

Food Production- VI
BHM- 3601

: Course Objective:-

The Student will get knowledge about:

1. kitchen management
2. quality control
3. records and formats
4. herbs and wines used in cooking
5. salads

Learning outcome:-

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

1. The management and functioning of Kitchen.
2. Various kitchen records and formats.
3. Control of quality in kitchen.
4. Knowledge of herbs and wines
5. In- depth knowledge of salads

Module	Course Topics	Total Hours
1	KITCHEN MANAGEMENT Objectives, Food Preparation Areas , Kitchen Planning And Layout, Kitchen Organization, Basic Knowledge For Kitchen Staff, Food Service System, Selection Of Supplier, Purchasing, Market Study, Receiving Food, Inventory Management, Store Management, Indenting, Distribution Of Food And Holding Food.	15
2	QUALITY CONTROL PROCEDURE Cost Control, Quality Control, Portion Control, Waste Control And Budgetary Control. KITCHEN RECORDS AND FORMATS Different Records, Registers, Vouchers, Formats, Tags And Color-Coding. Food Laws- Prevailing food standards and food laws in India.	14
3	QUANTITY FOOD PRODUCTION Introduction To Large Scale Commercial Cooking, Objective, Technique & Equipments Used, Contract Catering, Industrial Catering, Institutional Catering.	13
4	USE OF WINES AND HERBS IN COOKING Ideal Use Of Wines In Cooking, Classification Of Herbs, Use Of	18

	Herbs In Cooking. CONVENIENCE FOOD AND FAST FOOD Characteristics , Types -Indian And Western ,Menu Examples, Role Of Convenience Food In Fast Food Operations ,Advantages And Disadvantages Of Convenience Food ,Labor And Cost Saving Aspect. Sandwiches, Burgers, Pizza.	
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RECOMMENDED BOOKS

Theory of Cookery- Krishna Arora
 Theory of Cookery II- Thangam Philip
 European Cookery- Jane Gregsan's
 The Professional Chef- Paul Bocuse

BHM -3602

Course Objectives:-

The student will get knowledge about:

1. Understanding the process of specialized Service like gueridon service and their need etc.
2. The students will come to know about the importance of buffet & Banquet management in Hospitality Industry.
3. The students will come to know the handling ODC & managing event.
4. Acquire the requisite technical skills for complete competent service of food and beverage.

Learning Outcome:-

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

1. Understand gueridon service in restaurants.
2. Have knowledge the name of equipments used on gueridon trolley.
3. Understand the food preparation technique for gueridon service
4. Understand the recipes of dishes like Crepe Suzette, Banana Flambe etc.
5. Have knowledge about the buffet set up and sequencing of dish at buffet.
6. Understand the difference between formal and informal banquet.
7. Understand banquet protocol and toast procedure.
8. Prepare seating Plans.
9. Execute outdoor catering functions.

Module	Course Topics	Total Hours
1	GUERIDON SERVICE: Introduction: History of Gueridon service, Definition, General points to be considered while doing Gueridon service, Advantages and disadvantages of Gueridon service, Gueridon equipments and ingredients. Method of service of common Gueridon preparations: Crepe Suzette, Banana Flambé, Rum Omelet.	13
2	BANQUET MANAGEMENT AND FUNCTION CATERING Introduction: Definition of banquet; types of banquet (formal and informal) , Space Area Requirement Organization of Banquet Department, Function Prospectus, Contract/Memorandum, Mise-en-place, Corkage. Facilities available: Informal gathering, Formal gathering: Sitting plans:-theatre, class room etc.	18

	Name Cards, Service, Toast & Toasting Procedure. Case studies in banqueting: Reception , Cocktail parties, Seminars ,Conference Exhibitions, Fashion show, Trade Fairs, Wedding & Organizing Theme functions.	
3	BUFFET MANAGEMENTS Introduction , Types of Buffet , Table layout and configuration, Clothing and dressing the buffet table, Display and decoration, Centerpiece, Types and limitations of food to be served, Mise-en-place, Checklist and its proper supervision.	14
4	OUTDOOR CATERING/OFF PREMISES CATERING Introduction, Out Door Catering, infrastructure, licenses, on site facilities; Manpower, preparation, transportation and service equipment, Food Suppliers, Food purchase storage and handling, Peripherals and special effects .	14

Reference Books:

Dennis R Lilicrap Food and Beverage Service

Matt A Casdo Food and Beverage Service

Michael M Coltman Beverage Management

Course Objective:-

The Student will get knowledge about:-

1. The role of Front office in ensuring safety and security of guest
2. Handling different types of guest and situations.
3. Meaning and importance of Overbooking in hotel
4. Room Tariff Fixation
5. Evaluation of hotel performance
6. Forecasting and budgeting their meaning and importance in front office.

