

## **Food Production -II**

### **BHM - 3201**

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

The Student will get knowledge about:

1. The planning, factor and types of menu ,need to understand points to be consider while planning menu.
2. Need to understand definition ,and types of breakfast cooked in India and all around world.
3. To understand production, by products and uses of common commodities used in kitchen like milk, cheese.
4. Need to tell what to be consider while purchasing vegetables ,fruits and there uses in kitchen.
5. Origin ,process and uses of cereals ,legumes ,spices & herbs.
6. Salads its origin, types and dressing .
7. Basic knowledge of Indian curry, gravies, breads, sweets & accompaniments.

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

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

1. Able to understand definition uses and types of menu with standard recipes formulation and its format use in hotel industry.
2. Different types of breakfast(English, American ,Indian) with its preparation of some items used to serve in breakfast
3. Commodities like milk, cheese ,cereals, legumes and spices its origin and uses .
4. Salient feature of making good salad its dressing & presentation .
5. Able to make Indian gravy, curry, sweets ,breads and accompaniment.

<b>Module</b>	<b>Course Topics</b>	<b>Total Hours</b>
1	<b>MENU PLANNING RECIPE FORMULATION:</b> Menu Planning: Factors affecting menu planning. Standard Recipes: Definition, writing, format and costing. <b>BREAKFAST COOKERY</b> English, American, Indian -regional Breakfast Eggs, cereals, rolls and other breakfast varieties	18
2	<b>COMMODITIES</b> MILK AND MILK PRODUCTS: Composition of milk, storage, types of milk, cream, butter, curd CHEESE: Production of cheese, classification of cheese, cheese from different countries. VEGETABLES: Classification, selection ,effects of heat. FRUITS: Classification, selection and, uses in cookery. NUTS & SEEDS: Definition ,uses.	15
3	<b>FOOD COMMODITY</b> <b>CEREALS&amp; LEGUMES:</b> Sources, variety, uses, storage. <b>SPICES &amp;HERBS</b> Definitions ,classifications, uses & source.	13
4	<b>SALADS</b> Introduction, Composition Of Salads, Types Of Salad, Salad Dressing, Emerging Trends In Salad Making, Salient Features Of Preparing Good Salads. <b>KNOWLEDGE OF INDIAN FOOD: ingredients, &amp; gravies</b> <b>STUDY OF INDIAN SWEETS, ACCOMPANIMENTS&amp; INDIAN BREADS</b>	14

**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

**F & B Service - II**  
**BHM - 3202**

**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	<b>RESTURANT SERVICE:</b> Forms and methods of services: English; French ,American and Russian Services Mise- en-place, side-board, mise-en-scene. etc. Receiving the Guests & Social Skills Service of a Table	15
2	<b>TYPE OF MEALS &amp; MENU:</b> Types of meal: Breakfast Lunch/Dinner/Supper/Brunch/High tea, Afternoon snacks.	15

	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.	
3	<b>RESTAURANT OPERATION CONTROL SYSTEM</b> 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 & credit sales. Volume forecasting.Control by selling price.	15
4	<b>TOBACCO</b> History of tobacco Processing and manufacturing of tobacco cigarettes, cigar &their shape, size and colour. Hookah and Pipe. Storage and service of cigarettes and cigar, national & international brand name of cigars & cigarettes	15

#### 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**  
**BHM - 3203**

**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	<b>Check in procedure:</b> Greeting the guest. Pre Registration Process Registration: Meaning, Registration Records, system of registration, importance of registration & registration process Allotment of rooms keys	14
2	<b>Check in procedures for special cases:</b> Confirmed Reservation Foreigners. VIP's. Walk-in. Scanty Baggage Meaning of Form C, Passport & Visa, types of passport & Visa	15
3	<b>Handling Group Arrivals</b> Types of groups.	13

	Rooming list. Pre arrival procedures. Welcoming and handling of group at the time of actual check-in. Room change procedure.	
4	<b>Night Audit</b> Meaning, duties and responsibilities of night auditor. Preparation of transcript. Night Audit Process. Preparation of reports like expected arrival & Departure report, Occupancy Report & High Balance Report.	18

**Reference Books:**

Dennis L. Foster: Back Office Operation & Admn.

