	Food Production & Patisserie -V	0	0	8	25	25	50		50
8	HMCT-552	Food & beverage Services-V	0	0	4	25	25	50		50
9	HMCT-553	Front Office Operations-V	0	0	2	25	25	50		50
10	HMCT-554	Hotel Housekeeping-V	0	0	2	25	25	50		50
11	GP-501	General Proficiency	--	--	--	25	25	50	---	50
		<b>Total</b>	<b>18</b>	<b>6</b>	<b>16</b>	--	--	--	---	850

TA – Teacher Assessment

CT- Class Test

ESE- End Semester Examination

L/ T/ P – Lecture/ Tutorial/ Practical

**Note:** Duration of ESE shall be 3 (Three) Hrs. for subjects carrying 100 Marks & 2 (Two) Hrs. for subjects carrying 50 marks.

**Scheme of Examination for Bachelor of Hotel Management & Catering Technology (BHMCT) VIth – Semester**

S. No.	Subject Code	Subject Name	Periods			Evaluation Scheme			Examination	Subject Total
						Sessional				
			Theory	L	T	P	CT	TA	Total	ESE
1.	xxxx	XXXXXX	00	00	00	00	00	00	0	<b>0</b>
2.	xxxx	XXXXXX	00	00	00	00	00	00	0	<b>0</b>
3.	xxxx	XXXXXX	00	00	00	00	00	00	0	<b>0</b>
4.	xxxx	XXXXXX	00	00	00	00	00	00	0	<b>0</b>
5.	xxxx	XXXXXX	00	00	00	00	00	00	0	<b>0</b>
6.	xxxx	XXXXXX	00	00	00	00	00	00	0	<b>0</b>
		<b>Industrial Training</b>								
1.	HMCT- 651	Internal Viva Voce	00	00	00	00	00	00	500	<b>500</b>
2.	HMCT - 652	External Viva Voce	00	00	00	00	00	00	500	<b>500</b>
		<b>Total</b>	00	00	00	-	-	-		<b>1000</b>

TA – Teacher Assessment

CT- Class Test

ESE-End Semester Examination

**Note:** There will be no End Semester Examination Papers for Theory, but only External and Internal Viva-voce.

## **HMCT-501--FOOD PRODUCTION & PATISSERIE-V**

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

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

### **COURSE CONTENT**

#### **UNIT 1**

##### **QUANTITY FOOD PRODUCTION**

- a. Introduction to large scale commercial cooking
- b. Objective, technique & Equipments
- c. contract catering
- d. Industrial catering
- e. Institutional catering
- f. Layout of Large quantity kitchen
- g. staff hierarchy

#### **UNIT 2**

##### **BANQUET MENUS**

- a. Planning
- b. Indenting & costing
- c. Forecasting
- d. Recipes
- e. Pre-preparation and cooking techniques.

##### **AIRLINE AND CRUISE LINER MEAL PLANNING**

- a. Cooking techniques
- b. Equipments used
- c. Menus and presentation of food.
- d. Cook chill system
- e. Cook freeze system

#### **UNIT 3**

##### **CONVENIENCE FOOD AND FAST FOOD**

- a. Characteristics
- b. Types -Indian and western
- c. Menu examples
- d. Role of convenience food in fast food operations
- e. Advantages and disadvantages of convenience food
- f. Labor and cost saving aspect.

## **UNIT 4**

### **SANDWICHES, ROLLS, BURGERS, PIZZAS, HOTDOGS, FOOT LONGS**

- a. Types
- b. Preparation
- c. Selection of spreads
- d. Various fillings
- e. Presentation style
- f. Appropriate garnishes & accompaniments.

### **HMCT- 551 PRACTICALS**

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

### **TEXT READING**

Thangam Philip - Theory of cookery-II  
Jane Gregsan's – European cookery  
Charmine Slolomon – The complete Asian cookery  
Christes Schamalas - Garnishing  
Paul bocuse – The We professional chef  
Victor Ceserani- Kitchen Landerwork.

# **HMCT-502-- FOOD & BEVERAGE SERVICE-V**

## **COURSE CONTENTS**

### **UNIT 1**

#### **GUERIDON SERVICE:**

- a) History of gueridon
- b) Definition and term gueridon
- c) General points to be considered while doing gueridon
- d) Advantages and disadvantages of gueridon services
- e) Gueridon equipments and ingredients
- f) Method of service of common gueridon preparations

### **UNIT 2**

#### **BUFFET MANAGERMENTS**

- a) Introduction
- b) Types of Buffet
- c) Table layout and configuration
- d) Clothing and dressing the buffet table
- e) Display and decoration
- f) Types and limitations of food to be served
- g) Mis-en-place
- h) Checklist and its proper supervision
- i) Food & Beverage control-its application and buffet management

### **UNIT 3**

#### **BANQUET MANAGEMENT AND FUNCTION CATERING**

- a) History of banquets; types of banquets (formal and informal)
- b) Organization of Banquet Department
- c) Function selling-menus
- d) Facilities available
- e) Sitting plans-theatre, class room and formal
- f) Contract/Memorandum
- g) Weekly and daily
- h) Formal Gatherings
- i) Name Cards
- j) Seating Plans
- k) Mis-en-place
- l) Service
- m) Toasting and sequencing of events
- n) Banqueting exercises
- o) Case studies in banqueting
- p) Informal gathering
- q) Reception
- r) Cocktail parties
- s) Seminars
- t) Exhibitions

- u) Fashion shows
- v) Trade Fairs
- w) Wedding
- x) Organizing Theme functions

#### **UNIT 4**

##### **OUTDOOR CATERING/OFF PREMISES CATERING**

- a) Introduction; who could be an out door caterer; infrastructure; licenses; on site facilities; employees
- b) Equipments-preparation, transportation and service equipments
- c) Establishment suppliers
- d) Food purchase storage and handling
- e) Peripherals and special effects
- f) Pricing-finding cost, pricing techniques
- g) Menu Balancing
- h) Selling-telephone techniques, price quotation, booking, client meeting, meeting review, letter of agreement, follow up

##### **BUSINESS EVENT MANAGMENT**

- a) Types of Business Events-workshop, seminar, conference sales meet, lunch etc
- b) Understanding facility needs for business event plan
- c) Operation and management of business event
- d) Follow up and retaining client

##### **HMCT-552 PRACTICALS**

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

##### **TEXT READINGS**

Jaffrey T Clarke  
 Dennis R Lilicrap  
 Matt A Casdo  
 Michael M Coltman

Table and Bar  
 Food and Beverage Service  
 Food and Beverage Service  
 Beverage Management



# **HMCT- 503--FRONT OFFICE OPERATIONS-V**

## **OBJECTIVES**

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

## **COURSE CONTENT**

### **UNIT 1**

#### **CHECK-OUT PROCEDURE**

Information to concerned Departments

#### **MAINTAINING MASTER FOLIO AND MANAGING PROBLEMS THERIN**

- a. Vertical tabular ledger
- b. City Ledger
- c. Departmental Bills
- d. Paid-out vouchers
- e. Miscellaneous charges voucher
- f. Allowances
- g. Advance
- h. Discounts
- i. Computerized Systems
- j. Problems handling

