

## **Food Production - I**

### **BHM - 3101**

#### **Course Objective:-**

The Student will get knowledge about:

1. Know the history of cooking, its modern developments and develop brief idea of various cuisines;
2. Understand the professional requirements of kitchen personnel and the importance and maintenance of hygiene;
3. Have insight of kitchen organization, duties and responsibilities of kitchen staff, workflow, and kitchen equipments;
4. Have through knowledge of methods of cooking and understanding raw materials.
5. Know in detail about continental cuisine.

#### **Learning outcome:-**

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

1. History of cooking, its modern developments.
2. Kitchen and personal hygiene.
3. Kitchen organization.
4. Methods of cooking, knowledge of raw materials
5. Detailed of continental cuisine.

<b>Module</b>	<b>Course Topics</b>	<b>Total Hours</b>
1	<b>Introduction to Professional Cookery</b> Culinary history. Origins of modern cookery. Culinary Terms. <b>Kitchen &amp; Personal Hygiene</b> Personal Hygiene Three Bucket / Sink System Cleanliness of surface & Garbage Disposal	12
2	<b>Kitchen Organization</b> Kitchen Brigade Duties and responsibilities of Kitchen Staff Responsibilities of each section <b>Equipment and Tools:</b> Pre-preparation & Preparation equipments Ancillary equipments: knives, utensils, pots and pans. Bakery equipment Modern Development in Equipments Types of Fuel	15
3	<b>BASIC METHODS OF COOKERY:</b> Modes of Heat Transfer Various methods of Cooking: Definition, Rules, Associated terms, Moist Methods: Boiling, Poaching, Steaming, Stewing, Braising. Dry Methods: Frying, Grilling, Roasting, Broiling, and Baking. Modern Methods <b>UNDERSTANDING RAW MATERIALS:</b> Understanding of common ingredients, classification and available forms, Uses and storage Salt, Liquids, sweetening, Fats, and Oils, Raising or Leavening agents. Thickening and binding agents, Flavorings and seasoning.	18
4	<b>FOUNDATION OF CONTINENTAL COOKERY:</b> Stock: Definition, Classification and types, Rules for stock preparation, Recipe of Various Stocks. Soups: Definitions, Classification on soups; Examples. Roux and Roux Types Sauces: Definition, Use and importance of sauces. Mother sauces- Recipes, Derivative sauces. Garnishes and Accompaniments.	15

**Reference books:**

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

Madhur Jaffery's : Cook Book

Chandal Padmanabhan : Dakskhin 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

## **F & B Service - I BHM - 3102**

### **Course Objective:-**

The Student will get knowledge about:

1. Develop an insight into the growth of Catering Industry. In the world from medieval period till recent times.
2. 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.
3. Acquire the requisite technical skills for competent service of Food and Beverage
4. Understand different non-alcoholic beverages with their preparation and services.

### **Learning outcome:-**

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

1. Understand the role of F & B department its functions and staffing
2. Identify and use the different types of restaurant equipments.
3. Understand the Professional attributes of F& B staff.
4. Understand the role of Ancillary department in F&B.

<b>Module</b>	<b>Course Topics</b>	<b>Total Hours</b>
1	<b>INTRODUCTION TO THE CATERING INDUSTRY:</b> <b>History of catering Industry</b> Introduction and growth of catering-industry.	18

