

# Food Production Operations

## MHM1101

### 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 Indian cuisine.

### Learning outcome:-

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

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

Module	Course Topics	Total Hours
1	<b>Introduction to Professional Cookery</b> Culinary history. Kitchen Brigade Duties and responsibilities of Kitchen Staff Responsibilities of each section. <b>Kitchen &amp; Personal Hygiene</b> Personal Hygiene Cleanliness of surface & Garbage Disposal <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	15
2	<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.	15

	<b>COMMODITIES</b> MILK AND MILK PRODUCTS: Composition of milk, storage, types of milk, cream, butter, curd CHEESE: Production of cheese, types of cheese. VEGETABLES: Classification, selection FRUITS: Classification, selection	
3	<b>KNOWLEDGE OF INDIAN FOOD: ingredients, spices &amp; gravies</b> <b>STUDY OF VARIOUS REGIONAL CUISINES</b> - PUNJABI - KASHMIRI - SOUTH INDIAN - MAHARASTRIAN - MUGHALI - RAJASTHANI <b>STUDY OF INDIAN SWEETS, ACCOMPANIMENTS &amp; INDIAN BREADS</b>	15

#### REFERENCE BOOKS:

- 1) Sudhir K. Shibal : The Ashok book of Favourite Indian Recipes
- 2) MadhurJaffery's : Cook Book
- 3) ChandalPadmanabhan :Dakshin Veg. Delicacies from South India
- 4) J. Inder S. Kalra : Prasad Cooking
- 5) Jane Grigson : The Book of Ingredients
- 6) K.T. Achaya, Oxford : Indian Food
- 7) Le rol a. Polsom : The Professional Chef

# **Food and Beverage Service Operation & Management**

## **MHM1102**

### **Course Objective:-**

The Student will get knowledge about:

1. Develop an overview of Food & beverage industry in India & abroad.
2. Acquire the requisite specifications for competent service of Food and Beverage
3. Attain the knowledge of 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. Understand the Professional attributes of F& B staff.
3. Understand the classification of non –alcoholic beverages.
4. Understand the types of Table Service followed in Restaurant

<b>Module</b>	<b>Course Topics</b>	<b>Total Hours</b>
1	Food and Beverage Service Industry : Introduction to Food & Beverage Industry , Classification and description of Catering Establishments , Familiarization of Food & Beverage Outlets and Ancillary Sections.	10
2	Hierarchy of F&B Department of Hotel, Job description/ Job Specifications of F&B staff , Attributes and Etiquettes of F&B staff ,French terms related to F&B staff, Modern Staffing in various hotel , Coordination of F&B dept. within and with other departments  Mise-en-scene and Mise-en-place, Classification of Services methods, Table Service, Assisted Service, Self Service, Single Point Service, Specialized/In Situ Service	20
3	Classification (Nourishing, Stimulating and Refreshing Beverages) i. Tea ii. Coffee iii. Milk Based Drinks - Drinking Chocolate, Malted Beverages, Milk shake (Origin, Manufacturing Process, Types, Brands) , . Aerated Drinks, Squashes, Juices (Types, Brands) , . Water – Types, Brands	15

**REFERENCE BOOKS:**

- 1) Food and Beverage Service, 9th Edition by John Cousins , Dennis Lillicrap, Suzanne Weekes.
- 2) Food & Beverage Service Management- Brian Varghese
- 3) Food & Beverage Service Training Manual - Sudhir Andrews, Tata McGraw Hill.
- 4) Food & Beverage Service Lillicrap & Cousins, ELBS
- 5) Introduction F& B Service- Brown, Heppner & Deegan
- 6) Food & Beverage Service- R. Singaravelavan, Oxford publication

# **Front Office Operations & Management**

## **MHM1103**

### **Course Objective:-**

The Student will get knowledge about:

1. Classification, categorization & Function of each section of Hotels.
2. Duties & responsibilities of the staff in the different sections.
3. Types of rooms, food meal plan types of guest.
4. Importance, room & meal plans, modes, tools of reservation and registration.
5. Front office guest services in Hotels

