

UTU- BHMCT-SEMESTER-III

NO	SUBJECT CODE	SUBJECT	Hours Per Week	INTERNAL EXAMS	UNIVERSITY EXAM	TOTAL MARKS
1	BHM-301	Food Production Operations- I	4	30	70	100
2	BHM-302	Food & Beverage Operations-I	4	30	70	100
3	BHM-303	Front Office Operation	4	30	70	100
4	BHM-304	House Keeping Operations-I	4	30	70	100
5	BHM-305	Basic Accounts	3	30	70	100
6	BHM-306	Facility Planning	4	30	70	100
7	BHM-307	Food Production Practical-III	4	50	100	150
8	BHM-308	Food & Beverage Service Practical-III	4	50	100	150
9	BHM-309	Front Office Operations Practical -II	2	50	50	100
10	BHM-310	House Keeping Practical-II	3	50	50	100
11		General Proficiency				50
	TOTAL		36	380	720	1150

UTU- BHMCT- SYLLABUS- 3rd Semester

BHM 301- Food Production Operations-I

UNIT-1 Principles of Food Production

Vegetable and Fruit Cookery

- 1.1 Introduction – classification of vegetables
- 1.2 Pigments and color changes
- 1.3 Effects of heat on vegetables
- 1.4 Cuts of vegetables

Classification of fruits

- 1.5 Uses of fruit in cookery
- 1.6 Handling & Cooking of Fruits

UNIT-2 Egg Cookery

- 2.1 Introduction to Egg Cookery
- 2.2 Structure of an egg
- 2.3 Selection of egg and Grades
- 2.4 Uses of egg in cookery
 - Methods of cooking - (soft & hard), Fried (sunny side up, double fried), Poaches, Scrambled, Omelets (plain, stuffed), En cocotte (eggs Benedict)

UNIT-3 Fish Cookery

- 3.1 Introduction to fish cookery
- 3.2 Classification of fish with examples
- 3.3 Cuts of fish
- 3.4 Selection of fish and shell fish
- 3.5 Cooking of fish (effects of heat)

UNIT-4 Meat Cookery

- 4.1 Introduction to meat cookery
- 4.2 Cuts of beef/veal
- 4.3 Cuts of lamb/muttons
- 4.4 Cuts of pork
- 4.5 Variety of Birds- Poultry, Games
- 4.6 Cuts of Poultry
- 4.7 Variety meats (offal)
- 4.8 Cold Cuts- Ham, Bacon, types of Ham
- 4.9 Cooking types of meat (effect of heat)
- 4.10 Selection of meat, purchase qualities and Grades

UNIT-5 Basics of Indian Cuisine

Rice, Cereals & Pulses

- 5.1 Introduction to Indian Cookery, Identification of various varieties of rice, cereals and pulses
- 5.2 Simple methods of preparations and ingredient combination ratios - Rice, Dals, Vegetables, Indian breads.

Condiments & Spices

- 5.3 Spices used in Indian cookery

- 5.4 Role of spices in Indian cookery
- 5.5 Indian equivalent of spices (names)

Indian Masalas

- 5.6 Blending of spices and concept of masalas
- 5.7 Different masalas used in Indian cookery
- 5.8 Dry & Wet masalas
- 5.9 Composition of different masalas
- 5.10 Varieties of masalas available in regional areas
- 5.11 Special masala blends

Tandoor Cooking

- 5.12 Understanding concept of Tandoor
- 5.13 Seasoning and preparing a tandoor
- 5.14 Various tools for tandoor cooking
- 5.15 Types of marinades used for tandoor cooking
- 5.16 Types of Tandoori breads and dishes.
- 5.17 Chutneys

Indian Curries:

- 5.17 Concept & importance of curries and gravies
- 5.18 Types of Indian Curries and its combination.

UNIT-6 Indian Regional Cuisine

- 6.1 Brief study of regional Cuisine- South Indian, Goa, Hyderabad, Bengal, Gujrat, Rajasthan, Awadh, Punjab, Kashmir & Uttarakhand
- 6.2 Traditional cooking methods and famous dishes with accompaniments.
- 6.3 Traditional tools and equipments.