	<p>Classification of catering establishments: Commercial, Transport, Welfare, Industrial, Institutional</p> <p>A brief description of each type showing the career Opportunities in each.</p> <p><b>DEPARTMENTAL Organization:</b></p> <p>Organization of the star category hotel</p> <p>Organization of F &amp; B department professional relationship between guest and steward.</p> <p>Relationship among F &amp; B service department with other departments of the hotel;</p> <p>Types of F &amp; B outlets</p> <p>Organization of staff in various F &amp; B Outlets</p> <p>Duties and responsibilities of all F &amp; B staff</p> <p>Attributes of a waiter: Effective communication skills, Personal hygiene, physical attributes, work related attributes/professional attributes.</p>	
2	<p><b>RESTAURANT EQUIPMENTS:</b></p> <p>Crockery.</p> <p>Glassware, chinaware.</p> <p>Cutlery, Flatware, Hollow ware - Silver and stainless steel, disposable, cleaning method polivit, dry powder silver dip.</p> <p>Burnishing method</p> <p>Linens, Furnishing, fixings, and disposable.</p> <p>Care and maintenance of restaurant equipment.</p> <p><b>ANCILLARY DEPARTMENTS:</b></p> <p>Pantry, still room, plate room, hotplate,</p> <p>Kitchen stewarding a brief description, inventory and record maintaining, various kinds of dishwashing machines.</p>	14
3	<p><b>NON-ALCOHOLIC BEVERAGES:</b></p> <p>Classification of non-alcoholic beverages</p> <p>Tea &amp; coffee: Types, manufacturing, brand names.</p> <p>Milk based drinks, <b>cocoa based beverages.</b></p> <p>Juices.</p> <p>Soft drinks.</p> <p><b>Syrups&amp; squashes</b></p> <p>Mineral Waters, Spring water, Nourishing drinks and tonic water.</p> <p>Mise-en-place.</p> <p><b>Service of non-alcoholic beverages.</b></p>	15
4	<p><b>ROOM SERVICE:</b></p> <p>a) Type of room Service Introduction – Cycle of service / Centralized / Decentralized /forms to formats used in room service, order talking , thumb rule, suggestive sellings, guest service Procedure in room service.</p> <p>b) List of Equipments</p> <p>c) House Rules of Room Service Waiter</p> <p>d) Room Service Menu</p>	13

**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 - I BHM - 3103

### Course Objective:-

The Student will get knowledge about:

1. Classification and categorization of Hotels and its Evolution.
2. Duties & responsibilities of the staff in the different sections.
3. Types of rooms, food meal plan types of guest.
4. Importance, Modes, Tools of reservation.
5. Basic Terminologies of front office

### Learning outcome:-

By the end of this course student would be able to:

1. Understand the evolution, meaning and classifications of Hotel.
2. Understand the various layouts of Front office in the Hotel.
3. He would become aware of attributes and hierarchy of front office staff.
4. Understand and able to handle guest reservations.
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Module	Course Topics	Total Hours
1	<b>Introduction to Hotel Industry</b> Introduction to Hotel Industry, Evolution of Hotel Industry in India & World, Definition of modern hotel, Classification And Categorization of Hotels in India .	13
2	<b>Organizational Structure of front office</b> Meaning, Role and Importance of front office in the hotel. Lay out of Front office department, structure and functions of each section Duties and responsibilities of Front office staff.	15
3	<b>Attributes of front office staff and other front office information</b> Attributes of front office staff. Types of guests, Meal plans, Types of rooms & Guest Cycle	14
4	<b>Reservation Operations:</b> Definition, Importance of Reservation. Types of reservation, Various Sources of Reservation Reservation Process. Various Tools Of Reservation: Reservation Form, Advance-	18

	<p>Letting Chart, Density Control Chart, Hotel Diary &amp; Whitney system of reservation.</p> <p>Cancellation And Amendment Procedure.</p> <p>Various Reports Prepared at front office at the time of reservation.</p>	
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**Reference books:**

Sudhir Andrews: Hotel Front Office

Kasavana & Brooks: Managing Front office Operations

Jatashankar R. Tewari- Hotel Front Office Operations & Management

**Course Objective: -**

The students will get knowledge about:

1. Organization, function of housekeeping department and its different sections.
2. Different departments Housekeeping co-ordinates with.
3. Cleaning procedure
4. Cleaning equipments and cleaning agent.

**Learning outcome: -**

By end of this semester students able to know about:

1. Understand the structure function, Importance and different section of housekeeping department.
2. Co-ordination with another department of hotel.
3. Perform different types of cleaning.
4. Handling of cleaning equipment & cleaning agents.

<b>Module</b>	<b>Course Topics</b>	<b>Total Hours</b>
1	<b>Housekeeping As a Department:</b> Importance of housekeeping. Customer satisfaction and repeat business Importance of guestroom for guest housekeeping layout and different sections of housekeeping departments. Interdepartmental co-operation & co-ordination of Housekeeping. Housekeeping in other intuition, like Hostel, Hospital, Mall, Offices etc. Attributes of housekeeping personal.	20
2	<b>Organization Structure Of Housekeeping Department:</b> Small hotels, medium hotels, large hotels. Duties & responsibilities of Executive Housekeeping. Duties & responsibilities of Housekeeping Staff.	10
3	<b>Cleaning Science</b> Types of soil Nature of soil Standard of cleaning Principles of cleaning Method of organizing cleaning Frequency of cleaning daily, periodic and special. Design features that simplify cleaning.	15
4	<b>Cleaning equipment:</b> General considerations & selections Classification & Types of equipments, Floor trolley, Vacuum Cleaner etc. Method of use & mechanism for each type Care & maintenance.	15

