

Food Production- V

BHM - 3501

Course Objective:-

The Student will get knowledge about:

1. Detail study of north & west region of India their geography, history, festival in relation with cuisine.
2. Study of salient feature south & east region of India in prospect of geography, history and local foods preparation in terms of cuisine.
3. Bakery science, selection, processing and types of wheat, bread making process and methods use by industry to make breads.
4. Cake science, role of ingredients, types, methods of making cakes.
5. Decorations of cake icing frosting.
6. Pastry dough's and products from different types of pastry dough (danish, roll) etc.

Learning outcome:-

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

1. Able to make different Indian regional foods like (dum biryani, laal mass, kawa, dosa)
2. Able to make and understand role of key ingredients in breads.
3. Can differentiate between bread dough and cake batter.
4. Can make pastry products (croissants, donuts) etc

Module	Course Topics	Total Hours
1	STUDY OF VARIOUS NORTH & WEST REGIONAL CUISINES OF INDIA: Introduction, Geographical Perspectives, Brief Historical Background, Characteristics & Salient Features of Cuisine, Key Ingredients, Popular Foods, Seasonal Foods, Special Equipments, Staple Diets, Specialties during Festivals and Other Occasions, Community Foods. KASHMIRI - PUNJABI - MUGALI / AWADH - RAJASTHANI - MAHARASTRIAN	15
2	STUDY OF VARIOUS SOUTH & EAST REGIONAL CUISINES OF INDIA: Introduction, Geographical Perspectives, Brief Historical Background, Characteristics & Salient Features of Cuisine, Key Ingredients, Popular Foods, Seasonal Foods, Special Equipments, Staple Diets, Specialties during Festivals and Other Occasions, Community Foods.	15

	- BENGALI - ANDHRA PRADESH -TAMIL NADU -KERALA	
3	BAKERY SCIENCE: BREAD MAKING Identification and handling of raw materials -Wheat & wheat flour, sugar, fat, Yeast, water, salt, milk etc. Functions of ingredients in bakery products. Method of bread making: (i) Straight dough method, (ii) Sponge and dough method, (iii) Salt delayed method, (iv) Flying ferment method. Bread faults and remedies Bread diseases Bread varieties	15
4	BAKERY SCIENCE CAKE MAKING: Functions of ingredients. 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. Cake faults and remedies Various types of basic paste:-choux paste, short crust paste, puff paste, flaky paste, hot water paste, Danish paste	15

RECOMMENDED BOOKS

1. The Professional Chef- Lerol A. Polsom :
2. Theory of cookery – Krishna Arora.
3. Thangam Philip - Theory of cookery-II

F & B Service - V
BHM -3502

Course Objectives:-

The student will get knowledge about:

1. Understanding the process of distillation of spirits and the types of stills used for the same.
2. Acquire the requisite technical skills for complete competent service of Alcoholic beverages and specially based on spirits
3. Understand cocktails – their preparation – presentation and service.
4. Understand the bar operations.

Learning Outcome:-

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

1. Define spirits and classify them.
2. Understand distillation Process.
3. Understand various production processes of spirits (Whisky, Brandy, Gin, Vodka & Rum) and their characteristics with brands.
4. Understand traditional spirits (Tequila, Absinthe, Tiquira, Ouzo etc).
5. Understand the production of liqueurs.
6. Able to know the flavor, base and colour of liqueurs.
7. Understand the various methods of making cocktails.
8. Understand the points while making the cocktails.

Module	Course Topics	Total Hours
1	DISTILLED BEVERAGES Classification of distilled beverages Alcoholic strength. Distillation Process (Pot Still ,Patent Still) Definition and types of spirits: Whisky, Rum, Vodka, Gin, Brandy. Production process, National & International brand name and service of the same.	15
2	TRADITIONAL SPIRITS Definition and characteristics of traditional spirits: Tequila, Absinthe, Tiquira, Ouzo, Slivovitz, Aquavit, Calvados, Fenny, Arrack.	15

	Types of Aperitifs- Vermouth & Bitters	
3	<p>LIQUEURS</p> <p>History, definition, types and manufacturing: Distillation, Hot Method, cold method, infusion, percolation, aging, Sweetening Liqueurs. Brands, origin, base and flavoring.</p> <p>Bar operations- Types of Bar, shape and size of Bar, Bar Control, Bar Staffing, opening and closing duties & Bar Equipments.</p>	15
4	<p>COCKTAIL & MOCKTAILS</p> <p>History of cocktail, classification of cocktail,</p> <p>Definition, Common cocktails, recipe, methods of preparations and Golden rules for making cocktails Presentation (Garnishes & Glassware) and spirit, beer and wine based cocktail.</p>	15

References Books:-

Sudhir Andrews: F & B Service Training. 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 - V
BHM - 3503

Course Objective:

The Student will get knowledge about:-

1. Check out procedure followed in the hotel
2. Illustrate Foreign Exchange Encashment procedure
3. Different methods of settlement – Cash & Credit.
4. Different types of accounts, folios, vouchers prepared at front desk.

