

KITCHEN OPERATIONS & MANAGEMENT

MHM1201

Course Objective:-

The Student will get knowledge about:

1. The various types of soups, sauces and stocks.
2. Food commodities.
3. Fish and poultry.
4. Meat and pork

Learning outcome:-

At the end of course the student will have the knowledge about:-

1. Basics of continental cookery.
2. Soups, sauces and stocks.
3. Various food commodities.
4. Deep knowledge of fish, poultry, meat, pork, their cuts and usage

Module	Course Topics	Total Hours
1	<p>FOUNDATION OF CONTINENTAL COOKERY: Stock: Definition, Classification and types, Rules for stock preparation, Recipe of Various Stocks. Soups: Definitions, Classification on soups; Examples. Sauces: Definition, Use and importance of sauces. Mother sauces- Recipes, Derivative sauces. Garnishes and Accompaniments.</p> <p>SELECTION OF RAW MATERIALS</p> <p>EGGS: Structure of an egg, purchase specifications & quality grading, composition & food value, storage</p> <p>FISH: Classification of Fishes , purchasing & selection qualities, handling-scaling, filleting, skinning, pulling bones, fish cuts and uses, storage, application & cooking methods.</p> <p>POULTRY: Various Poultry & Games used in cookery, classification, Cuts, Purchasing & Selection qualities, food value, storage, application & cooking methods, cutting, deboning, Trussing & stuffing.</p> <p>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</p>	15

	<p>Procedure, Rigor Mortis, application& cooking methods.</p> <p>PORK:</p> <p>Cuts, food value, purchasing, butchering procedure, Processed Meat-Ham, Bacon, Sausages, Salami</p>	
2	<p>LARDER</p> <p>Definition, function, importance, layout and planning of larder department</p> <p>Staff organization, Cold food presentation, ASPIC & chaudfroid, Cold starters, Charcuterie, terrines, galantines, pate and mousses</p> <p>INTERNATIONAL CUISINES</p> <p>Chinese Cuisine, Italian Cuisine, Mediterranean Cuisine</p> <p>Importance of herbs and spices used , cooking methods of particular cuisine</p> <p>FUNDAMENTALS OF A BAKERY KITCHEN</p> <p>Identification and handling of raw materials -Wheat & wheat flour, sugar, fat, Yeast, water, salt, milk etc.</p> <p>Functions of ingredients in bakery products.</p> <p>Method of bread making:</p> <p>(i) Straight dough method, (ii) Sponge and dough method, (iii) Salt delayed method, (iv) Flying ferment method.</p> <p>Bread faults and remedies</p> <p>Bread diseases</p> <p>Bread varieties</p> <p>BAKERY SCIENCE CAKE MAKING:</p> <p>Functions of ingredients.</p> <p>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.</p> <p>Cake faults and remedies</p> <p>Various types of basic paste:-choux paste, short crust paste, puff paste, flaky paste, hot water paste, Danish paste</p>	15

REFERENCE BOOKS:

1. Theory of cookery – Cinton Cesarane.
2. Theory of cookery – Krishna Arora.

Banquet & Bar Management

MHM1202

Course Objective

The students will get knowledge about:

- 1) Able to understand the banquet booking procedure.
- 2.) Able to understand the toast procedure.
- 3) Able to identify the layouts of different types of bar..
- 4) Able to understand methods of beverage control.

Learning outcome:

By the end of this semester students should know about:

- 1) Understand the organization chart of banquet department.
- 2) Understand the professional attributes of banquet staff.
- 3) Understand the bar equipments used in bar operations
- 4) Understand the concept of responsible service of alcohol. .

Module	Course Topics	Total Hours
1.	History, Types, Organization of Banquet department, Duties & responsibilities, Sales, Booking procedure, Banquet menus BANQUET PROTOCOL Space Area requirement, Table plans/arrangement, Misc-en-place, Service, Toast & Toast procedures INFORMAL BANQUET Reception, Cocktail parties, Convention, Seminar, Exhibition, Fashion shows	16
2.	Introduction, Beverage Management, Brief History, Types of Bar Lounge & Bar Service, Organization of Lounge Bar, Syrups and Other Non- Alcoholic Beverage, Mix Drinks Introduction, Bar Section details, Bar Shapes: Planning Criteria Bars, Plans, Elevations & Sections, Themes & Concepts Bar Equipment, Glass wares, Responsible service of Alcohol Method of Beverage Control, Stock Control in the Bar, Portion Control, Bar Licenses	14