	<b>Cleaning agents:</b> General criteria for selection Classification.	
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**Reference books:**

Hotel Housekeeping Operation And Management G. Raghubalan And Smritte Raghubalan

Hotel, Hostel and Hospital Housekeeping –Joan Branson And Margaret Lennox

Hotel House Keeping – Sudhir Andrews Publisher: Tata Mc Graw Hill.

## **Foreign Language Proficiency (French)**

### **BHM - 3105**

#### **Course Objective:-**

The students will get the knowledge of:

1. Letter, Numbers, Months and Weeks in French
2. Vocabulary of Hotel terms and equipments
3. Knowledge of verbs and how to make sentences
4. How to converse in French

#### **Learning outcome:-**

After the end this semester the students should able to know:

1. The French alphabets, numbers, days and months
2. Able to know the French grammar
3. Converse in French

<b>Module</b>	<b>Course Topics</b>	<b>Total Hours</b>
1	French Pronunciation, The Alphabets, The Accent, The Article, Days of the Week, Months of the Year, Numbers, Colour, Country and Nationality, Professions. Noun, Pronoun, Adjectives, Relations, How to Tell the Time, simple prepositions.	15
2	Verb: First group of verbs, 2nd group, 3rd group, Reflexive verb, possessive adjectives, interrogative and demonstrative adjectives, negative and interrogative sentences, Conjunction, Name of fruits and vegetables, interrogative adverbs.  <b>Conversation</b> General Conversation, Classroom Conversation, Hotel Staff and guest conversation-Reception and Restaurant Conversation. ENGLISH AND ENGLISH-FRENCH MINI Vocabulary.	15

#### **Reference books:**

1. French for Hotel Management & Tourism Industry:-S.Bhattacharya (2007)
2. Apprenons le francais part1,2,3.- Saraswati house pvt ltd.
3. Ultimate French beginners-Intermediates:- Living languages
4. Everything learning French; speak, write and understand basic French in no time:-Bruce Saille & David Hebert

## **Environmental Studies**

### **BSAE2101**

#### **Ability Enhancement Compulsory Course (AECC)**

#### **BSAE2101: Environmental Studies**

##### **Course outcomes:**

The mission of the course on Environmental Studies is to create awareness and improve knowledge about environment and become responsible towards nature. The course seeks to establish a continuous interest in the learners to improve their knowledge with intent to develop a new generation of responsible citizens capable of addressing challenges of climatic changes and global warming faced by society. This course works towards

1. Creating awareness and building fundamental knowledge of environment and climatic changes.
2. To know how environmental degradation has taken place.
3. Look at various global challenges concerning environment faced by individuals to counter unethical issues.
4. Look at prevent, control of pollution and protect environment.
5. To create skill of sustainable development in people aiming to minimal degradation of environment.
6. Efforts taken by national and international level in sustainable development.

##### **Learning Outcomes**

**The** course intends to create a sense of how to be more responsible towards the environment. Upon completion of the course students will be able to better understanding of environment and related issues. The course integrates various facets socio-economic nature and environment.