### **UNIT 2**

#### **PREPERATION OF BILL FOR CHECKING OUT GUESTS**

#### **RECEIVING PAYMENTS (SETTLING BILLS)**

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

### **UNIT 3**

#### **FOREIGN EXCHANGE ENCASHMENT PROCEDURE**

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

## **UNIT4**

### **SAFETY LOCKERS**

- a. House Rules
- b. Operational Procedures

### **STARTING AND ENDING WORK SHIFT OF FRONT OFFICE CASH**

Procedures and reports

### **HMCT - 553-PRACTICALS**

1. Familiarization of various documents used in cashiers desk: VTL, Paid outs, Vouchers, Miscellaneous Charge Voucher, Other Documents
2. Preparation of Bills
3. Checking Out Guests and accepting payments
4. FOREX encashment procedure
5. Operating Safety Lockers
6. Starting and Ending work shift at Front Office Cash
7. Handling situations
8. Computerized billing system

# **HMCT-504-HOTEL HOUSE KEEPING-V**

## **COURSE CONTENT**

### **UNIT 1: PLANNING AND ORGANISING HOUSEKEEPING DEPARTMENT**

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

#### **The philosophy of work analysis and improvement**

- a. What is work analysis
- b. Simple questions can uncover serious problems

### **PURCHASING PROCEDURES**

- a. Purchasing arrangements
- b. Purchasing Cycle

### **UNIT 2: STORE AND STOCK CONTROL**

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

### **RENOVATION OF ROOMS**

Floors, Refurbishing, furniture and interior decoration etc.

### **UNIT 3: CONTRACT CLEANING**

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

VARIABLES OF OPENING A HOUSEKEEPING DEPARTMENT IN A NEW HOTEL  
REQUIREMENT/MANAGEMENT OF NON-COMMERCIAL ACCOMMODATION SERVICE;

### **UNIT 4: CRISIS MANAGEMENT**

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

### **MANAGERIAL HANDLING OF THE VIPS, CIPS AND TRAVEL AGENT GROUPS CLASSIFICATION PROCEDURE OF HOTELS**

Procedures and norms, gradation.

## **HMCT-554 PRACTICALS**

1. Preparing guest rooms and checking through check lists
2. Cleaning and upkeep of Public Areas
3. Preparing rooms for special occasions/guests/VIP/CIP/Travel Agent guests
4. To co-ordinate with hotel for learning purchase, storing and inventory control system

# **HMCT-505--FOOD AND BEVERAGE MANAGEMENT**

## **OBJECTIVE**

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

## **COURSE CONTENT**

### **UNIT 1**

#### **SPECIALISED FORMS OF FOOD AND BEVERAGE SERVICE**

Introduction to specialized service-Floor/Room Service/ Trolley service, Butler Service, Lounge Service, Hospital Service, Travel Service (Airlines and Railways), Brunch Service, Hi Tea/Evening Tea Service, Buffet Service and Gueridon Service.

### **UNIT 2**

#### **FOOD AND BEVERAGE COST CONTROL SYSTEMS**

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

#### **FOOD AND BEVERAGE PURCHASING AND INVENTORY**

Food and beverage purchasing, food and beverage inventory, food and beverage receiving and storage, food inventory control, beverage inventory control.

### **UNIT 3**

#### **FOOD AND BEVERAGE CONTROL IN SERVICE**

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

### **UNIT 4**

#### **FOOD AND BEVERAGE PROMOTIONS**

Décor and furnishing, fixtures and fittings, equipments, layout of service area, advertising identifying the media, promoting festivals, promoting room service, up selling, telephone selling, suggestive selling

### **UNIT 5**

#### **LATEST OF INDUSTRY**

Different type of latest managements, latest systems in Food and Beverage service, latest equipments, latest computer programs, latest trends in Food and Beverage outlets, latest Training needs and procedures, Latest career development

## **TEXT READING**

Levinson	Food and Beverage Operations
Lillycrap	Food and Beverage Service
Chand-Tara	Hotel and Restaurant Management
Cullen	Food and Beverage Manager
Cassel	Management of Food Service Operation
Longman	Food and Beverage Management

# **HMCT-506—HOTEL FACILITY PLANNING**

## UNIT-I

### **HOTEL DESIGN**

#### **Design Consideration:**

- Attractive Appearance
- Efficient Plan
- Good Location
- Suitable Material
- Suitable Workmanship
- Sound Financing
- Competent Management

b. Evaluation of accommodation needs thumb rules.

c. Ensuring that the hotel must combine the integrated function of housing, feeding, entertainment, rentals, services, and maintenance and light manufacturers.

## UNIT-2

### **FACILITIES PLANNING**

- a. The systematic layout planning pattern(SLP); Planning Consideration.
- b. Flow process and flow diagram.
- c. Procedure for determining space, ways of determining space requirements space relationship.
- d. Architectural consideration.
- e. Difference between carpet area and plinth area.
- f. Approximate cost of construction estimation.
- g. Approximate operating areas in budget type/5 star type hotel. Approximate other operating areas per guest room.
- h. Approximate water/electrical load requirement-estimation.

## UNIT-3

### **STAR CLASSIFICATION OF HOTEL**

- a. Guidelines of Architectural feature, facilities and service in star category Hotel, Heritage and Apartment Hotel by Ministry of Tourism, Govt. of India.
- b. Criteria for star classification of Hotel.
- c. Criteria for classification of Heritage Hotel.
- d. Criteria for classification of apartment Hotel.
- e. Hotel evaluation sheet for awarding category.

## **UNIT-4**

### **PLANNING FOR FOOD AND BEVERAGE OUTLETS**

- a. Equipment requirement for commercial kitchen and Restaurant.
- b. Specification of different equipments.
- c. Layout of commercial kitchen and F&B outlets.
- d. Planning of various supporting services: Kitchen stewarding, Storage Facilities.

## **UNIT-5**

### **PROJECT MANAGEMENT**

- a. Network analysis.
- b. Basic rules and procedure for network analysis.
- c. Definition, scope, merits & demerits of CPM & PERT.
- d. Comparison of CPM and PERT
- e. Network crashing, determining crash cost, normal cost.
- f. Classroom experiences.

## VI-Semester

**There will be no theory papers in this Semester and students will have to go for mandatory Industrial training in any 3-5 stars Hotel. At the end of Semester, Students will be judged on the basis of performance, feedback from the Hotel , the IT report & log book submitted to the Institute.**

### **INDUSTRIAL TRAINING SCHEME (20 Weeks)**

1) Exposure to Industrial Training is an integral part of the 3<sup>rd</sup> year curriculum. The 20 weeks industrial training would be divided in the four key areas of Food Production, Food & Beverage Service, Accommodation Operations & Front Office Operations.

2) For award of marks, 20% marks of IT would be on the basis of feed-back from the industry in a prescribed Performance Appraisal Form (PAF). It will be the students' responsibility to get this feed-back/assessment form completed from all the four departments of the hotel for submission to the institute at the end of Industrial Training. For the remaining 80% marks, students would be assessed on the basis of seminar/presentation before a select panel. **A hard copy of the report along with log book will have to be submitted to the panel. This report will consist of detailed information about the property and its various departments (all major and minor detail about the outlet).**

3) A log book is to be maintained for attendance and duties performed on each day. The duties and responsibilities should be mentioned for each day on a single page. For off day, the page should be left blank mentioning OFF-DAY.