### **Learning outcome:-**

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

1. Understand the Classification, structure and function of each section of Hotel.
2. Understand the Reservation & Registration in Front office.
3. He would become aware of check-in procedure in special cases.
4. Understand and able to handle guest services

<b>Module</b>	<b>Course Topics</b>	<b>Total Hours</b>
1	<b>Introduction to Front office</b> Definition of modern hotel, Classification And Categorization of Hotels in India, Importance of front office in the hotel. Lay out of Front office department, structure and functions of each section. Organizational set-up of Front office Department Duties & Responsibilities of Front Office staff, Attributes of Front Office staff.	13
2	<b>Basic Information for Front Desk Agents</b> Types of rooms, Meal plans, & Guest Cycle <b>Reservation &amp; Registration</b> Definition, Importance of Reservation. Types of reservation, Various Sources of Reservation Reservation Process & Reservation Form Cancellation And Amendment Procedure <b>Registration</b>	20

	Meaning, Pre-registration activities, Methods of registration, Check in procedures for special cases: Confirmed Reservation, Foreigners, VIP's., Walk-in. Scanty Baggage & Group.	
3	<b>Guest Services</b> Handling guest mails & Messages, Guest Complaint & Handling Procedure Room Change Procedure Bell boy role at the time of check in and check out <b>Other terms</b> Passport, Visa meaning their types & Form C	12

**REFERENCE BOOKS:**

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

## Accommodation Operation Management MHM 1104

### 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) Planning and organizing of the linen room and uniform room and purchasing cycle and procedure of linen.
- 4) New trends in safety and security

### 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) Linen room activities and managing Stock control.
- 4) Learn about safety & Security

Module	Course Topics	Total Hours
1	<b>Housekeeping As a Department:</b> Meaning and definition: Importance of Housekeeping; Responsibilities of Housekeeping Department, Planning & Organizing in the Housekeeping department. Job Description and Job Specification of staff in the department, Attributes and Qualities of the Housekeeping staff, Inter departmental Coordination with more emphasis on Front office and the Maintenance department. Housekeeping control desk – Importance, Housekeeping control desk importance, role; Types of registers and files maintained; Types of Keys and Keys control; Lost of Found procedure and formats.	15
2	<b>Cleaning Science:-</b> Types of cleaning equipments and Agents, selection, general principles; Types of cleaning - daily, weekly spring and deep cleaning, Cleaning of Public Areas: Cleaning process, Cleaning and upkeep of Public areas, (Lobby, Cloak rooms/ Restaurant/bar/banquet halls/Administration offices/Lifts and Elevators/Staircase/back areas/Front areas/ Corridor), Pest Control: Types of pests,	15
3	<b>Hotel linen: -</b> Classification: Room linen, F&B linen, miscellaneous linen. Selection criteria & stock requirements. <b>Store and stock control</b> a. Store room control	15

	b. Inventory and requisitions Par Stock and Stock taking <b>Laundry management</b> <b>Trends In Safety &amp; Security</b> <ul style="list-style-type: none"> <li>• Work Environment Safety</li> <li>• Potential Hazards in Housekeeping</li> <li>• Crime Prevention</li> <li>• Types of keys</li> </ul> <b>Purchasing Procedures Of Linen And Other Supplies</b> <b>Housekeeping Budgeting</b>	
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**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.



**HEALTHY LIVING & FITNESS**  
**MHM1105(A)**

**Course Objective:-**

- 1) Develop an overview of health dynamics and their practical applications.
- 2) Promoting healthy lifestyles and preventing chronic diseases through fitness.
- 3) Attain then effective communication in promoting healthy living practices.

**Learning outcome:-**

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

- 1) Understand the role of nutrition and fitness principles.
- 2) Understand the health and fitness programs suitable for hospitality.
- 3) Understand the general functions of the body.
- 4) Understand the harmful effect of junk food.