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

1. Understand how to handle the emergency situations in the hotel like fire etc.
2. Understand how to handle different types of guest
3. Understand the role of guest comment card, questionnaire form etc
4. Understand and able to calculate room tariff and evaluate Hotel performance.
5. Understand forecasting its formula and different data required for forecasting
6. Understand different types of budget types prepared

Module	Course Topics	Total Hours
1	SAFETY & SECURITY Meaning, importance, types of security, control of room keys, and role of front office. Fire Safety- causes, classification of fires, procedure in case of fire Handling Emergency situation – Accidents, Terrorist Activities and Bomb Threat, Robbery and Theft, Guest in Drunken State and Death of Guest in Hotel, First Aid	14
2	GUEST HANDLING a) Dealing with guests of different personalities:- Fussy guest, irate guest, timid guest, socializing guest b) Overbooking c) Guest Satisfaction & Delight d) accessing the result of customer care policy- Questionnaire, Suggestion book, Face to face interview, & Feed Back Form	15
3	EVALUATION OF HOTEL PERFORMANCE Method of Room tariff Fixation – Cost based pricing- Hubbart formula, Rule of thumb approach & Market based pricing. Methods of measuring hotel performance - formulas Its importance for Investors, Owners and Managers Evaluation of hotel by guest	13
4	FORECASTING & BUDGETING Forecasting Meaning, Benefits of Forecasting, data required for forecasting, records required for forecasting and forecasting formula Budgeting Meaning, types of budget. Budgetary control – meaning, advantages and disadvantages of budgetary control, essentials of budgetary control	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 Operations – VI
BHM - 3604

Course Objective:-

The Student will get knowledge about:-

1. *Apply the elements of art in designing interiors*
2. *Interior decoration and horticulture which includes flower arrangement*
3. *Importance of renovation in housekeeping.*
4. *Identify the living creatures in the vicinity of the hotel.*
5. *Waste & waste control*

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. *The characteristics of common pest found in hotel and their control*
5. *The hygienic waste disposal and recycling of waste*

Module	Course Topics	Total Hours
1	INTERIOR DESIGNING Importance, Definition & Types, Classification, Principles of Design: Harmony, Rhythm, Balance, Proportion, Emphasis, Elements of Design: Line, Form, Colors, Texture. FLOWER ARRANGEMENT Equipment and material required, knowledge of varieties of flowers and other decorative material used in flower arrangement Purpose of flower arrangement, placement and level of placement with relevant examples Styles and principals of flower arrangement Indoor plants HORTICULTURE a) Landscaping b) Types of manures d) Equipment, care & pesticides e) In-house herb garden	15
2	INTERIOR DECORATION: a) Color b) Light and lightening system d) Role of accessories e) Window & Window Treatment	15
3	Wall Finishes: Different wall finishes in rooms, public and back areas, Wall papers: Uses, merits and demerits. Floor finishes: Classification and characteristics: Hard and soft floor finishes methods of cleaning Furniture and Furnishing	15
4	RENNOVATION OF ROOMS a. <i>Reasons to renovate</i> b. <i>Types of renovation</i> c. <i>Refurbishing</i> VARIABLES OF OPENING A HOUSEKEEPING DEPARTMENT IN A NEW	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

F & B Management

BHM - 3605

Objectives:-

The student will get knowledge about:-

1. To develop optimum level of knowledge and skills in the students so as they are capable to independently manage F & B Service outlet in Hospitality Industry.
2. To make them aware of Portion control, cost controls and sales analysis.
3. To make them aware about Menu Merchandising.
4. To teach about different types of formats used in Inventory.

Learning Outcome:-

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

1. Understand different types of purchase and purchasing procedures.
2. Understand the importance of receiving, issuing and storing control.
3. Understand food & beverage operation control system (K.O.T., B.O.T., Billing etc.).
4. Understand inventory management system.

Module	Course Topics	Total Hours
1	FOOD AND BEVERAGE COST CONTROL SYSTEMS Introduction to Food & Beverage Management, Objective of F & B	15

	<p>Management.</p> <p>Food Control:- Food Purchasing Control, Food receiving Control, Food storing & issuing control ,Food Production control, Food Cost control, Food sales Control.</p> <p>Beverage Control:- Beverage Purchasing Control, Beverage receiving Control, Beverage storing & issuing control, Beverage Production control, Beverage Cost control, Beverage sales Control.</p> <p>Standard portion size, Standard recipe, Standard yield, Cost/Volume/Profit Relationship (Break-even Analysis).</p> <p>Definition of Cost, Elements and classification of cost, Food & Beverage cost percentage, evaluating food & Beverage cost result.</p>	
2	<p>FOOD AND BEVERAGE OPERATION CONTROL SYSTEM</p> <p>K.O.T control system, F&B control cycle, making bills, Cash handling,</p> <p>Theft control system, Prevention of Frauds, F&B control records and formats.</p> <p>INVENTORY MANAGEMENT</p> <p>Food and beverage inventory, Types of Inventory – Physical & Perpetual Inventory,</p> <p>Various formats used in Inventory, food & beverage inventory control.</p> <p>Menu Merchandising & Menu Engineering.</p>	15

