

SYLLABUS FOR Vth SEM

HM – 501	FOOD PRODUCTION - V
HM - 502	F & B SERVICE - V
HM – 503	FRONT OFFICE - V
HM – 504	HOTEL HOUSEKEEPING - V
HM – 505	F & B MANAGEMENT
HM - 506	HUMAN RESOURCE MANAGEMENT

HM – 501 FOOD PRODUCTION - V

OBJECTIVES –

At the end of the semester students are supposed to have developed the Basic Knowledge about Bakery equipments, Ingredients, Various bakery preparations. Learn in detail the bread& cake making process and various pastes.

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.

BRIEF INSIGHT OF: -

- a) Bakery fats.
- b) Flavors used in bakery & Confectionary.

UNIT-2

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

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

UNIT-3

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

FORMULA BALANCE IN CAKE

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

HM –551- PRACTICALS

Preparation of various Bakery products

- 1. Cakes (Fruit cake & Sponge Cake with Icing)
- 2. Cookies (Sweet & Salted)
- 3. Ice creams
- 4. Bakery Desserts
- 5. 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-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

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

HM - 502 F & B SERVICE – V

OBJECTIVES –

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

COURSE CONTENT

UNIT-1

GUERIDON SERVICE:

Gueridon Service: Introduction

Definition & History

General points to be considered while doing Gueridon service

Advantages and disadvantages of Gueridon services

Gueridon equipments and ingredients

Gueridon preparations & service: Crepe Suzette and Banana Flambé

UNIT 2

SPIRITS:

- Definition of spirits
- Distillation process
- Source, production process, varieties, brand name and service of rum, brandy, Gin, whiskey, vodka
- Other spirits – Tequila, Absinthe, Tequila, ouzo, slivovitz, aquavit, Calvados, Fenny, arrack etc.

UNIT 3

COCKTAILS

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

UNIT 4

LIQUEURS

- History, definition, manufacture.
- Distillation (Hot Method), cold method, infusion, perforation, aging, Sweetening

HM - 552 PRATICALS

- Gueridon Trolley setup
- Preparation and service of Banana Flambé and Crepe Suzette
- 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 variety of each stirred and Shaken cocktails.

TEXT READING

Tom Stevenson - World wine Encyclopedia.

Dennis R. Lillicrap – F & B services.

Jaffrey T. Clarke - Sable & Bar.

HM -503 FRONT OFFICE OPERATIONS-V

OBJECTIVES

- a) Handling of modern communication facilities
- b) Front Office Coordination
- c) Handling various Situation
- d) Customer care policy
- e) Budgeting & Yield Management

COURSE CONTENTS

UNIT 1

FRONT OFFICE COORDINATION WITH OTHER DEPARTMENTS

- a) Coordination with other departments

HANDLING MODERN COMMUNICATION FACILITIES

- a) E.P.B.A.X
- b) Fax
- c) Internet (email)

UNIT 2

HANDLING SITUATIONS

- a) Dealing with guests of different personalities:-
Fussy guest, irritated guest, timid guest, socializing guest, drunkard guest.
- b) Overbooking
- c) Fire in the Hotel
- d) Theft
- e) Threats

UNIT 3

CUSTOMER CARE

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

ACCESSING THE RESULT OF CUSTOMER CARE POLICY

- a) Questionnaire
- b) Suggestion book
- c) Face to face interview
- d) Feedback form

UNIT 4

BUDGETING & YIELD MANAGEMENT

Meaning, Elements of Yield Management, kinds of Budget, Benefits & Limitation

HM 553 PRATICALS

- 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

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.

HM – 504 HOUSEKEEPING – V

OBJECTIVES –

The syllabus continues to provide in-depth knowledge about:

- a) Planning and organizing of the department
- b) Safety awareness, accident and first aid box.
- c) Interior decoration and horticulture which includes flower arrangement
- d) Paste and rodent control.
- e) Waste & waste control.

COURSE CONTENT

UNIT 1

PERSONAL QUALITIES OF HOUSEKEEPING STAFF WITH EMPHASIS ON.