Module	Course Topics	Total Hours
1	The human body Understanding the location and general function of the body's major organs.	12
2	Diet and Health • Knowledge of dietary components (protein, lipids, carbs, vitamins, and minerals) • Value of fiber • Breakfast fruits and whole grains. Lifestyle diseases, Harmful effect of junk/processed foods, Dangers of obesity, Disease ensuing because of lifestyle e.g diabetes heart diseases etc. Stress management	33

**REFERENCE BOOKS:**

- 1) Corbin.CharlesBeetal. C.A., (2004)
- 2) Concepts of Fitness and Welfare Boston McGraw Hill.
- 3) Puri. K.Chandra.S.S. (2005).
- 4) Health and Physical Education. New Delhi: Surjeet Publications

## **Hotel Law and Ethics**

### **MHM1105(B)**

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

- 1) To provide a foundational understanding of legal and ethical issues in the hospitality industry.
- 2) To familiarize students with laws related to hotel operations, guest rights, liabilities, and safety.
- 3) To develop awareness about ethical practices in decision-making within the hotel and tourism sector.

#### **Learning Outcomes**

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

- 1) Identify and interpret legal principles governing hotel and hospitality operations.
- 2) Understand liabilities and rights of hoteliers and guests.
- 3) Apply legal and ethical considerations in hospitality management practices.
- 4) Assess the importance of contracts, licenses, permits, and safety regulations.

<b>Module</b>	<b>Course Topics</b>	<b>Total Hours</b>
<b>01</b>	<b>Hotel law</b> Introduction to Hotel and Hospitality Laws, Legal Definitions: Hotel, Guest, Innkeeper, Lodging Contract, Essential Licenses and Permits in Hotel Operations (FSSAI, Excise, Fire Safety, Pollution Control, Health, Tourism), The Indian Contract Act, 1872: Key Provisions Relevant to Hotel Industry, The Consumer Protection Act, 2019 and Guest Rights, Liabilities of a Hotel: Tort, Negligence, Fire, Theft, and Injury, The Food Safety and Standards Act, 2006, Labor Laws in Hotels: Minimum Wages Act, Payment of Wages Act, Shops & Establishment Act	15
<b>02</b>	<b>Hotel Ethics</b> Concept and Importance of Ethics in Hospitality, Code of Conduct for Hospitality Professionals, Ethical Decision Making in Hotel Operations, Workplace Ethics: Employee Rights, Harassment, Discrimination, Guest Privacy, Data Protection and Confidentiality, Environmental Ethics and Sustainability in Hotels, Corporate Social Responsibility (CSR) in Hospitality Industry, Case Studies on Ethical Issues in Hotels (real-world examples)	15

#### **REFERENCE BOOKS:**

- 1) "Hotel Law" by Amitabh Devendra – Oxford University Press
- 2) "Legal Aspects of Hospitality Management" by M.C. Kuchhal
- 3) "Ethics in Hospitality Management" by David Boella
- 4) "Hotel Law and Management" by R.K. Singla
- 5) "Professional Ethics and Human Values" by R.S. Naagarazan
- 6) "Legal Aspects of Business" by P.K. Gupta – McGraw Hill Education

## **Foreign Language French/German MHM1106**

### **Course Objective:-**

The Student will get knowledge about:

1. Identify & use small French expression, vocabulary, articles indefinite & definite, and auxiliary 1st group verbs.
2. Reading & Reciting various Expressions/vocabulary used for seasons, colors & telling the time; Counting (51-100); Translation; Comprehension based on simple text basic French introduction, fruits, vegetables & 1st group French verbs.

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

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

1. The French alphabets, numbers, days and months
2. Able to know the French grammar & converse in French
3. Able to know conjugation of Auxiliary verbs.
4. Able to converse and describe Indian festivals.

