

SYLLABUS FOR IIIrd SEM

HM – 301	FOOD PRODUCTION
HM - 302	F & B SERVICE
HM – 303	FRONT OFFICE
HM – 304	HOUSEKEEPING
HM – 305	BASIC ACCOUNTANCY
HM - 306	TOURISM & HOTEL ECONOMICS

HM – 301 FOOD PRODUCTION- III

OBJECTIVE:

To provide an in depth knowledge of various food preparations, apart of this to make students familiar with kitchen layout.

COURSE CONTENT:

UNIT 1

FOUNDATION OF CONTINENTAL COOKERY:

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

UNIT 2

FOOD COMMODITY

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

FATS & OILS: Sources, types (animal and vegetable fats), uses, storage, Hydrogenization and rancidity.

EGGS: Structure of an egg, purchase specifications & quality grading, composition & food value, storage.

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:

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.

PORK:

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

HM 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.

HM - 302 F & B SERVICE - III

OBJECTIVE:

- a) Understand the viticulture and Vinification.
- b) Understand different types of Wines, their classification storage & services.
- c) Know about the different wine producing countries, their specialty wine and the wine Quality laws governing the major wine producing countries.
- d) Understand the manufacturing and service of beer.

COURSE CONTENT:

UNIT 1

BEER:

- a. History (A brief description of how beer came into being).
- b. Ingredients.
- c. Brewing process: Bottom fermentation; Top fermentation.
- d. Storage of beer, service of Beer.
- e. Types of beer (ales, lagers, draught, and wheat beers).
- f. Brand Names (National & International)
- g. Service of beer

UNIT 2

WINE:

- a. Introduction to wine, definition 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.
- d. Wine making Methods.
- e. Wine classification & Types: table, fortified & sparkling.
- f. Characteristic of wine, still, sweet, dry, vintage & non-vintage..
- g. Wine Terminology.

UNIT 3.

WINES OF FRANCE:

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

WINES OF OTHER COUNTRIES:

- a. Italy, Germany.
- b. Wine of Spain with special reference to sherry (in detail).
- c. Wine of Portugal with special reference to port & Madeira, Marshala.

INDIAN WINES:

SERVICE OF WINE: Order taking procedure, Service sequence, serving temperature
FOODS AND WINE HARMONY:- In relation to all courses of French classical menu.

UNIT 4

APERITIFS

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

HM -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.
- Services of red wine, rose wine, white wine, champagne with all the courses.

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 fine wines (Indian & Foreign).

TEXT READING

Tom Stevenson - World wine Encyclopedia.

Dennis R. Lillicrap – F & B services.

Jaffrey T. Clarke - Sable & Bar.

HM- 303 FRONT OFFICE OPERATIONS – III

OBJECTIVE:

- a) Understand Computer Reservation System
- a) Handling guest mails, messages and guest enquires.
- b) Describe safety deposit procedure and Out Door Area management.
- c) Outline the tasks performed at bell desk.

COURSE CONTENT:

UNIT 1

COMPUTER BASED RESERVATION SYSTEM

- a. Global Distribution System
 - (i) Amadeus
 - (ii) Sabre
 - (iii) Galileo
- b. Inter Sell Agencies
- c. Central Reservation System (CRS)
- d. Affiliate & Non Affiliate System
- e. Generation of Reports

UNIT 2

HANDLING GUEST MAIL & MESSAGES

Managing various guests' enquiries.

Handling guest mails and messages.

UNIT 3

OTHER INFORMATION AND DESK FUNCTIONS

- a. Room key management.
- b. Safety deposit Locker & Procedure
- c. Wake up calls.
- d. Paging system`.
- e. Guest Complaint & Handling Procedure.

UNIT 4

BLACK LISTING OF GUEST

- Meaning, Reason, Procedure.

BELL DESK MANAGEMENT

- a. Bell Desk Procedures for Check in & Check out.
- b. Left language Procedure
- c. Duties of Bell Boy & Doorman
- d. Responsibilities of Airport representative

HM 353 PRACTICALS

1. Handling various types of enquires.
2. Message and mail handling and books filling up.
3. Bell desk activities during
Check-in.
Check-out.

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.

Objective**OBJECTIVES –**

The syllabus continues to provide in-depth knowledge about:

- a) Planning and organizing of the linen room and uniform room.
- b) Purchasing cycle and procedure of linen
- c) Activities in sewing room and laundry
- d) Some knowledge about fiber, fabrics and yarn.

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.
- c. Storage & section: Stocktaking.
- d. Marking & Monogramming.
- e. Functioning.