3) Once the student has been selected / deputed for Industrial Training by the institute, he/she shall not be permitted to undergo IT elsewhere. In case students make direct arrangements with the Hotel for Industrial Training, these will necessarily have to be approved by the institute. Students selected through campus interviews will not seek Industrial Training on their own.



**P.K. UNIVERSITY, SHIVPURI (M.P.)**



**SYLLABUS**

**Bachelor of Hotel Management & Catering  
Technology (BHMCT)**

**4<sup>th</sup> Year (7th & 8th Semester)**

**Syllabus ONLY FOR for BHMCT batch(MTU) – 7<sup>th</sup> & 8<sup>th</sup> semester ONLY**

S.No	Subject Code	Subject Name	Periods per week			Evaluation Scheme			Examination	Subject Total
						CT	TA	Total		
		<b>Theory</b>	<b>L</b>	<b>T</b>	<b>P</b>					
1	NBHM-701	Advanced Food Production	2	1	0	20	10	30	70	100
2	NBHM-702	Advanced Food & Beverage Service	2	1	0	20	10	30	70	100
3	NBHM-703	Management Information System	2	1	0	20	10	30	70	100
4	NBHM-704	Advance Hotel Housekeeping	2	1	0	20	10	30	70	100
5	NBHM-705	Hospitality Marketing Management	3	0	0	20	20	30	70	100
Practicals										
1	NBHM-751	Advanced Food Production	0	0	8	25	25	50		50
2	NBHM-752	Advanced Food & Beverage Service	0	0	4	25	25	50		50
3	NBHM-753	Management Information System	0	0	2	25	25	50		50
4	NBHM-754	Advance Hotel Housekeeping	0	0	2	25	25	50		50
5	NBHM-755	Project Work				25	25	50		50
	GP 701	General Proficiency	-	-	-	-	-	50	-	50
		<b>TOTAL</b>	<b>14</b>	<b>4</b>	<b>16</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>800</b>



## **NBHM 701 ADVANCE FOOD PRODUCTION**

### **DESCRIPTION**

In this semester students gets an indepth knowledge about particular cuisine and master themselves in their respective area of Culinary Science .Kitchen management , record keeping and budgetary control are the key aspects that are taught to the students .

### **OBJECTIVES**

To provide an in-depth knowledge of purchasing and kitchen management, and also important knowledge of hot and cold desserts

### **LEARNING OUTCOME**

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

### **COURSE CONTENT**

#### **UNIT 1**

##### **KITCHEN MANAGEMENT**

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

## **UNIT 2**

### **QUALITY CONTROL PROCEDURE**

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

### **KITCHEN RECORDS AND FORMATS**

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

## **UNIT 3**

### **PRINCIPLES OF MENU PLANNING**

Menu planning, recipe development and conversion

### **FOOD HANDLING PROCESS**

### **DIFFERENT INTERNATIONAL CUISINES**

Basic knowledge of Chinese, Italian, Indonesian, Japanese, Mexican, Middle Eastern, Thai, Spanish and American cuisine.

## **UNIT 4**

### **BAKERY LARDER**

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

### **Reference Books**

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

## **Web References**

**[www.hospitalityinfocentre.co.uk/Bakery/Pastry.htm](http://www.hospitalityinfocentre.co.uk/Bakery/Pastry.htm)**

**[www.angrau.ac.in/media/10844/fdst216bakeryconfectioneryproducts.pdf](http://www.angrau.ac.in/media/10844/fdst216bakeryconfectioneryproducts.pdf)**

**[www.textbooksonline.tn.nic.in/Books/12/Std12-Voc-FMCC-EM.pdf](http://www.textbooksonline.tn.nic.in/Books/12/Std12-Voc-FMCC-EM.pdf)**

**[www.bonappetit.com/recipes/.../salty-chocolate-chunk-cook](http://www.bonappetit.com/recipes/.../salty-chocolate-chunk-cook)**

**[sallysbakingaddiction.com/category/sweet-salty-recipes/](http://sallysbakingaddiction.com/category/sweet-salty-recipes/)**

**[en.wikipedia.org/wiki/Category:Cooking\\_techniques](http://en.wikipedia.org/wiki/Category:Cooking_techniques)**

**[wikieducator.org/Different\\_methods\\_of\\_cooking\\_](http://wikieducator.org/Different_methods_of_cooking_)**

**[https://en.wikipedia.org/wiki/Convenience\\_food](https://en.wikipedia.org/wiki/Convenience_food)**

**[www.thefreedictionary.com/convenience+food](http://www.thefreedictionary.com/convenience+food)**

## **NBHM 751 ADVANCE FOOD PRODUCTION PRACTICALS**

<b>1. Quality Control Process</b>
<b>2. Kitchen Management</b>
<b>3. International Cuisines</b>

## **NBHM 702 ADVANCED FOOD & BEVERAGE SERVICE**

### **DESCRIPTION**

In this semester course provides students with the detailed knowledge, skills and attitude necessary to perform the duties, tasks, and steps required of Food and Beverage Service Attendant in the various food and beverage outlets.

It also provides students with sufficient knowledge to make decisions about food and wine services, styles, procedures and workflow in a hospitality environment.

### **OBJECTIVES**

To give the students and in-depth knowledge of International Banquets, Function Catering, Restaurant planning and designing, Fast food operations and management, Industrial, hospital and institutional catering services, crew liners and airlines.

### **LEARNING OUTCOME**

- a) The student will be able to know how international bookings are handled.
- b) The student will learn the various steps involved in planning and designing and how to execute and implement them.
- c) The student will be able to identify the various types of non-commercial catering establishments and their operations.
- d) The student will be able to understand the operations in various transport sectors and the prerequisites.

### **COURSE CONTENT**

#### **UNIT 1**

#### **INTERNATIONAL BANQUETS / FUNCTION CATERING**

- a. Booking Procedure
- b. Function planning, organizing & control
- c. Checklist, documentation & standard operating procedures (SOPs)

## **UNIT 2**

### **RESTAURANT PLANNING AND DESIGNING**

- a. Space utilization & management
- b. Floor plan & layout plan (on scale)
- c. Determination of lighting & Interim
- d. Designing & Decoration
- e. Planning for equipments and manpower
- f. Menu planning & SOPs

### **FAST FOOD OPERATION & MANAGEMENT**

- a. Study of Management & Indian Corporate
- b. Calculation of sales, forecasting cost & budgetary control, break-even analysis.
- c. Pick up & delivery operation & system.
- d. Designing & SOPs

## **UNIT 3**

### **INDUSTRIAL / INSTITUTIONAL, HOSPITAL CATERING SERVICES**

- a. Planning, organizing & control
- b. Determination of capacity in context with speed time & space.
- c. Menu planning & role of dietician.
- d. Cost calculation & determination of subsidy.
- e. Manpower planning.
- f. Food Handling-Bonded Area Management.