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

UNIT 2

INTERIOR DECORATION

- a) Color
- 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 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

TEXT READINGS

Mohini Sethi – Catering Management

John C. Branson – Hotel .Hostel & Hospital House Keeping

Georgira Tucker – The Professional Housekeeper

Anne Effelsberg – Flower Arranging

John Ambulan/Andrews – First Aid Manual

HM 554 PRATICALS

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
- b) Dressings for minor wounds and cuts

3) INTERIOR DECORATION

- 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

2. Pests control methods

b) Types of Wastes & Waste Disposal Methods

HM – 505 FOOD & 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

FOOD & BEVERAGE CONTROL

- a) Definition, Meaning, Objectives, Special Problems in control systems, Phases of control system.
- b) Budgeting (cost profit sales)
- c) Menu Pricing
- d) Menu Engineering
- e) Profit Improvement

UNIT 2

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, F & B Control cycle

FOOD AND BEVERAGE COST CONTROL SYSTEMS

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

UNIT 3

FOOD AND BEVERAGE PRODUCTION CONTROL IN SERVICE

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

Four basic phases of control

- a) Production Planning
- b) Standard Yield
- c) Standard Portion Size
- d) Standard Recipe

UNIT 4

FOOD AND BEVERAGE PROMOTIONS

Advertising, identifying the media, promoting festivals, up selling, telephone selling, suggestive selling, Merchandizing & Sales Promotion

UNIT 5

LATEST OF INDUSTRY

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

HM – 506 HUMAN RESOURCE MANAGEMENT

OBJECTIVES

- a) To develop an insight into meaning nature scope and value of contemporary approach to human resource management in an organization.
- b) To describe organization of a human resource management functionary in an establishment, and to identify attributes of a successful personnel manager.
- c) To impart knowledge and techniques involved in human resource planning, job-analysis, and job-design.
- d) To explain various methods of recruitment, selection, induction and placement.
- e) To develop the importance and methods adopted for training and development of employees in to- days environment in workplace.

COURSE CONTENTS

UNIT 1

INTRODUCTION TO MANAGEMENT CONCEPTS

Definition, Nature, Functions.

History of management thought: Scientific management, Fayols Contribution and Hawthorne experiments. Behavioral approach, system approach and contingency approach.

UNIT 2

HUMAN RESOURCE MANAGEMENT

- a. Meaning and nature of Human Resource Management, Scope, Objectives & Functions of Human Resource management.
- b. Personnel Management – Meaning & features, Functions of Personnel Management, Qualities of Personnel Manager, role of Personnel manager.
- c. Human Resource Development – Meaning, Need of HRD, HRD vs Personnel Management, Task of HRD Department

UNIT 3

STAFFING:

- a. Human Resource Planning- Objectives, Importance, Process of HRP, Problems and Guidelines for Human Resource Planning, Meaning of Job Analysis, Job Description & Job Specification.
- b. Recruitment and Selection- Meaning and process of Recruitment, Sources and techniques of Recruitment. Meaning and process of selection.
- c. Concept and need of training, Importance and objectives of training, Identifying training needs, designing a training program, Methods of training.

UNIT 4

PERFORMANCE APPRAISAL

Concept and objectives, Uses and process, Problems in performance appraisal, Essentials of effective appraisal system, Methods and techniques of appraisal.

TRANSFERS, PROMOTIONS AND SEPARATIONS.

Concept and objectives of transfers. Types of transfer, concept and basis of promotion, Promotion policy, Demotion, Types of Separations.

UNIT 5

MOTIVATION

Definition, Importance, Challenges & Theories of Motivation – Maslow theory, ERG Theory, Achievement Motivation Theory & Expectancy Model

WELFARE ACTIVITIES

Meaning & Definition, Types of Welfare Activities, merits & demerits of welfare measures.

TEXT READINGS

David A Decenzo	Personnel/Human Resource Management
H L Kumar	Personnel Management in Hotel and Catering Industry
Chapman&Hall	Behavioural Studies in Hospitality Management
Dr. C.B.Gupta	Human Resource Management
Mirza S Saiyadain	Human Resource Management
William B Wether	Human Resource and Personnel management