Sudhir Andrews: Hotel Front Office

Kasavana & Brooks: Managing Front office Operations

Jatashankar R. Tewari- Hotel Front Office Operations & Management

**Accommodation Operation - II**

**BHM - 3204**

**Course Objective:-**

The students will get knowledge about:

1. The public area cleaning task.
2. Types of guest rooms and their layout.
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. Floor rules and rooms layout
3. Experience of all housekeeping routines system.
4. The uses and composition metal, leather glass, wood etc.

<b>Module</b>	<b>Course Topics</b>	<b>Total Hours</b>
1	<b>Room layout and guest supplies.</b> Standard room, VIP room, deluxe room, suit room Guest special request Types of guest room with sizes. Guest room status report. Floor rules Service and facilities offered by various hotel.	15
2	<b>Area of cleaning-</b> Guest room Front of the house Back of the house.	15
3	<b>Daily routines &amp; systems of housekeeping department:</b> 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	15
4	<b>Composition, care and cleaning of:</b> Metals, glass, leather, plastic, ceramic and wood.	15

#### **Reference Books**

Hotel Hostel and Hospital Housekeeping – Joan C Branson & Margaret Lennox (ELBS).  
Hotel House Keeping – Sudhir Andrews Publisher: Tata Mc Graw Hill.  
Hotel Housekeeping Operations & Management – Raghubalan, Oxford University Press.  
Housekeeping and Front Office – Jones Security Operations By Robert Mc Crie, Publishe: Butterworth – Heinemann  
The Professional Housekeeper – Tucker Schneider,; Wiley Publications

### **Communicative English HSAE-2201**

#### **Course Objectives:**

- To make the students aware of the fundamentals of communication and its types and various levels;
- To train them techniques and methods of vocabulary building and paragraphs writing and make communication effective and impressive;
- To groom them expert in oral as well as written communication with the knowledge of various forms and formats;
- To make them understand the role of Nonverbal (Kinesics)in Communication
- To enhance their capacity for comprehension, creative and critical thinking;

#### **Learning Outcome:**

The successful completion of the course students will be able to:

1. Understand the meaning of communication and its various applications;

2. Form and apply suitable vocabulary, phrases and sentences in communicating variety of situations;
3. Able to use variety of forms/formats and techniques required in different levels of communication;
4. Maintain congruity between verbal and nonverbal communication;
5. Able to comprehend and clarify the intricacies of art of communication.

Module	Course Topics	Total Hours
I	<p><b>Fundamentals of Communication:</b></p> <p>(B1, Ch. 1) Communication: Definition, Nature, Origin, Scope, Features and Process of communication;</p> <p>Types of Communication: Verbal and Non-Verbal, Formal and Informal, Oral &amp; Written Communication and technical and general Communication;</p> <p>Levels of Communication: Extra-personal, Intra-personal, Interpersonal, organisational, Grapevine, Group and Mass Communication; Language as a Tool of Communication; The Flow of Communication: Vertical (Upward and Downward), Lateral or Horizontal; Non- Conventional types of Communication: Assertive, Aggressive and Passive Aggressive.</p> <p>(B1, Ch. 2) Barriers to Communication: definition; types: Physical, Semantic, Psychological barriers or Extra- personal, Intra-personal, Interpersonal, and Organizational barriers, How to Overcome these Barriers;</p>	22
II	<p><b>Creativities in Communication</b></p> <p>(B1, Ch. 17) <b>Word Formation:</b> Affixation, Compounding, Blending, Conversion, Enriching <b>Vocabulary:</b> Synonyms, Antonyms, Homophones, Homonyms, One word Substitution, Foreign Words &amp; Phrases;</p> <p>(B1, Ch. 10) <b>Forms of Writing and Techniques:</b> Note taking, Reviewing, Interpreting, Paraphrasing and (B1, Ch. 13) Précis Writing, (B1, Ch. 12) Pre-Requisites of Good Sentences; Essentials of Good Sentences, Common Errors to be avoided</p> <p>(B2, Ch. 20) <b>Requisites of Good Paragraph Writing:</b> Unity, Coherence, Clarity, Proper Length, Emphasis, Logical Sequencing, Development of Paragraphs;</p> <p><b>Methods of Writing:</b> Inductive, Deductive, Chronological, Spatial,</p>	10