## **UNIT 4**

### **CREWLINERS & AIRLINES**

Deck Management, Menu Planning Ground  
Management, Tray/Trolley Set Up Services on  
the Slip/Craft, Food Delivery System



## **REFERENCE BOOKS**

- Cullen – Food & Beverage Manager
- Cassel – Management of Food Service Operations
- Longman – Food & Beverage Management
- Keiser & De Micco – Controlling & Analyzing Costs in Food Service Operations

## **NBHM 752 ADVANCED FOOD & BEVERAGE SERVICE - PRACTICALS**

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

## **WEB REFERENCES**

[http://allfoodbusiness.com/restaurant\\_layout.php](http://allfoodbusiness.com/restaurant_layout.php)

<http://www.msvu.ca/en/home/programsdepartments/professionalstudies/appliedhumannutrition/becomingadietitiannutritionprofessional/roles.aspx>

<http://sybscd.blogspot.in/2012/01/hospital-catering.html>

<http://www.gobookee.net/sop-of-banquet/>

<http://www.scribd.com/doc/103584361/Banquet-Sop>

<http://www.studymode.com/subjects/a-fast-food-restaurant-operation-management-page1.html>

<http://www.virgin-atlantic.com/gb/en/the-virgin-experience/economy/sample-menu.html>

<http://www.foodservicewarehouse.com/restaurant-equipment-supply-marketing-articles/restaurant-management-and-operations/running-successful-take-out-and-delivery-services/c28002.aspx>

<http://www.scribd.com/doc/26766385/Institutional-and-Industrial-Catering>

## **NBHM 703 MANAGEMENT INFORMATION SYSTEM**

### **DESCRIPTION**

Management Information Systems are about collecting as much raw data on the exact inner workings of a business as possible: how each level of management works, how its customers interact with the business, how internal processes are used and reviewed, what staff qualifications and skills are available, as well as standard measures like day-to-day running costs, product inventory, investment, expansion and other business expenses.

### **OBJECTIVES**

Students in previous semesters have gone through the basic operations of Front Office. Now the Macro aspects of Front Office like PMS, MIS etc., will be covered in this semester. Further aspects like tariff formulation, budgetary control etc will also be dealt with, in detail.

### **LEARNING OUTCOME**

- a) Define terminology and concepts in the major areas of business.
- b) Design, develop, and implement information technology based
- c) Solutions for business problems
- d) Identify business problems, frameworks for their solutions, and use

- e) Appropriate problem, solving techniques for business problems
- f) Communicate effectively in writing, create and deliver effective oral
- g) Presentations, and contribute effectively to group discussions

## **COURSE CONTENT**

### **UNIT 1**

#### **MIS**

- Concept
- MIS design & functions
- Managing multi processor environment
- MIS Security issues
- MIS performance evaluation
- 

### **UNIT 2**

#### **COMPUTER BASED RESERVATION SYSTEM**

- System Global distribution system
- Intersell agencies
- CRS
- Affiliate & non affiliate system
- Property level reservation
- Reservation enquiry
- Determination of availability
- Creation of reservation record
- Maintenance of reservation record

- Generation of reports
- New developments
- Reservation through the internet

### **UNIT 3**

#### **PROPERTY MANAGEMENT SYSTEM INTERFACES**

- Point of sale system (POS)
- Cash accounting system (CAS)
- CAS & PMS advantages & concerns
- Electronic locking system
- Energy management system
- Auxiliary guest services
- In room vending system
- Guest information system

### **UNIT 4**

- Budget & budgetary control
- Basis of charges & tariff formulation for rooms
- Occupancy forecasting
- Yield management

#### **NBHM 753 MANAGEMENT INFORMATION SYSTEM PRACTICALS**

- Related Formats
- Related Calculations & exercises

- Collection of related business literature

#### Reference Books

- Bruce Braham – Hotel Front Office
- James A BARDI – Hotel Front Office
- D P Goel – Managing Information System

#### WEB REFERENCES

<http://www.scribd.com/doc/29919138/67/MIS-Design-and-Function>

[http://en.wikipedia.org/wiki/Global\\_Distribution\\_System](http://en.wikipedia.org/wiki/Global_Distribution_System)

<http://www.scribd.com/doc/29919138/46/Auxiliary-Guest-Services>

<http://www.preservearticles.com/2012020722902/basis-of-charging-of-a-hotel-room-rent-depends-on-the-following-factors.html>

<http://www.slideshare.net/Shantimani/tariff-plans>

[http://en.wikipedia.org/wiki/Yield\\_management](http://en.wikipedia.org/wiki/Yield_management)

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[http://www.europarl.europa.eu/workingpapers/tran/105/chap3\\_en.htm](http://www.europarl.europa.eu/workingpapers/tran/105/chap3_en.htm)

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## **NBHM 704 ADVANCED ACCOMMODATION OPERATIONS**

### **DESCRIPTION**

Housekeeping is an important and integral part of the guest Experience and satisfaction. Other things such as security are Important, but what guests really want is to feel at home, to feel Comfortable.

The impact of the housekeeping function on the success of a Hotel's operations cannot be underestimated. Since large revenue for Hotel industry is generated mainly from the sale of rooms.

### **OBJECTIVES**

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

- a) The future of accommodation industry: Growing interdependence between travel and hotel industry and franchising.
- b) Planning accommodation facilities in general and for specific needs.
- c) Developing Management skills in relation to budget, budgetary control, traffic change and occupancy forecasting.
- d) Motivational skills-as a leader, charge agent and supervisory role and involvement in working with employees.

### **LEARNING OUTCOME**

- a) Personal skills in accommodation operations and services
- b) Planning and organizing the housekeeping service
- c) Principles of design, decor and furnishing
- d) Financial control in accommodation operations and services.

## **COURSE CONTENT**

### **UNIT 1**

#### **MANAGING HOUSEKEEPING PERSONNEL**

- Documents for personal management
- Determining staff strength
- Motivating employees, performance appraisal
- Scheduling
- Time & motion studies & job analysis
- Teamwork & leadership
- Employee welfare & discipline

### **UNIT 2**

#### **PLANNING & ORGANISING IN HOUSEKEEPING**

- Area inventory list
- Frequency schedules
- Performance standards
- Productivity standards
- Inventory levels
- Standard operating procedures & manuals
- Job allocation
- Manpower planning
- Planning duty roster

### **UNIT 3**

#### **HOUSEKEEPING BUDGET**

- Concept & importance

- The budget process
- Operational & capital budget
- Housekeeping expenses
- BUDGETARY CONTROL

**UNIT 4**

**ENERGY CONSERVATION METHODS & ECO FRIENDLY CONCEPT IN HOUSEKEEPING**

- Ecotels – certification, choosing an eco friendly site hotel design & construction
- Energy conservation
- Water conservation
- Eco friendly products, amenities & processes
- Environment friendly housekeeping

**Reference Books**

- G Raghubalan – Hotel Housekeeping(Operations & Management)
- Gray & Liguon – Hotel & Motel Management & Operations
- Hawade Shobo Shinasha – Hotel Design

**NBHM 754 ADVANCED ACCOMMODATION OPERATIONS PRACTICALS**

<b>1. Designing rooms for different categories of guests</b>
<b>a. Handicapped</b>
<b>b. Children</b>
<b>c. V.I.P. etc.</b>
<b>2. Coordinate with Hotel Purchase System for ordering</b>
<b>3. Purchase, storing and inventory controls</b>
<b>4. To prepare checklist for public and non public areas</b>