Learning outcome :

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

1. Understand and handle check-out procedure.
2. Understand the procedure of settling guest bills.
3. Understand Forex exchange encashment procedure.
4. Understand front office accounting procedure and the formats which are prepared at front office.

Module	Course Topics	Total Hours
1	CHECK-OUT PROCEDURE The Guest Departure Procedure and Post Departure Activities at Front Desk – Guest History Card. Information to concerned Departments - Interdepartmental Coordination. Problems during Guest Check out and their solutions	15
2	MODES OF SETTLEMENT Receiving Payments/Settling Bills Through a. Cash b. Credit Card c. Bill to Company d. Travel Agent Voucher e. Travelers Cheques	18
3	FOREIGN EXCHANGE Foreign Exchange Encashment Procedure Authorized agencies, Licenses and documents used, Category of guest entitled. Different currencies and their-Forex rates	13
4	FRONT OFFICE ACCOUNTING	14

	<p>Different types of Accounts, Ledgers, Folios & Vouchers prepared at Front Desk.</p> <p>Guest Accounting Cycle</p>	
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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 - V
BHM - 3504

Module	Course Topics	Total Hours
1	<p>MANAGING HOUSEKEEPING PERSONAL</p> <p>Documents for Personnel Management Determining Staff Strength – Recruiting, Selection, Hiring, Orienting & Training Scheduling Motivating Employees, Performance Appraisal Time & Motion Studies & Job Analysis Teamwork & Leadership Employee Welfare & Discipline</p>	18
2	<p>PLANNING & ORGANISING IN THE HOUSEKEEPING DEPARTMENT</p> <p>Area Inventory List Frequency Schedules Performance Standards Productivity Standards Inventory Levels Standard Operating Procedures & Manuals</p> <p>MODERN TRENDS IN SAFETY & SECURITY</p> <ul style="list-style-type: none"> • Work Environment Safety • Potential Hazards in Housekeeping • Crime Prevention • Key and their Control • Safety awareness and accident prevention • Dealing with fire and use of firefighting equipments • Lost and found procedure 	15
3	<p>PURCHASING PROCEDURES OF LINEN AND OTHER SUPPLIES</p> <p>Purchasing arrangements Purchasing Cycle</p> <p>HOUSEKEEPING BUDGETING</p> <p>Concept & Importance The Budget Process Types of budgets Operational & Capital Budget Housekeeping Expenses.</p>	14
4	<p>CONTRACT AND OUTSOURCING</p> <ul style="list-style-type: none"> a. Definition, b. Contract service in housekeeping, c. Hiring contract providers d. Contract specification e. Pricing of contracts f. Advantages and disadvantages 	13

References 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

Computer Application

BHM - 3505

COURSE OBJECTIVE:

The Student will get knowledge about:

1. Introduce the students to computer and their different generations.
2. Familiarize them with different components of computer both hardware and software
3. Operating knowledge of Networking, Internet, E-mail, Search Engines
4. Learn about the working of different features of Microsoft Office
5. Applications of Computers in Hospitality Industry
6. Operation and Applications of Social Media in promoting Hospitality Industry

Learning outcome:-

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

1. Understand the use and working of computers in Hotels
2. Understand about the computer Hardware and software
3. Understand the working of different features of Microsoft Office
4. Understand the application of computers in the hospitality industry
5. Understand the application of social media in the growth of hospitality industry

Module	Course Topics	Total Hours
1	Introduction to Computers Introduction to Computer: Classification, Generations, Organization, Capabilities Characteristics & Limitations, Application of Computer in Hotels, Familiarisation with Components of Computers –Hardware: Hardware elements –input, storage, processing & output devices. Block diagram of computer. Introduction to Computers Software: Types of Software, System Software, Application Software, Utility Software’ s, Use of MS- Office: Basics of MS-Word. MS- Excel and MS Power Point	15
2	Internet & Applications: Introduction to Internet: Definition of networks, concepts of web page, website and web searching (browsing). Benefits, Application, Working, Hardware and Software requirements, World Wide Web, Web Browser, URL, Search Engines, Email Social Media Applications and Hospitality: Introduction to Social Media, Its Role in Hospitality Promotion, Facebook –Creating Pages and Profiles, Merits/Demerits of Social Media, Linked In, Twitter and Other Social Media Applications	15