	Comparison & Contrast, Question to Answer, Interruptive, Illustrative;	
<b>III</b>	<p><b>Business Communication</b></p> <p>(B1, Ch. 15) Principles, 7 C's of technical Communication; Formats of Business Letters; <b>Types of Letter:</b> Sales &amp; Credit Letters, Inquiry, Quotation &amp; Reply Letters, Letters for Placing &amp; Fulfilling Orders, Complaint, Claim &amp; Adjustment Letters; Email</p> <p><b>Job Letters:</b> Cover letters, Resume</p> <p>(B1, Ch. 13)<b>Reports:</b> Definition, Significance, Features &amp; Purpose, <b>Types:</b> Formal , Informal, Periodic, Informational, Analytical;</p> <p><b>Formats &amp; Structures of Reports:</b> Letter Format, Memo Format, Printed Format, Manuscript Format; Writing of a Report Structure of Manuscript Format;</p> <p>(B1, Ch. 14) <b>Proposals:</b> Definition, Significance, Features &amp; Purpose; Types &amp; Structures: Solicited &amp; Unsolicited, Business, Research, Technical; Structure of Technical Proposals.</p>	12
<b>IV</b>	<p>(B1, Ch. 7) <b>Presentation Strategies:</b> Purpose, Scope, Understanding Audience &amp; Locale, Organizing contents, Audio-Visual Aids;</p> <p><b>Modes of Presentation:</b> Manuscript, Impromptu, Memorization, Extempore;</p> <p><b>Non-Verbal Dimensions of Communication:</b></p> <p><b>Kinesics:</b> Gesture, Posture, Facial Expression, Eye Contact; Oculecsis, Paralinguistics, Proxemics, Artifacts, Chronemics, Haptics, Olfactics and Chromatics.</p> <p>Ice-Breaking. Group Discussion and its Etiquettes, Interviews (B1, Ch. 6) Telephone Etiquettes, Dining Etiquettes. (B1, Ch. 8)</p>	16

### Text Book

1. Minakshi Raman et al. Technical Communication, New Delhi: Oxford University Press, 2014.
2. Ashraf Rizvi, Effective Technical Communication, Chennai: Tata McGraw Hill, 2018.

**Reference Books:**

1. Singh, R.P. Functional Skills in Language & Literature, New Delhi: Rupa, 2007.
  2. Sharma, Sangeeta et al. Communication Skills for Engineers and Scientists, New Delhi: PHI, New Delhi, 2009.
- Shukla, Aditya. Professional Communication, Pune: Technical Publication

**Nutrition**  
**BHM - 3206**

**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	<p>Introduction to nutrition: Definition of Nutrition; Importance and scope; the various nutrients.</p> <p>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 &amp; Absorption of food in human body.</p> <p>Role of Nutrients in our Body-I Carbohydrates: Classification, functions, Deficiency and excess of carbohydrates, Sources.</p> <p>Proteins: essential amino acids, classification of protein, functions of proteins, Systems of protein Deficiency, Protein energy malnutrition (P.E.M.), Sources of protein.</p> <p>Fats, classification of fats, functions of fats, excess and deficiency.</p>	15
2	<p>Role of Nutrients in our Body – II Vitamins: Classification of vitamins function deficiency &amp; excess and sources of all vitamins.</p> <p>Role of Nutrients in our Body – III Minerals: Sources and functions &amp; deficiency of various minerals – Iron, Calcium, Iodine, Sulphur, Potassium, Phosphorous, Sodium, Zinc etc. (elementary study only). Water: Function and sources.</p> <p>Balanced Diet: 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 &amp; women; nutritional requirements during specific conditions viz, pregnancy and lactation.</p> <p>Effect on nutrients while: Storage. Pre-preparation. Cooking.</p>	15

#### Reference Books

Fundamentals of Food & Nutrition : Mudaambi & Rajgopal

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

## **PRACTICALS:**

### **Food Production - II**

#### **BHM – 3251**

- 1- Writing of menu Indian and continental course by course.
- 2- Breakfast preparation ,eggs(soft boiled, bulls eyes, spanish omeltte),potatoes(lyoniasse, jacket,mash )etc.
- 3- Various Cooking methods applied on grains like rice, pulses, vegetables and fruits .
- 4-Preparation of green gravy,yellow gravy,white gravy,Indian breads(tandoori, naan,missi roti)etc.
- 5-Preparation of Indian sweets(phirini,kheer,double ka meetha )etc.

### **F & B Service - II**

#### **BHM - 3252**

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.

### **Front Office - II**

#### **BHM - 3253**

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.

### **Accommodation Operation - II**

#### **BHM - 3254**

##### **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. 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**