<b>5. Practical training at Training hotel in Housekeeping</b>
<b>6. Revision and recompilation of previous semesters</b>

## **WEB REFERENCES**

[http://allfoodbusiness.com/restaurant\\_layout.php](http://allfoodbusiness.com/restaurant_layout.php)

<http://www.msvu.ca/en/home/programsdepartments/professionalstudies/appliedhumannutrition/becomingadietitiannutritionprofessional/roles.aspx>

<http://sybscd.blogspot.in/2012/01/hospital-catering.html>

<http://www.gobookee.net/sop-of-banquet/>

<http://www.scribd.com/doc/103584361/Banquet-Sop>

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<http://www.virgin-atlantic.com/gb/en/the-virgin-experience/economy/sample-menu.html>

<http://www.foodservicewarehouse.com/restaurant-equipment-supply-marketing-articles/restaurant-management-and-operations/running-successful-take-out-and-delivery-services/c28002.aspx>

<http://www.scribd.com/doc/26766385/Institutional-and-Industrial-Catering>

## **NBHM 705 HOSPITALITY MARKETING MANAGEMENT**

### **DESCRIPTION**

Marketing Management for the Hospitality Industry provides comprehensive coverage of marketing from both long- and short-term perspectives. Each chapter is an actual component of an overall strategic marketing model, and the book's easy-to-read, hands-on approach simplifies complex material and enables you to grasp difficult concepts quickly and completely.

### **OBJECTIVES**

- a) Introduction to the fundamental concepts of modern marketing management, especially in context of service industry.
- b) To develop insight into methods used for marketing strategy formulation, planning and administration in the hotel industry.
- c) To provide insight to the marketing strategy and planning for the hotel industry.
- d) Appreciate significance, methods of analysis of consumer needs.
- e) Provide methods of planning and control of various marketing techniques.
- f) To explain the concepts pertaining to product knowledge consumer behaviours, face to face selling, customer care.
- g) To orient about importance, basic methods, planning and control of in house selling the role of merchandising.

### **LEARNING OUTCOME**

After the course students would know

- a) How to do planning of long- and short-term marketing strategies

- b) **Specific techniques for analyzing markets**
- c) **Strategic development and administrative aspects of marketing**
- d) **Sample strategic marketing plans that clearly demonstrate how marketing strategies are applied in both the lodging and foodservice segments of the industry**

## **COURSE CONTENT**

### **UNIT 1**

#### **THE CONCEPT OF MARKETING**

**Introduction, Marketing vs. Selling – 7 ps of Marketing**

**The Customer: Wants, Needs, Perception, Buying capacity Understanding Services ad product: Characteristics of services, challenges involved in service marketing. The buying decision process.**

#### **THE HOSPITALITY MARKETING FUNCTION**

**Characteristics of Hospitality Business**

**The concept of Marketing Mix**

**Products Life Cycle**

**The hospitality products/services mix.**

### **UNIT 2**

#### **THE MARKETING PLAN**

- **Marketing Management vs. strategic Planning**
- **Requirements for a marketing plan**
- **Step or Development of a Marketing Plan**
- **The marketing budget**

#### **MANAGING THE MARKETING SYSTEM**

- **Strategic Marketing**
- **The concept of strategy**

- The concept of strategic planning
- The strategic Marketing system Strategy selection
- Problems with strategic plan
- The policy, strategy and organization for marketing meaning, purpose and methods for market survey concept of market segmentation and selection of target market, Niche marketing.
- Meaning of Internal Marketing
- Budget for and control of marketing.
- Planning, organizing & marketing for MICE (Meeting, Incentive Tours, Conferences and Events)

### **UNIT 3**

#### **MARKET SEGMENTATION**

- What is market segmentation, why segment market & Segment identification
- Segment selection
- Segment development
- Pricing
- Factors to consider when setting price
- General pricing approaches
- Pricing strategies

### **UNIT 4**

#### **CHANNELS OF DISTRIBUTION**

- Owning and Managing
- Franchising
- Consortiums
- Reservation
- Affiliations
- Representative firms
- Incentive houses

- Travel Agents
- Tour Operators
- Marketing for tourism & its Products

## **UNIT 5**

### **MARKETING COMMUNICATION AND PROMOTION**

Advertisement: types, contents, media, frequency and budget Measuring Advertisement effectiveness.

Publicity, Public Relation, Direct/Personal Selling.

E-commerce marketing.

### **SALES MAXIMIZATION WITHIN PREMISES**

Sales promotion, merchandizing, suggestive selling understanding customer behaviors

And profile & how it differs from consumer behavior and profile.

### **Reference Books**

- Robert C Lewis – Cases in Hospitality Marketing & Management
- John Roberts – Marketing for Hospitality Industry
- Dennis L Foster – Marketing Hospitality Sales & Marketing for Hotels, Motels & Resorts
- Robert D Raid – Hospitality Marketing Management

### **Web References**

<http://www.fao.org/docrep/004/w3240e/w3240e10.htm>

<http://museum-madness.blogspot.in/2011/12/marketing-communication-channels-and.html>

<http://old.nios.ac.in/Secbuscour/20.pdf>

[http://business.gov.in/manage\\_business/channels\\_distribution.php](http://business.gov.in/manage_business/channels_distribution.php)

<http://www.netmba.com/marketing/market/segmentation/>

<http://www.netmba.com/marketing/pricing/>  
<http://blacklocus.com/10-most-popular-pricing-strategies/>  
[http://www.sbdc.umb.edu/pdfs/marketing\\_plan.pdf](http://www.sbdc.umb.edu/pdfs/marketing_plan.pdf)  
<http://www.wikihow.com/Create-a-Marketing-Plan>  
<http://books.google.co.in/books>

## **NBHM 755 PROJECT WORK**

### **DESCRIPTION**

1. To provide an educational foundation for a range of Administrative and management careers in the hospitality industry.
2. To develop in the student, the ability to think logically, communicate clearly develop an eye for detail, cost consciousness and optimum utilization of time energy and materials
3. To equip the student with a thorough understanding of the administrative production skills required. Maintenance of discipline, neat & pleasant appearance, and high level of personal and job hygiene.

### **OBJECTIVE & CONTENT**

To encourage and guide students to collect statistical data for RESEARCH as methodology for tackling and solving problems related to hospitality industry. This course will also help the students to update their knowledge about the industry.

During the course the students will learn to:

- a. Identify and define a specific problem/opportunity to research.
- b. Drawing suitable methodology.
- c. Set scope/limitations of study.

- d. Design and administer suitable structured and unstructured research tools.
  - e. Collect, edit and present primary and secondary data.
  - f. Edit and present.
  - g. Do analysis and to draw definite conclusions.
  - h. Write the report in acceptable format and language.
- For this course each student is required to select one topic of his/her choice under the guidance of a competent faculty; and take up an extensive research work.

### **LEARNING OUTCOME**

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

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## **8<sup>th</sup> Semester**

### **NBHM- 801 - FOOD PRODUCTION & PATISSERIE**

#### **DESCRIPTION**

Bakery is an important section of food production which deals with cakes, breads, chocolates, desserts. Students are taught about various methods of preparations, ingredients used and the science behind baking.

#### **OBJECTIVE:**

At the end of the semester students are supposed to have developed basic knowledge of Bakery, the equipments used, ingredients, methods and various preparations.

