

Food Production - II BHM2201

Course Objective:-

The Student will get knowledge about:

1. The various commodities required for food production, their market forms, selection, storage and use.
2. The fundamentals of menu planning & standard recipes
3. The basic culinary skills
4. The bread & cake making process and various pastes

Learning outcome:-

At the end of course the student should know about:-

1. Various commodities.
2. Menu planning and standard recipe.
3. Culinary skills.
4. Bakery science.

Module	Course Topics	Total Hours
1	<p>MENU PLANNING RECIPE FORMULATION: Menu Planning: Factors affecting menu planning. Standard Recipes: Definition, writing, format and costing.</p> <p>BREAKFAST COOKERY English, American, Indian -regional Breakfast Eggs, cereals, rolls and other breakfast varieties</p>	25
2	<p>COMMODITIES MILK AND MILK PRODUCTS: Composition of milk, storage, types of milk, cream, butter, curd CHEESE: Production of cheese, types of cheese. VEGETABLES: Classification, selection FRUITS: Classification, selection</p>	25
3	<p>BAKERY SCIENCE: BREAD MAKING Identification and handling of raw materials -Wheat & wheat flour, sugar, fat, Yeast, water, salt, milk etc. Functions of ingredients in bakery products. Method of bread making: (i) Straight dough method, (ii) Sponge and dough method, (iii) Salt delayed method, (iv) Flying ferment method. Bread faults and remedies Bread diseases Bread varieties</p>	35

4	<p>BAKERY SCIENCE CAKE MAKING: Functions of ingredients. 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. Cake faults and remedies Various types of basic paste:-choux paste, short crust paste, puff paste, flaky paste, hot water paste, Danish paste</p>	35

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

F & B Service - II BHM2202

Course Objective:-

The Student will get knowledge about:

1. Understand various restaurant services.
2. Understand type of meal and menu.
3. Develop knowledge of the restaurant control system.
4. Understand the processing manufacturing and service of cigar and cigarettes.

Learning outcome:-

At the end of course the student should know about

1. Understand the difference among various services eg. American Service, Russian Service, English Service, French Service.
2. Understand the various types of standard Menus used in star hotels
3. Understand the Food & Beverages Outlets Operation Control System.
4. Understand about the tobacco products that are used in the star hotels.

Module	Course Topics	Total Hours
1	RESTURANT SERVICE: Forms and methods of services: English; French ,American and Russian Services Mise- place, side-board, mise-en-scene. etc. Receiving the Guests & Social Skills Service of a Table	30
2	TYPE OF MEALS & MENU: Types of meal: Breakfast Lunch/Dinner/Supper/Brunch/High tea, Afternoon snacks. Type of Menu: Table d'hote, A la carte, carte-du-jour. Courses of French classical menu Fundamental of menu planning Continental, Indian with accompaniments. Breakfast menu: English, American, Continental, India.	30
3	RESTAURANT OPERATION CONTROL SYSTEM Necessity of good control system. Functions of control system. K.O.T./B.O.T. Taking order and presenting bills./bills voiding ,cancellation method. Duplicate and triplicate checking system. Inter-departmental transfer, summary sheet, control of cash &	30

	credit sales. Volume forecasting. Control by selling price.	
4	TOBACCO Processing and manufacturing of tobacco cigarettes, cigar & pipe. Storage and service of cigarettes and cigar, national & international brand name of cigars & cigarettes	30

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

Front Office - II BHM2203

Course Objective:-

The Student will get knowledge about:

1. Registration, its types, importance and other aspects.
2. Check in procedure for various categories of guest.
3. Meaning and Procedure of Night Auditing.
4. Room Tariff Fixation.

Learning outcome:-

By the end of this course student would be able to

1. Understand and handle FIT & GIT guest arrival.
2. Understand the procedure of Night Auditing and various reports prepared by night auditor
3. Understand various types of Tariff found in Hotels.
4. Understand Room Keys Handling

Module	Course Topics	Total Hours
1	<p>Check in procedure: Greeting the guest. Pre Registration Process Registration: Meaning, Registration Records, system of registration, importance of registration & registration process Allotment of rooms keys</p> <p>Check in procedures for special cases: Confirmed Reservation Foreigners. VIP's. Walk-in. Scanty Baggage</p>	40
2	<p>Handling Group Arrivals Types of groups. Rooming list. Pre arrival procedures. Welcoming and handling of group at the time of actual check-in. Post arrival activities with reference to group types. Room change procedure.</p>	25
3	<p>Night Audit Job, duties and responsibilities of night auditor. Preparation of transcript. Night Audit Process.</p>	25

	Preparation of various reports like expected arrival & Departure report, Occupancy Report etc.	
4	Room Tariff Formulation Factors affecting Room Tariff Basis for establishing end of the day Room Rate Designation	30

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 Operations.

Kasavana & Brooks: Managing Front office Operations

Jatashankar R. Tewari- Hotel Front Office Operations & Management

Accommodation Operations - II BHM2204

Course Objective:-

The students will get knowledge about:

1. The public area cleaning task.
2. Floors – types of floor finishes, methods of cleaning.
3. Learn about inspection of guest room.
4. Cleaning and care of metals: Brass, silver etc. and their compositions.

Learning outcome:-

By end of this semester students able to know about:-

1. The different area of hotel and their cleaning process.
2. Wall and floor finishes and their use in hotel.
3. Experience of all housekeeping routines system.
4. The uses and composition metal, leather glass, wood etc.