Glossary of terms (with reference to 3rd semester syllabus)

References:

- Art of Indian Cookery, Rocky Mohan, Roli
- Prasad - Cooking with Masters, J. Inder Singh Kalra, Allied
- Larousse Gastronomique-Cookery Encyclopedia, Paul Hamlyn
- The Complete Guide to the Art of Modern Cookery, Escoffier
- Theory of Cookery, Dr.S.K.Singh & Pranshu
- A Taste of India, Madhur Jaffrey, Pavillion
- Dastarkhwan-e-Awadh, Sangeeta Bhatnagar & R.K.Saxena, Harper Collins
- Zaika, SonyaAtal Sapru, HarperCollins
- Punjabi Cuisine, Premjit Gill
- Hyderabadi Cuisine, Pratibha Karan, HarperCollins
- Modern Cookery for Teaching & Trade, Ms. Thangam Philip, Orient Longman
- Professional cookery, Bali

BHM-302 FOOD AND BEVERAGE OPERATIONS-1

UNIT- 1 Room Service/ In Room Dining Service

- 1.1 Introduction, general principles and types
- 1.2 Cycle of Service, scheduling and staffing
- 1.3 Forms and Formats
- 1.4 Order Taking, Suggestive Selling, breakfast cards
- 1.5 Time management- lead time from order taking to clearance

UNIT- 2 Alcoholic Beverages

- 2.1 Definition
- 2.2 Classification of Alcoholic Beverages.
- 2.3 Introduction to-Fermentation, vinification, viticulture.
- 2.4 Introduction and Wine growing regions (Bordeaux, Burgundy, Loire, Rhone Alsace, Jura, Provence)
- 2.5 French wine Quality control standards (appellation control, vin de pays, CDQS and French wine terminology)
- 2.6 Types grapes used in wine production, brief method of wine production and Classification of Wines.
- 2.7 Vinification types- Still, Sparkling, Aromatized and Fortified.
- 2.8 Wines of- France, Italy, Spain, Portugal, Australia, South Africa, Chilly, California and India
- 2.9 Storage of wines, glassware types, other equipments and tools associated to wines.
- 2.10 Important brands of wine and Service of wines- Glassware used, temperature for service of wines.
- 2.11 Food and Wine combinations

UNIT -3 Beers

- 3.1 Introductions
- 3.2 Ingredients used
- 3.3 Brief introduction to Beer Production
- 3.4 Types and Brands – Indian and International
- 4.5 Other fermented and brewed beverages – Sake, Cider, Perry, Non- Alcoholic wines

UNIT -4 Aperitifs & Vermouths

- 4.1 Definition
- 4.2 Types- Wine based & spirit based
- 4.3 Usage and storage.

UNIT- 5 Tobacco

- 5.1 Types – Cigars & Cigarettes
- 5.2 Cigar strengths and sizes
- 5.3 Brands – Storage and service

Glossary of terms (with reference to 3rd semester syllabus)

References:

Food & Beverage Service -Lillicrap & Cousins
Modern Restaurant Service -John Fuller
Food & Beverage Service Management-Brian Varghese
Introduction F& B Service-Brown, Heppner & Deegan
Professional Food & Beverage Service Management -Brian Varghese
The World Of Wines, Spirits & Beers-H.Berberoglu
Beverage Book-Andrew, Dunkin & Cousins
Professional Guide to Alcoholic Beverages—Lipinski
Alcoholic Beverages -Lipinski & Lipinski
Food Service Operations - Peter Jones & Cassel
Master Dictionary of Food & Wine-Joyce Rubash
New york Bartenders Guide- BD &L
Mr. Boston's Bartender & Party Guide -Warner
Menu planning-John Kivela
The Restaurant (From Concept to Operation)-Lipinski
Professional Food Service- Sergio Andrioli & Peter Douglas
Bar & Beverage Book - Costas Katsigris, Mary Porter, Thomas-

BHM 303- Front Office Operations

UNIT-1 Reservation Process

- 1.1 Concept of Reservation
- 1.2 Methods of Reservation
- 1.3 Processing Reservation enquiry
- 1.4 Reservation Records
- 1.5 Reservation confirmation
- 1.6 Reservation records
- 1.7 Reservation consideration and cancellation
- 1.8 Group Reservation