#### **LEARNING OUTCOME**

- Students will master the art of basic desserts, breads and cakes
- Along with the understanding of bakery layout, equipments and ingredients used.
- Students would be able to judge the temperature control, dough consistency
- Students will be able to distinguish between bakery and confectionary products.

#### **COURSE CONTENT:**

##### **UNIT 1**

##### **Fundamentals of a Bakery Kitchen**

- a) Bakery Kitchen Layout,
- b) Equipments used in bakery
- c) A brief introduction of commercial flour milling process.



d) Flour Constituent in relation to baking quality.

## **UNIT-2**

### **BRIEF INSIGHT OF: -**

- a) Emulsifier, Surfactants and enzymes used in bakery products.
- b) Bakery fats.
- c) Flavors used in bakery & Confectionary.

## **UNIT 3**

### **Desserts**

- 1. Basic custards, cream and puddings
- 2. Different deserts sauces.
- 3. Soufflés and Mousses , Bavarois
- 4. Frozen Desserts – ice creams , Bombes, Sorbets and still frozen desserts
- 5. Chocolate tampering and Various chocolate desserts
- 6. Meringue
- 7. FORMULA BALANCE IN CAKE
  - a) Batter type
  - b) Foam Type
  - c) Pound
  - d) Faults in Cake Making

## **UNIT 4**

### **VARIOUS TYPES OF BASIC PASTE**

- a) Choux Paste
- b) Short Crust Paste
- c) Puff Paste
- d) Flaky Paste
- e) Hot Water Paste
- f) Danish Paste

## **NBHM-851 – Food Production & Patisserie Practical**

### **Preparation of:**

1. Puddings
2. Souffles
3. Mousse
4. Cakes
5. Various type of pastry

### **Reference Books**

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

### **Web References**

- [www.hospitalityinfocentre.co.uk/Bakery/Pastry.htm](http://www.hospitalityinfocentre.co.uk/Bakery/Pastry.htm)
- [www.angrau.ac.in/media/10844/fdst216bakeryconfectioneryproducts.pdf](http://www.angrau.ac.in/media/10844/fdst216bakeryconfectioneryproducts.pdf)
- [www.textbooksonline.tn.nic.in/Books/12/Std12-Voc-FMCC-EM.pd](http://www.textbooksonline.tn.nic.in/Books/12/Std12-Voc-FMCC-EM.pd)
- [www.bonappetit.com/recipes/.../salty-chocolate-chunk-cook](http://www.bonappetit.com/recipes/.../salty-chocolate-chunk-cook).
- [sallysbakingaddiction.com/category/sweet-salty-recipes/](http://sallysbakingaddiction.com/category/sweet-salty-recipes/)
- [en.wikipedia.org/wiki/Category:Cooking\\_techniques](http://en.wikipedia.org/wiki/Category:Cooking_techniques)
- [wikieducator.org/Different\\_methods\\_of\\_cooking\\_](http://wikieducator.org/Different_methods_of_cooking_)
- [https://en.wikipedia.org/wiki/Convenience\\_food](https://en.wikipedia.org/wiki/Convenience_food)

- [www.thefreedictionary.com/convenience+food](http://www.thefreedictionary.com/convenience+food)

## **NBHM 802 FOOD & BEVERAGE SERVICE**

### **DESCRIPTION**

**Spirits, liqueurs, cocktails and aperitifs are one of the most important and attractive section of food & beverage service which requires special skills and expertise. Students will be introduced to each of them and their serving methodology.**

### **OBJECTIVES:**

- a) Understanding the process of distillation of spirits and the types of stills used for the same.
- b) Understand cocktails – their preparation – presentation and service.
- c) Acquire the requisite technical skills for complete competent service of food & beverage.

### **LEARNING OUTCOME**

- a) Students will be trained in the processing and servicing of various spirits, cocktails and liqueurs.
- b) Students will be aware of the various brands , the production and Presentation
- c) Accompaniments and garnishes used with the beverages
- d) Service techniques

## **COURSE CONTENT**

### **UNIT 1**

#### **SPIRIT-**

- Definition of spirits

- Distillation process
- Source, production process, varieties, brand name and service of rum, brandy, gin, whiskey, vodka.
- Other spirits – Tequila, Absinthe, Tiquira, ouzo, slivovitz, acquavit, calvados, fenny, arrak etc.

## **UNIT 2**

### **COCKTAILS**

- Common cocktails, recipe, methods of preparations and presentation.
- Perquisites in preparing cocktails.

## **UNIT 3**

### **LIQUEURS**

History, definition, manufacture, hot methods.

Distillation, cold method, infusion, perforation aging, base spirits, sweetening.

## **UNIT 4**

### **APERITIFS**

- a) Classification
- b) Knowledge of production
- c) Varieties and service of aperitifs.

### **Reference Books**

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

### **Web References**

- <https://en.wikipedia.org/wiki/Spirit>
- [www.thefreedictionary.com/spirit](http://www.thefreedictionary.com/spirit)
- [en.wikipedia.org/wiki/Apéritif\\_and\\_digestif](http://en.wikipedia.org/wiki/Apéritif_and_digestif)
- [www.thefreedictionary.com/aperitif](http://www.thefreedictionary.com/aperitif)

- [en.wikipedia.org/wiki/Liqueur](http://en.wikipedia.org/wiki/Liqueur)
- [en.wikipedia.org/wiki/List\\_of\\_liqueurs](http://en.wikipedia.org/wiki/List_of_liqueurs)
- [en.wikipedia.org/wiki/Foodservice](http://en.wikipedia.org/wiki/Foodservice)

**NBHM - 852 FOOD & BEVERAGE SERVICE - Practical**

Revision of previous semester practical-table layout and services for various types of meals.
Beverage order taking and preparation of BOT.
Service of spirits
Demonstration / Preparation and presentation of one varieties of each stirred and shaken cocktails.

**NBHM-803 - FRONT OFFICE OPERATIONS**

**DESCRIPTION**

**Front Office Dep. is the comprehensive reception service and management department as the the guest room service as the center, that the service area including Reception, Concierge, Operator, Assistant Manager, Business Center five parts. It can provide various services, such as booking rooms, guest room allocation, inquiries, message, welcome, baggage, telephone, fax, typing and transportation arrangement etc.**

### **OBJECTIVES:**

- a) Handling of modern communication facilities.
- b) Occupancy forecasting methods.
- c) Traveling documents.
- d) Customer care policy.

### **LEARNING OUTCOME**

- a) Students will gain expertise in handling communication, occupancy forecasting and other documentation.
- b) Students gets a hand on experience with the modern communication equipments
- c) Students will know how to handle different situations that came across in day to day operations
- d) Students get in-depth knowledge about Travelling documents and travel procedures.

### **COURSE CONTENTS:**

#### **UNIT 1**

#### **HEADLINING MODERN COMMUNICATION FACILITIES**

- a) E.P.B.A.X.
- b) Fax
- c) Telex
- d) Internet (e-mail)
- e) Pagers

#### **1. HANDLING SAFETY LOCKERS**

#### **UNIT 2**

#### **HEADLINING SITUATIONS**

- a) Demeaning with guest of different personalities:-  
Fussy guest, Irate guest, timid guest, Socializing guest etc.
- b) Overbooking.
- c) Any other situations pertaining to front office.