Purchasing procedures of linen

Purchasing arrangements

Purchasing Cycle

UNIT 2**SEWING ROOM:**

- a. Activities and area provided.
- b. Equipments.

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.
- e. Equipment. Layout, planning of laundry.
- f. Dry cleaning.

STAIN REMOVAL:

- a. Different types of stains.
- b. Cleaning methods.
- c. Specific reagents.
- d. Care for colored and delicate fabrics.

UNIT 4

FIBERS AND FABRICS:

- Definition.
- Origin and classification.
- Characteristics of different fibers – cotton, linen, silk, polyester, nylon, acrylic.

YARNS:

- Types.

FINISHES:

Designing, sizing, deguming, weighting, scouring, calendaring, decatizing, tentering, shearing.

Flocking, sanforisation mercerization, napping.

Bleaching, Dyeing, Printing, Singeing.

HM - 354 PRACTICALS

1. Basic cleaning procedure in guest room:

- a) Check-out room.
- b) Occupied room.
- c) Vacant room.
- d) Evening services.

2. Working in linen. Special emphasis on:

- 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.
- 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.

TEXT READINGS

- i) Joan C. Branson - Hotel, Hotel & Hospital Housekeeping.
- ii) Georgira Tucker - The Professional Housekeeper.

HM – 305 BASIC ACCOUNTANCY

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

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

UNIT 5:

APPLICATION OF BASIC ACCOUNTANCY IN HOTELS

- a. Uniform system of accounting
- b. Night Audit and its functions
- c. Visitor tabular ledger & guest folio ledger.
- d. 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.

HM - 306 TOURISM & HOTEL ECONOMICS

OBJECTIVE

To give students a basic knowledge of the concepts of economics and its importance to hotel industry, so teacher are advised to explain these concepts with reference to hotel industry

Course Content

UNIT 1

FUNDAMENTS CONCEPT OF TOURISM

Concept, Definition, Characteristics, Scope and Component of Tourism.

Types Of Tourism

Explaining the Term-Tours, Tourist, Visitor, Excursionist, Pleasure, Relaxation, Tourism Product, Destination and Market.

Inbound and Outbound Tourism

Domestic and International Tourism-feature, pattern of growth and profile.

Definition of Travel agent and Tour operator, Differentiation between travel agent and tour operator, Package tours and Marketing Material

UNIT 2

IMPACT OF TOURISM ON HOTEL INDUSTRY

Economic impact, social impact, environmental impact, travel and Hotel effect on tourism on hotel, threats & obstacles to tourism

Tourism infrastructure development, Local Bodies, tourism department and ministry, different tourism policies

TOURISM MULTIPLIER EFFECT

UNIT 3

FUNDAMENTS CONCEPT OF ECONOMICS

Meaning of Economics

Macro economics & Micro economics, nature & scope

Meaning of Wants: - Necessaries, Comforts & Luxuries

Value, price and wealth

Factors of production

DEMAND ANALYSIS

Meaning of Demand and demand distinctions, autonomous and derived demand short run and long run demand. Demand for perishable goods and durable goods.

Law of demand-demand schedule and demand curves, assumptions and reason behind law, exception to the law

Elasticity of demand-Types of elasticity

SUPPLY

Meaning of supply, law of supply, determinants of supply, exceptions, elasticity of supply

UNIT 4

COST OUTPUT ANALYSIS

Cost concepts-fixed and variable cost, average and Marginal cost, opportunity cost, past and future costs

REVENUE CONCEPTS

Total Revenue, Average Revenue, Marginal revenue and their relationships

KINDS OF MARKETS

Perfect & Pure competition, Simple monopoly and Monopolistic Competition, Oligopoly

PRICING POLICY

Meaning

General considerations involved in pricing

Objectives of pricing

factors involved in pricing policy

UNIT 5

INDIAN ECONOMY AND HOTEL INDUSTRY

Characteristics of Indian Economy, Tourism & Economic development ,Major issues of growth & development of hotel Industry in India, Relevance of hotel industry in national economy, income generation, employment generation, foreign exchange earnings, Factors Influencing growth of Hotel Industry, , New Industrial Policy-Features & Importance's.

NATIONAL INCOME CONCEPTS AND IMPORTANCE IN TOURISM

Definition & Concepts, Gross National Product (GNP) & Net National Product (NNP), Measurement of National Income.

T OURISM AND BALANCE OF PAYMENT

TEXT READING

A.K. Bhatia	Tourism development
Andrew holden	Tourism studies and social sciences
H L Ahuja	Principle of Economics
Kote Syanis	Micro Economics
D M Mithai	Managerial Economics