REFERENCE BOOKS:

- | | |
|------------------------|----------------------------------|
| 1. Michael M Coltman | Beverage Management |
| 2. Lipenski & Lipenski | Professional Beverage Management |
| 3. Mahendra Singh Negi | Handbook of Bar & Beverage |

Hotel Revenue & Information System MHM1203

Course Objective:-

The Student will get knowledge about:

1. Guest departure Procedure and modes of payment settlement.
2. Night auditor duties & responsibilities and its functions
3. Types of rooms tariff, basic formulas, legal aspects
4. Importance, objectives, tools, benefits of Yield management
5. Front office computer operations in hotels

Learning outcome:-

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

1. Understand the Guest departure Procedure and modes of payment settlement
2. Understand the Night auditor duties & responsibilities and its functions
3. He would become aware room tariff, basic formulas, and legal aspects
4. Understand Yield management and front office computer operations

Module	Course Topics	Total Hours
1	Departure Stage Guest Departure Procedure and Post Departure Activities at Front Desk – Guest History Card, Problems during Guest Check out and their solutions, Modes of Settlement : Cash, Credit card, Bill to Company, Foreign Exchange, Travel Agent Voucher, Travelers cheque, online mode. Different types of Folios & Vouchers. Guest Accounting Cycle Night Auditing, Concept of Night Auditing, Purpose of night audit function, Night auditor's Job Night audit process	15
2	Room Tariff Formulation Factors affecting Room Tariff Basis for establishing end of the day, Rack Rate & types of discounted rates, Basic formulas : Occupancy Percentage, Average Daily Rate, Average Rack Rate, Revenue Per Available Room some important legislation applicable on hotels in India. Yield Management meaning, Objectives & benefits of yield management, Tools & strategies of yield management	15

	Front Office Computer Operation P.M.S, - Micros, Amadeus, IDS Fortune, Shaw man, G.D.S, C.R.S	
--	---	--

REFERENCE BOOKS:

- 1) Sudhir Andrews: Hotel Front Office
- 2) Kasavana& Brooks: Managing Front office Operations
- 3) Jatashankar R. Tewari- Hotel Front Office Operations & Management

Interior Decorations MHM1204

Course Objective:-

The Student will get knowledge about:-

1. Apply the elements of art in designing interiors
2. Interior decoration and flower arrangement
3. Importance of renovation in housekeeping.
4. Furniture & its arrangements

Learning outcome:-

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

1. Principle of design while coordinating interiors
2. The significant role played by color, light, floor finishes, wall covering, various kind of window treatments.
3. The different types of renovation differentiate between refurbishing and redecoration
4. Students know about their room renovation.

Module	Course Topics	Total Hours
1	INTERIOR DESIGNING: - Importance, Definition & Types, Classification, Principles of Design: - Harmony, Rhythm, Balance, Proportion, and Emphasis, Elements of Design: - Line, Form, Colors, and Texture. FLOWER ARRANGEMENT:- Equipment and material required, Purpose of flower arrangement, placement and level of placement with relevant examples Styles and Principals of flower arrangement, Indoor plants	15
2	INTERIOR DECORATION: Color, Light and lightening system, Role of accessories, Window & Window Treatment, Furniture & its arrangements: types of furniture & selection of furniture Soft Furnishings – Curtains, cushions, bedspread Selection of furnishing fabrics. Floor Furnishings–Floor coverings & Wall covering. RENNOVATION OF ROOMS <ol style="list-style-type: none">a. Reasons to renovateb. Types of renovationc. Refurbishing	15

REFERENCE BOOKS:

- 1) Hotel Housekeeping Operation And Management G. Raghubalan And Smritte Raghubalan
- 2) Hotel, Hostel and Hospital Housekeeping –Joan Branson And Margaret Lennox
- 3) Hotel House Keeping – Sudhir Andrews Publisher: Tata Mc Graw Hill.