### **UNIT 3**

#### **CUSTOMER CARE**

- a) Guest satisfaction and delight.
- b) Headlining complaints.
- c) Follow up procedures
- d) Guest history card.

#### **ACCESSING THE RESULT CUSTOMER CARE POLICY**

- a) Questionnaire
- b) Suggestion box
- c) Face to face interview
- d) Feed back

### **UNIT 4**

#### **TRAVELING DOCUMENTS**

- a) Passport
- b) Visa
- c) Credit card
- d) Travelers check

#### **Reference Books**

- Dennis L, Foster: Back Office Operations & Administration
- Sudhir Andrews: Hotel Front Office
- Colin Dix & Chris Baird: Front Operations

### **Web References**

- [www.ihmctan.edu/PDF/notes/FO/SY/CO%20&%20Settlement.doc](http://www.ihmctan.edu/PDF/notes/FO/SY/CO%20&%20Settlement.doc)
- [www.ehow.com](http://www.ehow.com) › Careers & Work
- [books.google.co.in/books?isbn=0070655707](http://books.google.co.in/books?isbn=0070655707)
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- [books.google.co.in/books?isbn=0070655707](http://books.google.co.in/books?isbn=0070655707)
- [sbinfoCanada.about.com](http://sbinfoCanada.about.com) › ... › Marketing › Customer Service
- [customercare.hotels.com/](http://customercare.hotels.com/)
- [www.rameehotels.com/customer-care.html](http://www.rameehotels.com/customer-care.html)

### **NBHM-853 - FRONT OFFICE OPERATIONS - Practical**

- |  |
|--|
| a) Handling various types of inquires.             |
| b) Message and mail handling and books filling up. |



c) Room key rack management.
d) Wake up calls.
e) Paging systems.
f) Bell desk activities during check in and check out.
g) Handling area management.
h) Handling modern communication activities.

## **NBHM-804 - ACCOMMODATION OPERATIONS**

### **DESCRIPTION**

**The main functions of housekeeping are overall cleanliness, bed making, ensuring maintenance of the building and its infrastructure, laundry, linen management, key control, pest control, safety and security of the guests as well as the infrastructure and interior decoration. All this ensure the ambience and promotes a congenial environment.**

### **OBJECTIVES:**

The syllabus continues to provide in-depth knowledge about planning and organizing of the department with emphasis on work study, duty rota and work analysis.

- a) Safety awareness, accident and first aid box.
- b) Interior decoration and horticulture which includes flower arrangement.

## **LEARNING OUTCOME**

- a) Students will be aware of Interior decoration, flower arrangements, horticulture and pest controlling being a vital part of housekeeping,
- b) Students will achieve a basic knowledge of all these sections individually.
- c) Knowledge and chemical reaction of pesticides and rodents
- d) Students will be able to handle emergency situations

## **COURSE CONTENT**

### **UNIT 1**

#### **PERSONAL QUALITIES OF HOUSEKEEPER WITH EMPHASIS ON**

- a) Emergency and demeaning with theme.
- b) Safety awareness and accident prevention.
- c) First aid box.
- d) Dealing with stick guest and sanitization.

### **UNIT 2**

#### **INTERIOR DECORATION**

- a) Colour
- b) Light and lightening system
- c) Floor and wall covering
- d) Role of accessories
- e) Window & Window Treatment
- f) Furniture

### **UNIT 3**

#### **HORTICULTURE**

- a) Living with flower
- b) Types and colors

- c) Simple ways of gardening
- d) Equipment, care pesticides
- e) Techniques of cutting flowers
- f) In-house herb garden

### **FLOWER ARRANGEMENT**

- a) Equipment and material required, knowledge of varieties of flowers and other decorative material used in flower arrangement.
- b) Purpose of flower arrangement, placement and level of placement with relevant examples.
- c) Styles and principals of flower arrangement.

## **UNIT 4**

### **a) PEST AND RODENTS CONTROL**

- 1. Definition & Types of Pests & rodents
- 2. Pests control methods

### **b) Types of Wastes & Waste Disposal Methods**

## **REFERENCE BOOKS**

- Sudhir Andrews: Hotel Housekeeping
- Joan C Branson: Hotel, Hostel & Hospital Housekeeping
- Georgi Tucker: The Professional Housekeeper
- Rose Mary & Heinemann: Housekeeping Management for Hotels
- David Allen, Hutchinson: Accommodation & Cleaning Services
- John Ambulan/Andrews: First Aid Manual

## **Web References**

- [en.wikipedia.org/wiki/Hotel\\_design](http://en.wikipedia.org/wiki/Hotel_design)
- [www.hoteldesigns.net](http://www.hoteldesigns.net)
- [www.wego.co.in](http://www.wego.co.in) › ... › Asia › India › Hotels in Kemmanagundi
- [www.bangaloremirror.com/article/.../5star-hotels'-green-way-of-life.html](http://www.bangaloremirror.com/article/.../5star-hotels'-green-way-of-life.html)
- [www.laterooms.com/en/k17199508\\_royal-horticultural-halls-hotels.aspx](http://www.laterooms.com/en/k17199508_royal-horticultural-halls-hotels.aspx)
- [www.hotelierindia.com](http://www.hotelierindia.com) › PRODUCTS & SERVICES › Hospitality Trends

**NBHM-854 - ACCOMMODATION OPERATIONS - Practicals**

1) DEALING WITH EMERGENCY
(a) Event of fire. (b) Event of fumes. (c) Event of gas leakage.
2) FIRST AID
a) Treatment for Minor and Scalds Unconsciousness, Drunkenness, Sun burn Minor wounds, Choking, Fainting shock, Nose bleeding Marine stings.
b) Dressings for minor wounds and cuts.
3) INTERIOR DECORATION
a) Making and display of different miniature of wall covering and floor covering, light arrangements using flip charts.
b) Sitting of interiors and placements of accessories.
4) HORTICULTURE

**NBHM-805 - ENGINEERING AND MAINTENANCE**

## **DESCRIPTION**

The maintenance and engineering department has been treated as a catch-all department, which literally means that if a problem is not related to food, marketing or sales, housekeeping or accounting, then it must be a maintenance and engineering responsibility. The purpose of maintenance is to increase the system availability.

The term maintenance covers the following aspects:

- a) Inspection of the item/plant/equipment/machine/system.
- b) Repair of the defects if any
- c) Minor modification in order to reduce maintenance efforts.

## **OBJECTIVE:**

To impart within student basic knowledge of hotel building, equipment used and their maintenance.

## **LEARNING OUTCOME**

- a) Students will be well versed with maintenance of hotel building and machinery
- b) Along with in depth knowledge about water management, heat, ventilation & air conditioning.
- c) Students will be well versed with the topics of energy and energy conservation
- d) Students will also be aware of safety measures used in hospitality industry

## **COURSE CONTENT**

### **UNIT 1**

#### **INTRODUCTION TO ENGINEERING AND MAINTENANCE**

- a) Definition of maintenance, types of maintenance – daily schedule, preventive, breakdown, contract and guest room maintenance.
- b) Department – function, duties and responsibilities, organization structure of hotel department.