### Course Contents:

Modules /Unit	Course Topics	Total Hours
.	<p><b>Environment</b></p> <p>Environment: Definition, Scope and importance of Environmental Studies, Need for Public Awareness</p> <p>Segments of Environment:</p> <p>Atmosphere: Composition, Structure of atmosphere</p> <p>Hydrosphere: Water distribution, Water use and water crisis. Lithosphere: Structure and composition; Biosphere, Multidisciplinary nature of Environment. (Book 3: Chapter 1)</p> <p><b>Ecosystems:</b> Introduction, Concept of an ecosystem, Structure and function of ecosystem, Energy flow in an ecosystem, Food chain and food web, Types of Ecosystem ( Book 1 and 2: Chapter 2 and 3)</p> <p>Ecological pyramids: Definition, Types of Ecological Pyramid (Book 5: Chapter 2)</p> <p>Material cycle: Definition and importance, Nitrogen and carbon cycle (Book 2; Chapter 7)</p> <p>Environmental Impact Assessment (EIA): Definition and Concept, Elements of EIA, Prediction of impacts and its methodology, Sustainable Development (Book 2 and 3: Chapter-3).</p>	15
2.	<p><b>Natural resource and its conservation</b></p> <p>Natural resources: Natural resources and associated problems, Renewable &amp; non-renewable natural resources (Book 2: Chapter 6),</p> <p>Forest Resources: Use and over-exploitation, deforestation, Timber extraction, mining, dams and their effects on forests and tribal people (Book 1: Chapter 2).</p> <p>Water Resources: drinking water quality, water borne and water induced diseases, arsenic and fluoride problem in drinking water (Book 3: Chapter 4),</p> <p>Mineral resources: Use and exploitation of minerals, Environmental effect extracting and using mineral resources (Book 3: Chapter 4)</p> <p>Energy resources: Conventional and non-conventional energy sources, solar energy, hydro-power energy, Hydrogen-energy, wind energy, geothermal energy, biomass energy, nuclear energy, fossil fuels (Book 2; Chapter 7).</p>	15
3.	<p><b>Environmental Pollution</b></p> <p>Environmental pollution: Definition, pollutants, sources, causes, effects and control measures of air, water, and soil pollutions (Book 3 Chapter 6).</p> <p>Noise: Sources of noise pollution, measurement of noise, Noise exposure levels and standards. Impact of noise on human health. Noise control and abatement measures. (Book 3 Chapter 6)</p>	15

	Waste water and its treatment. Eutrophication and biomagnifications. Solid waste management: solid waste source, characterization, effects and control measures of urban and industrial waste.(Book1 Chapter 5) Environment Management System	
4.	<b>Current Environmental Issues and Environment Protection</b> Current environmental Issues: Population growth, logistic curve equation. Climate change, global warming, acid rain, ozone layer depletion, Water Crises-Conservation of water, Rain water harvesting, Biodiversity and its conservation: Natural disaster and its management. Nuclear hazards(Book 3 Chapter 7) Environment Protection: Legal aspects of Environment Protection, Environment Protection Act, Air(Prevention and Control of Pollution)Act, Water(Prevention and control of Pollution)Act, Role of NGOs in environment protection. Environmental Education and Awareness (Book 3 Chapters 8). Value Education: Environmental Values. Valuing Nature, Valuing cultures, Social justice, Human heritage, Equitable use of Resources, Common Property Resources.(Book1:Chapter 7.5)	15

**Reference books:**

1. Text Book for Environmental Studies- Erach Bharucha for University Grant Commission and Bharti Vidyapeeth Institute of Environment Education and Research, Pune.  
(Link:<https://www.ugc.ac.in/oldpdf/modelcurriculum/env.pdf>)
2. Environment and Ecology- Agarwal, R.K.2001, Krishna Prakashan Media(Pvt) Ltd.
3. Environment and Ecology- Dhar, D.N., S. Kumar and T. Vaish, Vayu Education of India
4. Basics of Environment and Ecology- A. Kaushik and C.P. Kaushik, Second Edition, 2014, New Age International (Pvt) Ltd.
5. Environmental Studies: From Crisis to Cure- R. Rajagopalan, Oxford University Press

## **PRACTICALS**

### **Food Production – I**

#### **BHM -3151**

1. Demonstration classes to make students familiar with:  
The pre-preparation, preparation and method of cookery.

- Preparing and cooking vegetables.
  - Vegetables cuts
  - Identification of raw material .
  - Identification of kitchen equipment .
  - Method of cooking and its application on various basic preparations.
  - Preparing and cooking Stocks\ Roux
  - Preparation of Basic continental sauce and its derivatives
  - Various preparations using basic sauces
2. Continental menu comprises of various courses.

### **F & B Service - I**

#### **BHM-3152**

1. Opening and 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 holding are using service gears, carrying plating by using trays & salver, using service plate, carrying clearance of dirty cutleries & crockery's..
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
10. Procedure for laying table
  - i) Basic a la carte
  - ii) Basic Table D'hôte
  - iii) Service of Breakfast- Continental, English & American.
- 11) Room service tray setup.

## **Front Office - I**

### **BHM - 3153**

1. Receiving telephone calls.
2. Familiarization of reservation tools.
3. Learn to take Reservations 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.

## **Accommodation Operation - I**

### **BHM - 3154**

- 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.