Principles of Management

MHM1205(A)

Course Objective:-

The Student will get knowledge about:

- 1) Understand the importance of Management in the business operations
- 2) Acquire the planning of Management
- 3) Understand the process of Staffing
- 4) Attain the knowledge of controlling

Learning outcome:-

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

- 1) Understand the function of management
- 2) Understand the types of organization system followed in business operations
- 3) Understand the principles of directing
- 4) Understand the essential qualities required of a good leader

Module	Course Topics	Total Hours
1	Management Definition, Nature, Functions, Principles of Management Evolution of Management thought: Scientific Theory, Administrative Principles, Human Relations Approach, System approach, Contingency Approach Planning & Organizing Meaning, Types of Plans Meaning and Importance of Organizing Various types of Organization Systems	13
2	Staffing and Directing: Meaning and Importance of Staffing Process of Staffing Meaning, Importance and Principles of Directing Leadership Meaning and Definition of Leadership Types of Leadership, Essentials of Good Leader Controlling Meaning and Importance of controlling Process of Control Techniques of Control	17

REFERENCE BOOKS:

- 1) Principles and Practices of Management: L.M. Prasad, Sultan Chand & Sons

- 2) Essentials of Management: An International, Innovation and Leadership Perspective: Harold Koontz and Heinz Weihrich, McGraw Hill Education
- 3) Management: Principles and Practice: R.S. Gupta, B.D. Sharma, and N.S. Bhalla, Kalyani Publishers
- 4) Principles of Management:: P.C. Tripathi and P.N. Reddy, McGraw Hill Education

Introduction to Sale Management

MHM1205(B)

Course Objective:-

- 1) To provide students with foundational knowledge of sales management principles in the hospitality sector.
- 2) To develop skills in planning, managing, and evaluating hotel and hospitality sales strategies.
- 3) To enable students to understand customer relationship management and sales techniques.

Learning outcome:-

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

- 1) Understand the Core Concepts of Sales in Hospitality:
- 2) Students will comprehend the definition, scope, and functions of sales management, and differentiate between selling and marketing in the context of the hospitality and tourism industry.
- 3) Apply Strategic Sales Techniques and Planning Tools:
- 4) Students will be able to utilize CRM systems, digital marketing tools, and social media platforms to enhance sales strategies and customer engagement in the hotel and tourism sectors.

Module	Course Topics	Total Hours
1	Fundamentals of Sales Management Definition, nature, and scope of sales management, Role of sales in hospitality and tourism, Selling vs. marketing, Sales objectives and functions, Types of hospitality sales (room, banquet, MICE, F&B, corporate, etc.)	15
2	Sales forecasting and budgeting, Territory management and routing, Time and activity management for sales teams, Key account management in hospitality Sales promotion tools in the hospitality industry ,Role of digital marketing in sales, CRM systems and data-driven sales, Use of social media and e-commerce platforms for hotel sales	15

REFERENCE BOOKS:

1. Sales Management: Analysis and Decision Making: Thomas N. Ingram, Raymond W. LaForge, Ramon Avila, Charles H. Schwepker, Michael R. Williams
2. Hospitality Sales and Marketing: James R. Abbey
Marketing for Hospitality and Tourism: Philip Kotler, John T. Bowen, James Makens, Seyhmus Baloglu
3. Principles of Sales Management: Charles Futrell
4. Hospitality Marketing Management: Robert D. Reid, David C. Bojanic

Technical Communication

MHM1206

Course Objective:-

The Student will get knowledge about:

- 1) Understand the meaning and importance of communication.
- 2) Acquire the requisite specification for verbal communication.
- 3) Attain the importance of Listening
- 4) Develop an overview of nonverbal communication.

Learning outcome:-

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

- 1) Understand the role of communication in hospitality industry
- 2) Understand the verbal and non verbal model of communication
- 3) Understand the different formats of business communication
- 4) Understand the method of paragraph development

Module	Course Topics	Total Hours
1	Fundamentals of Communication: Communication: Definition, Nature, Scope, Process of communication, Types of Communication: Verbal and Non-Verbal, Formal and Informal & Oral & Written Communication, Flow of Communication: Vertical (Upward and Downward, Lateral, Horizontal)Barriers to Communication: How to Overcome these Barriers, Essentials of Effective Business Communication (7Cs model) Listening : meaning importance of listening, types of listening, barriers to listening, activities to improve listening	13
2	Types of Communication FORMAL VERBAL COMMUNICATION: Group discussion, Interview, Business presentation. Written Communication – Formats of Notices, Memorandum, Agenda, Business Letter format, Resume, Report writing – meaning, types of report and format of report. Methods of Writing Paragraph: Inductive, Deductive, Chronological, Spatial, Comparison & Contrast, Question to Answer, Interruptive, Illustrative. Essentials of Good Paragraph Writing: Unity, Coherence, Clarity, Proper Length, Emphasis,	17

	Logical Sequencing, Development of Paragraphs	
	Nonverbal communication – meaning, types and importance	

REFERENCE BOOKS:

- 1) Business Communication: Meenakshi Raman & Prakash Singh, Oxford Publication
- 2) Business Communication: Concepts, Cases and Applications: P.D. Chaturvedi & Mukesh Chaturvedi, Pearson Education
- 3) Business Communication: K.K. Sinha, Galgotia Publishing Company
- 4) Business Communication: C.B. Gupta, Sultan Chand & Sons
- 5) Effective Business Communication: Herta A. Murphy, Herbert W. Hildebrandt, and Jane P. Thomas, McGraw Hill Education

Practical

Kitchen Operations & Management

MHM1251

- 1) Recapitulation of previous semester.
- 2) Preparation of salmi ,bacon, sausage .pate etc
- 3) Preparation international menus of different cuisine of word like china, Italy
- 4) Various non edible carvings from wax, salted dough etc.
- 5) Making of famous dessert, mousse, custard ,tiramuse etc.
- 6) 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,
- 7) vol-an-vent, cream horns etc.
- 8) Choux pastry and its products: Éclairs, profit rolls.
- 9) Sponge cakes: Genoise sponge, fatless sponge.
- 10) Icing: Butter, icing, glazed, icing.
- 11) Cookies with basic cookie paste
- 12) 50 FAQ's related to Food Production

Banquet & Bar Management Practical

MHM1252

- 1) Types of banquet layouts
- 2) Identify types of banquet equipment, furniture and fixtures
- 3) Plan banquet menus and promotional material
- 4) Types of banquet functions and services
- 5) To study staffing i.e. number of service personnel required for various functions
- 6) Cost control by reducing breakage, spoilage and pilferage
- 7) Par stock maintained (glasses, cutlery, crockery etc) & Store room – stacking and functioning
- 8) Bar setup, Mise-en-place preparation
- 9) Liaison with f & b controls for daily inventory

- 10) Inter bar transfer and service accessories maintained, and preparation of the same before the bar opens
- 11) Types of garnishes and service accessories maintained, and preparation of the same before the bar opens
- 12) To know the different brands of imported and local alcoholic and non-alcoholic beverages
- 13) 50 FAQ's related to F & B Service

Hotel Revenue & Information System Practical MHM1253

- 1) Recapitulation of previous semester
- 2) Guest Departure Procedure at Front Desk
- 3) Post Departure Activities at Front Desk
- 4) Familiar with Room Tariff Formulas
- 5) Familiar with the PMS
- 6) Handling different situations like drunken guest, guest complains
- 7) 50 FAQ's related to Front Office

Interior Decoration Practical MHM1254

1. Revision and Recapitulation of previous semester.

2) 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

3) FLOWER ARRANGEMENT

a) Identification of equipment and material required for flower arrangement

b) Practice of different styles of flower arrangements

2. Pests control methods

4) Floor polishing and finishing:

a. Different stones like granite, marble, sand stone and other hard surfaces.

b. Wooden

c. Synthetic flooring

d. Soft flooring.

5) 50 FAQ's related to Accommodation Operation

Project Report& Field Work

MHM1255

Course Objective:-

The Student will get knowledge about:

- 1) To expose students to real-world challenges and operational practices in the hospitality industry.
- 2) To develop students' ability to undertake independent research and field-based investigations.
- 3) To enhance skills in data collection, critical analysis, and interpretation within hospitality contexts.
- 4) To promote effective report writing and professional presentation of project findings.

Learning outcome:-

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

- 1) Conduct field-based research and gather relevant hospitality data.
- 2) Analyze and interpret field findings to identify industry trends and solutions.
- 3) Develop a well-structured academic or industry project report.
- 4) Present project outcomes confidently through oral viva and discussion

Module	Course Topics	Total Hours
1	Guidelines The final project report should be submitted in the following format: A. Cover Page Project Title Student Name, Roll Number Institute Name and Logo Supervisor's Name Submission Month and Year B. Certificate (Signed by student and supervisor) C. Declaration (Student's own work) D. Acknowledgment E. Table of Contents F. Main Chapters Introduction – Background, rationale, objectives Review of Literature – Theoretical framework and past studies Research Methodology – Sample, tools, techniques, scope, and limitations	60

	<p>Data Analysis and Interpretation – Tables, charts, analysis</p> <p>Findings and Suggestions</p> <p>Conclusion& Recommendations</p> <p>G. Bibliography/References (APA or MLA format)</p> <p>H. Appendices (Questionnaire, interview transcripts, photos, etc.)</p>	
--	---	--