#### **WATER AND WASTE WATER MANAGEMENT**

Water quality standards, treatment of water for hotel use, hot and cold drinking water requirement, supply and standard, waste water, disposal system

adopted and different types of traps, plumbing work, removal of hardness (water treatment), Swimming Pool Maintenance

c) Basic knowledge of types of construction

- Frame type and load of construction; Merits and demerits of above method

d) Ant termite treatment.

- Pre construction treatment; Post construction treatment

e) Damp/water proof course-

- Reason for dampness or leakage; Effect of dampness or leakage and remedies.

## **UNIT 2**

### **HEAT, VENTILATION, AIR CONDITIONING AND REFRIGERATION**

- a) Definition, human comfort standards and index, designing building as to control heat and heat transfer.
- b) Air conditioning systems – central ac, split, package window type, their need and periodic maintenance and cycle of air conditioning systems.
- c) Ventilation – its need and different types of ventilation.
- d) Refrigeration – types of refrigeration, their need and periodic maintenance, difference between air conditioning and refrigeration, types of refrigeration system and refrigerants, walk in coolers, deep freezers, fresh food refrigerators and chill units.

## **UNIT 3**

### **ELECTRICAL SYSTEM AND ENERGY MANAGEMENT**

- a) Electrical terms : volt, amphere, watt, kilo watt/hr, ac, dc systems, single phase and three phase, voltage drop and control, fuse and circuit breakers, electricity pricing and control, cost control.
- b) Basic Fuels: Types, Calorific value, comparison on the basis of cost
- c) Energy Conservation tips for hotel: Front Office, Housekeeping, Kitchens, Food & Beverage outlets and other areas
- d) Pollution and Pollution Control; Definition of pollution, pollutant, classification of pollution, pollution control measures.

## **UNIT 4**

### **BUILDING TRANSPORTATION**

- a) Stairs
- b) Elevators – types of elevators (Passenger elevator, Freight elevator, Cable elevator, hydraulic elevator) and basic working, maintenance of elevators
- c) Escalators – safety requirements, use and basic working
- d) Moving Walks
- e) Conveyor

### **SAFETY AND SECURITY MANAGEMENT**

- a) Safety – definition, international standards of safety, electrical shock safety, accident safety.
- b) Fire safety – types of fire, prevention of fire, type of prevention.
- c) Security – key control, security against theft, terrorist etc.

### **UNIT 5**

#### **EQUIPMENT REPLACEMENT POLICIES**

**Reasons for replacement, Types of failure mechanism of equipments,  
Methods for evaluation of replacement proposals- Break even point concept,  
Payback Period Method, Lifecycle cost method,  
Replacement of items that fails all of a sudden- Individual replacement, Group  
replacement  
Replacement of items which gradually deteriorate with time**

#### **MAINTENANCE MANAGEMENT**

- a) Administration work – inventory and loss control, property damage control.
- b) Programs – routine maintenance and preventive maintenance.

**POLLUTION CONTROL – WATER AIR NOISE  
EQUIPMENT REPLACEMENT POLICIES  
ENERGY CONSERVATION**

**Reference Books**

- Sujit Ghosal – Hotel Engineering
- Tarun K Bansal – Hotel Facility Planning

**WEB REFERENCES**

- [http://www.ahla.com/uploadedFiles/AHLA/information\\_center/emergency\\_planning\\_and\\_preparedness/EmpEmerPlanSafety-Self-Inspection.pdf](http://www.ahla.com/uploadedFiles/AHLA/information_center/emergency_planning_and_preparedness/EmpEmerPlanSafety-Self-Inspection.pdf)
- [http://www.ehow.com/list\\_6658142\\_swimming-pool-safety-checklist.html](http://www.ehow.com/list_6658142_swimming-pool-safety-checklist.html)
- <http://www.britishgas.co.uk/business/energy-made-simple/saving-energy/saving-energy-hotels.html>
- [http://www.itchotels.in/custom/Energy\\_Saving.pdf](http://www.itchotels.in/custom/Energy_Saving.pdf)
- <http://en.wikipedia.org/wiki/Pollution>
- [http://en.wikipedia.org/wiki/Central\\_Pollution\\_Control\\_Board](http://en.wikipedia.org/wiki/Central_Pollution_Control_Board)
- <https://en.wikipedia.org/wiki/Elevator>
- <http://www.seattle.gov/fire/pubEd/business/Hotel%20Fire%20Safety.pdf>
- <http://www.ignou.ac.in/upload/Unit%203-32.pdf>
- [www.hospitalityeducators.com/.../Hotel-Engineering-and-Maintenance](http://www.hospitalityeducators.com/.../Hotel-Engineering-and-Maintenance)
- [www.preservearticles.com](http://www.preservearticles.com)



## **NBHM-806 - HOTEL LAW**

### **DESCRIPTION**

Hospitality law is the body of law relating to the foodservice, travel, and lodging industries. That is, it is the body of law governing the specific nuances of [hotels](#), [restaurants](#), bars, spas, [country clubs](#), [meeting and convention planners](#), and more.

### **OBJECTIVE:**

**The aim of the course is to make the students aware of the laws and legal aspects related to hospitality industry by the end of the course the students will:**

- a) Have a brief insight into mercantile and industrial law.
- b) Have knowledge of hotel and lodging rate control laws, food legislation and purchasers rights.
- c) Know about various licenses required for operating a hotel / catering establishment.

### **LEARNING OUTCOME**

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

### **COURSE CONTENT:**

#### **UNIT 1**

#### **INTRODUCTION TO MERCHANTILE LAW**

**Brief description of each laws: Indian contract act; definition, essential contract valid, void and void able agreements time and place of performance, contract of bailment and pledge, sales of good acts partnership act; companies act; insurance act.**

## **UNIT 2**

### **INTRODUCTION TO INDUSTRIAL LAW**

- a) Shops and establishment act with reference to hotel industry.
- b) Definition and brief description of others industrial laws: industrial dispute act; contract labour act; payment of wages; minimum wages act; provident fund etc.
- c) Employment of women and children; leave, health, safety and hygiene provision.

## **UNIT 3**

### **HOTEL AND LODGING RATES CONTROL**

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

## **UNIT 4**

### **FOOD LEGISLATION**

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

## **UNIT 5**

### **PURCHASERS RIGHT Guarantee and warranty STATUTORY LICENSES AND LAWS**

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

### **REFERENCE BOOKS**

- H L Kumar – Personnel Management in Hotel & Catering Industry
- Krishna Sethi – MP Shop & Establishment Act
- K P Srivastava – Law Relating to Prevention of Food Adulteration in India
- N D Kapoor – Handbook for Industrial Law

### **WEB REFERENCES**

- [www.educonz.com/download/law\\_audit.pdf](http://www.educonz.com/download/law_audit.pdf)
- <http://indiankanoon.org/doc/339747/>
- <http://www.access-legal.co.uk/free-legal-guides/whats-the-difference-between-a-guarantee-and-a-warranty-1314.htm>
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- [http://www.cartercenter.org/resources/pdfs/health/ephti/library/lecture\\_notes/env\\_health\\_science\\_students/ln\\_occ\\_health\\_final.pdf](http://www.cartercenter.org/resources/pdfs/health/ephti/library/lecture_notes/env_health_science_students/ln_occ_health_final.pdf)

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