Module	Course Topics	Total Hours
1	<p>Room layout and guest supplies. Standard room, VIP room, deluxe room, suit room Guest special request</p> <p>Area of cleaning- Guest room Front of the house Back of the house.</p>	25
2	<p>Wall Finishes: Different wall finishes in rooms, public and back areas, Wall papers: Uses, merits and demerits.</p> <p>Floor finishes: Classification and characteristics: Hard and soft floor finishes methods of cleaning.</p>	40
3	<p>Daily routines & systems of housekeeping department: Control Desk Activities. Staff Allocation, Duty Roasters. Forms of formats record and registers handling difficult situation. Records and formats maintained in the housekeeping department. Guest Room Inspection – Check List</p>	30
4	<p>Composition, care and cleaning of: Metals, glass, leather, plastic, ceramic and wood.</p>	25

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

G. Raghubalan – Hotel Housekeeping

Business Communication BHM2205

Course Objective:-

The Student will get knowledge about:

1. To make him understand the meaning and importance of communication.
2. To make him aware about various forms of verbal and Nonverbal, Formal and Informal communications.
3. Meaning and importance of listening in hospitality industry
4. Importance of Group discussion in hospitality Industry

Learning outcome:-

By the end of this course student would be able to

1. Understand the Value of Communication for better human relations in day to-day life.
2. Build and use Business Vocabulary.
3. He would be aware of different etiquettes; he has to follow in different situation.
4. Handle various situations like Group Discussion & Interview.

Module	Course Topics	Total Hours
1	<p>Introducing Communication Definition, Types of communication their merit and demerits, Process of communication, barriers of communication, importance of communication, media of communication & 7C's of communication.</p> <p>Non Verbal Communication Meaning, Importance & their types.</p> <p>Listening Definition, Types of Listening, Listening Barriers, Guidelines For Effective Listening</p>	30
2	<p>Formal Written Communication Business letters, Report writing: their types & formats, Memorandums, Circulars, Agenda and minutes, Resume.</p> <p>Formal Verbal Communication Group discussion, Interview, Meeting, Counseling, Business presentation.</p> <p>Etiquettes Meaning, Telephone Etiquettes & Hotel Etiquettes</p>	30

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

Nutrition BHM2206

Course Objective:-

The student will get knowledge about

1. The significance of food in his daily life
2. The terms like food, health, nutrition, malnutrition, and nutritional status.
3. Calculation of recommended dietary allowances
4. Understand the relationship of macro & micro nutrients to health

Learning outcome:-

By the end of this course student would be able to

1. Understand the importance of nutrition and good health in his day to day life.
2. Know the composition, functions sources of nutrients.
3. Understand the effects of excess & deficiency of nutrients.
4. Modify attitudes and practices of use existing nutrition

Module	Course Topics	Total Hours
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. Role of Nutrients in our Body-I Carbohydrates: Classification, functions, Deficiency and excess of carbohydrates, Sources. Proteins: essential amino acids, classification of protein, functions of proteins, Systems of protein Deficiency, Protein energy malnutrition (P.E.M.), Sources of protein.	
2	Role of Nutrients in our Body – II Vitamins: Classification of vitamins function deficiency & excess and sources of all vitamins. Role of Nutrients in our Body – III Minerals: Sources and functions & deficiency of various	

	<p>minerals – Iron, Calcium, Iodine, Sulphur, Potassium, Phosphorous, Sodium, Zinc etc. (elementary study only). Water: Function and sources.</p> <p>Balanced Diet:</p> <p>Concept of balanced diet: Menu planning for specific requirements, Modification of diet, various diseases such as diabetes mellitus hypertension, heart attack, osteoporosis. Children, adolescents adult man & women; nutritional requirements during specific conditions viz, pregnancy and lactation.</p> <p>Effect on nutrients while:</p> <p>Storage.</p> <p>Pre-preparation.</p> <p>Cooking.</p>	
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Books for reference

Fundamentals of Food & Nutrition : Mudaambi & Rajgopal

Normal & Therapeutic Nutrition : H. Robinssoon Clinical Dietetics & Nutrition : F.P Aanita

PRACTICALS:**BHM2251 Food Production :**

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, palmers, cheese straws, vol-an-vent, cream horns etc.
 - d. Choux pastry and its products: Éclairs, profit rolls.
 - e. Sponge cakes: Genoise sponge, fatless sponge.
 - f. Icing: Butter, icing, glazed, icing.
 - g. Assembling cakes.
 - h. Heavy cake: Pound cake.
 - i. Cookies with basic cookie paste.

BHM2252 F & B Service:

1. Revision of F&B Practical's.
2. Layout of different food service areas and ancillary departments (Drawing).
3. Various types of napkin folding.
4. Receiving guests.
5. Order taking for food & beverages, preparation for K.O.T.
6. Basic service methods e.g. silver service, American service, Russian service etc.
7. Service of non-alcoholic beverages.
8. Service of cigar & cigarettes.
9. Preparation of bills and its presentation of the guest.
10. Arrangement & use of side board practice of mise-en place & mise en scene.

BHM2253 Front Office:

1. Recapitulation of the semester – I
2. Greeting and receiving the guest.
3. Registration procedure of guests: walk-in, reserved.
4. Allotment of room and handling 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 day's arrival and departures.

BHM2254 Accommodation Operations:

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