Reference Books:

Levinson, Food and Beverage Operations

Lillicrap, Food and Beverage Service

Food & Beverage Management, Bernand Davis

Food and Beverage Cost Control, Lea R. Dopson

Facility Planning

BHM - 3606

Course Objective:-

The Student will get knowledge about:-

1. Hotel design considerations
2. Illustrate facility planning in hotels
3. Summarize the star classification of hotel
4. Making the students aware of restaurant and kitchen planning.
5. Project management

Learning outcome:-

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

1. Understand and design considerations and thumb rule.
2. Understand the procedure of SLP.
3. Understand and able to evaluate star classification.
4. Understand planning and designing of restaurant and kitchen and project Mgt.

Module	Course Topics	Total Hours
1	HOTEL DESIGN a. Design Considerations: • Attractive Appearance • Efficient Plan • Good Location • Suitable Material • Suitable Workmanship • Sound Financing •	15

	<p>Competent Management</p> <p>b. Evaluation of accommodation needs thumb rules</p> <p>FACILITIES PLANNING</p> <ol style="list-style-type: none"> The systematic layout planning pattern (SLP); Planning Consideration. Flow process and flow diagram. Procedure for determining space, ways of determining space requirements space relationship. Difference between carpet area and plinth area. Approximate cost of construction estimation. Approximate operating areas in budget type/5 star type hotel and approximate other operating areas per guest room. <p>STAR CLASSIFICATION OF HOTEL</p> <p>Architectural feature, facilities and service in star category Hotel, Heritage and Apartment Hotel</p> <ol style="list-style-type: none"> Criteria for star classification of Hotel. Criteria for classification of Heritage Hotel. Criteria for classification of apartment Hotel. Hotel evaluation sheet for awarding category. 	
2	<p>PLANNING FOR FOOD AND BEVERAGE OUTLETS</p> <ol style="list-style-type: none"> Types of restaurants Designing and planning a restaurant Layout of commercial kitchen key steps for designing a kitchen Planning of various supporting services: Kitchen stewarding, Storage Facilities. <p>PROJECT MANAGEMENT</p> <ol style="list-style-type: none"> Network analysis. Basic rules and procedure for network analysis. Definition, scope, merits & demerits of CPM & PERT. Network crashing, determining crash cost, normal cost. 	15

Reference Books:

Tarun Bansal—Hotel Facility Planning

David M. Stipanuk, Harold Roffmann : Facilities Manage

PRACTICALS

Food Production - VI

BHM - 3651

1. Understanding of various formats and system.
2. Preparation of food in bulk, general menu use in bulk catering.
3. Use of Red, White wine in cooking.
4. Preparation of Burger, pizza, frankies, rolls .

F & B Service - VI

BHM- 3652

1. . Revision and Recapitulation of previous semester.
2. Table layout and services for different types of meals.
3. Gueridon Service.
4. Preparation and service of Banana Flambé, Rum Omelette and Crepe Suzette.
5. Layout and drawing of the functions prospectus and identifying its appropriate usage.
6. Planning of different types of buffet counters and setting the counters.
7. Preparation of function checklist of buffet.
8. Assignment on buffet menu planning, planning the table layouts of different types of banquet function.

9. Seating plans of different Banquets. Preparation of charts, Name cards etc.
10. Food and beverage-how to serve in banquets.
11. Assignments: a) Checklist for conference and other parties b) Menu planning for State Banquets.
12. To visit Hotels for Banquet, business events and exhibitions.

Front Office - VI

BHM – 3653

1. Revision and Recapitulation of previous semester.
2. Handling different situations in hotel like – fire, accident , bomb threats etc.
3. Handling different types of guest – fussy guest etc
4. Overbooking situation
5. Familiarization with forms like Questionnaire Form, Feed Back Form etc
6. Calculation of room tariff and measuring hotel performance
7. Forecasting for future
8. Preparing budget for front office

Accommodation Operations - VI

BHM - 3654

- 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) HORTICULTURE

- a) Identification of different tools in gardening
- b) Different ways of gardening
- c) Different flowers

4) FLOWER ARRANGEMENT

- a) Identification of equipment and material required for flower arrangement
- b) Practice of different styles of flower arrangements

2. Pests control methods

5) Types of Wastes & Waste Disposal Methods

6) Floor polishing and finishing:

- a. Different stones like granite, marble, sand stone and other hard surfaces.
- b. Wooden
- c. Synthetic flooring
- d. Soft flooring.