<b>Module</b>	<b>Course Topics</b>	<b>Total Hours</b>
1	Vocabulary & written expression: Expressions used for introduction, greetings, salutations; Days of the week; Month of the year; counting (1-50); translation (simple) Grammar: Definite article; Indefinite article; Subjective pronouns; Conjugation of auxiliary verbs & first group verbs (-er group in positive form in present tense) Oral/Situation: Presentez - vous: (in conversation) Civilization: Name of various countries and their nationality in French.	15
2	Vocabulary & written expression: Expressions/vocabulary used for seasons, colors & telling the time; Counting (51-100);  Translation; Comprehension based on simple text Grammar: Pronouns: Conjugation of first group verbs in negative & interrogative Adjectives. Oral/Situation: to be given by concern teacher Civilization: Name & description of Indian festivals	15

	& their importance-(2); Important Indian dishes, their preparation & ingredients-(2)	
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**REFERENCE BOOKS:**

1. Vasanti Gupta, Malini Gupta, Usha Ramchandran, Bon Voyage, W. R. Goyal Publishes and Distributions, New Delhi.
2. Odilechantellauechiari, Sophie, C and Chantal, D., Les Metiers de Tourism, Hachette, Paris
3. French for hotels, frank brothers, New Delhi

## **Practicals**

### **Food Production Operations**

#### **MHM1151**

Demonstration classes to make students familiar with:

- 1) 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.
  - Preparation of green gravy, yellow gravy, white gravy, Indian breads (tandoori, naan ,missi roti)etc.
  - Preparation of Indian sweets (phirini, kheer, double ka meetha )etc.
  - Menus comprising of five Dishes each to cover Indian Regional Cuisine.
- 2) 50 FAQ's related to Food Production

### **F& B operations & Management Practical**

#### **MHM1152**

- 1) Developing Organization Structure of various Food & Beverage Outlets
- 2) Determination of Staff requirements in all categories
- 3) Preparing Job Description & Specification
- 4) Conducting Briefing & Debriefing in Restaurant,
- 5) Drafting Standard Operating Systems (SOPs) for various F & B Outlets
- 6) Supervising Food & Beverage operations
- 7) Preparation & Service of non alcoholic beverages
- 8) Receiving and seating the guests
- 9) Role plays of Hostess Senior captain Steward/ Waiter Bus boy Trainee
- 10) 50 FAQ's related to F & B

## **Front Office Operations & Management Practical MHM1153**

- 1) Familiarization with Front Office Sections, Equipments and Furniture
- 2) Welcoming & Receiving of Guests
- 3) Telephone Handling
- 4) Learn to take Reservations requests
- 5) Handling Check in procedure for different types of guest
- 6) Learn allotment of rooms and issue of keys
- 7) Handling guest mails & messages
- 8) Handling Guest Complains
- 9) 50 FAQ's related to Front Office

## **Accommodation Operation Management Practical MHM1154**

1. Introduction, identification, uses and care of hand tools, cleaning
2. Equipments and cleaning agents.
3. Basic cleaning procedure in Guest check-out room, occupied room, vacant room, evening service. Bed making procedure
4. Linen storage , stock taking.
5. Flow process in industrial laundry-layout, planning and operation.
6. Stain removal: Identification and removal of the stains using the specific methods
7. and reagents
8. Designing rooms for different categories of guests: Handicapped , Children & V.I.P, etc.  
Practical training at Training hotel in Housekeeping
- 9) 50 FAQ's related to Accommodation Operation

## Project Report& Field Work

### MHM1155

#### 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	<b>Guidelines</b> The final project report should be submitted in the following format: <b>A. Cover Page</b> Project Title Student Name, Roll Number Institute Name and Logo Supervisor's Name Submission Month and Year <b>B. Certificate (Signed by student and supervisor)</b> <b>C. Declaration (Student's own work)</b> <b>D. Acknowledgment</b> <b>E. Table of Contents</b> <b>F. Main Chapters</b> Introduction – Background, rationale, objectives Review of Literature – Theoretical framework and past studies Research Methodology – Sample, tools, techniques, scope, and limitations Data Analysis and Interpretation – Tables, charts, analysis Findings and Suggestions	60



	Conclusion& Recommendations <b>G. Bibliography/References (APA or MLA format)</b> <b>H. Appendices (Questionnaire, interview transcripts, photos, etc.)</b>	
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