Books for reference

1. Leon & Lion, Introduction to Computers, Vikas Publishing House, New Delhi
2. June Jamrich Parsons, Computer Concepts 7th Edition, Thomson Learning, Bombay.
3. Comer 4e, Computer networks and Internet, Pearson Education
4. White, Date Communications & Compute4r Network, Thomson Learning, Bombay.
5. Computers in Hotels –Concepts & Applications : Partho P Seal Oxford University Press

Engineering & Maintenance BHM - 3506

Course Objective:-

The students will get the knowledge of:

1. Hotel building
2. Equipment used and their maintenance
3. Supply of water and fuel used
4. Pollution

Learning outcome:-

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

1. Maintenance of various equipments
2. Air-conditioning

3. Refrigeration

Module	Course Topics	Total Hours
1	Introduction To Engineering And Maintenance Definition of Maintenance, Types of Maintenance, Department – Function, Organization Structure of Maintenance Department, Duties and Responsibilities of Staff. Water And Waste Water Management Water Quality Standards, Importance of Water, Sources of Water Supply, Hard Water, Removal of Hardness, Water Distribution System, Waste Water and its Disposal System, Sanitation and Sanitary System, Types of Traps, Swimming Pool Maintenance. Basic Fuels: Types and Calorific Value Energy Conservation For Hotel: Front Office, Housekeeping, Kitchens, Food & Beverage Outlets Pollution And Its Classification	15
2	Ventilation- Importance, Different Types of Ventilation Air Conditioning- Principles of Air Conditioning, Various Types of Air-Conditioning- Central, Split, Window. Refrigeration- Principles of Refrigeration, Refrigeration Cycle, Walk in Coolers and Deep Freezers Care, Maintenance And Troubleshooting Of Various Equipments- Refrigeration, Air Conditioning, Cooking Stoves and Ranges, Microwave Oven, Washing Machines, Clothes Dryers and Dishwashers. Equipment Replacement Policies Reasons for Replacement, Types of Failure Mechanism of Equipments, Replacement Of Items That Fails All of A Sudden- Individual Replacement, Group Replacement Replacement of Items Which Gradually Deteriorate With Time	15

Reference Book:-

1. **Tarun Bansal: Hotel Engineering Aman Publishers**
2. **Sujit Ghosal: Hotel Engineering Oxford University Press**

PRACTICALS

Food Production - V

BHM –3551

1- Various types of indian regional preparation

A.punjabi menu,awadhi menu,hyderbadi menu,south indian menu items.

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, vol-an-vent, cream horns etc.

d. Choux pastry and its products: Éclairs, profit rolls.

e. Sponge cakes: Genoise sponge, fatless sponge.

f. Icing: Butter, icing, glazed, icing.

- g. Assembling cakes.
- h. Heavy cake: Pound cake.
- i. Cookies with basic cookie paste

F & B Service - V

BHM -3552

1. Revision and Recapitulation of previous semester.
2. Beverage order taking and preparation of BOT.
3. Service of spirits & traditional Spirits, Liqueurs and cocktails.
4. Demonstration / Preparation and presentation of one variety of each stirred & shaken cocktails.

Front Office - V

BHM- 3553

1. Revision and Recapitulation of previous semester.
2. Handling checkout procedure and accepting payments.
3. Preparation of Bills
4. Settlement of guest account through different modes.
5. Foreign exchange encashment procedure
6. Familiarization with various documents prepared at cashiers desk: VTL, Paid outs, Vouchers, Miscellaneous Charge Voucher, & Other Documents.
7. Guest Accounting Cycle

Accommodation Operation – V

BHM – 3554

1. Revision and recapitulation of previous semesters
- 2. Dealing with Emergency**
 - a) Event of fire
 - b) Event of fumes
 - c) Event of gas leakage
- 3. 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
- 4. Designing rooms for different categories of guests**

Handicapped , Children & V.I.P, etc.
Practical training at Training hotel in Housekeeping

Computer Application

BHM- 3555

- 1 Windows 2010
2. MS-WORD
3. Search Engines
4. Social Media