UNIT -2 Lobby Operations

- 2.1 Understanding the Lobby layout & various sections
- 2.2 Staffing in Lobby
- 2.3 Various operations- Concierge, GRE, Check-in, Check-out
- 2.4 Coordination with various other sections

UNIT-3 Registration Process

- 3.1 Defining Registration, Pre- registration activities
- 3.2 Registration Process
- 3.3 Registration Records
- 3.4 Room and Rate assignments- FIT's, Group, Corporate, Crew- Indian and Foreigners
- 3.5 Methods of Payment during Settlement
- 3.6 Issuing Room Keys
- 3.7 Fulfilling special requests
- 3.8 VIP Registration
- 3.9 Change of Room
- 3.10 Handling Over- bookings

UNIT -4 Front Office Responsibilities

- 4.1 Front Office Communication
- 4.2 Inter Departmental communication
- 4.3 Guest Services
- 4.4 Guest Relations
- 4.5 Handling emergencies-Medical, Death, Theft, Robbery, Fire, Bomb Threats, Terrorist attacks, Vandalism etc.

UNIT-5 Front Office Computer Operations

- 5.1 Basics of Computer Operations for Hotels
- 5.2 Concept and Applications of Property Management System
- 5.3 Handling Computerized Reservations & Registrations
- 5.4 Computerized cashiering
- 5.5 Night Auditing

UNIT- 6 Front Office Security Functions

- 6.1 Role of Front Office in Hotel Security
- 6.2 Coordination for Security

6.3 Security during Check-In- Handling Scanty Baggage, Scanning and Frisking, Use of Metal detector and Validators

6.4 Key Controls- ELS (Key- card), Handling- Grand Master Key, lost and found, damaged key

6.5 Access Control- Guest and Staff movements

6.6 Protection of funds, Safe deposits

Glossary of terms (with reference to 3rd semester syllabus)

References:

1. Front office operations by Colin Dix & Chirs Baird
2. Hotel front office management by James Bardi
3. Managing front office operations by Kasavana & Brooks
4. Front office training manual by Sudhir Andrews
5. Managing computers in hospitality industry by Michael Kasavana and Cahell
6. Principles of Hotel Front Office Operations , Sue Baker& Jeremy Huyton, Continuum
7. Front Office Procedures, social Skills and Management, Peter Abott & Sue Lewry, Butterworth Heinemann

BHM 304 House Keeping Operations-I

UNIT-1 Upkeep of Public Area

- 1.1 Cleaning Process
- 1.2 Cleaning and up keeping of public areas (Lobby, Cloak rooms, Restaurant, bar, Banquet Halls, Administration offices, Lifts and Elevators, back areas, Front areas, corridor)

UNIT- 2 Cleaning of Guest Rooms

- 2.1 Daily cleaning of (Occupied/ Departure/ Vacant/ Under Repair/ VIP Room)
- 2.2 Weekly cleaning/spring cleaning
- 2.3 Evening service
- 2.4 Forms and formats
- 2.5 Replenishment of Guest supplies and amenities.

UNIT-3 Safety Awareness and First Aid

- 3.1 Concept, Concerns and Importance, Safety: Accidents, Fires (Cause, Procedure, Accident reporting form)
- 3.2 Security: Security of guest/staff/public areas/ Rooms
- 3.3 First Aid : Concept and emergency Procedures(Heart attack, fits, Burns, Fainting, Fractures, scalds, Artificial Respiration)
- 3.4 Theft: Employee, guests, external persons, security in hotel guest rooms.

UNIT-4 Pest control

- 4.1 Types of pests,
- 4.2 Control procedures

UNIT-5 Housekeeping Supervision

- 5.1 Importance of inspection
- 5.2 Check list for inspection
- 5.3 Typical areas usually neglected where special attention is required
- 5.4 Self supervision techniques for cleaning staff, Degree of discretion/ delegation to cleaning staff.

UNIT-6 Linen / Uniform/ Tailor Rooms

- 6.1 Layout
- 6.2 Types of linen, sizes and Linen exchange procedure
- 6.3 Selection of linen, storage facilities and conditions
- 6.4 Par Stock : Factors affecting par stock, calculation of par stock
- 6.5 Discard Management
- 6.6 Linen Inventory System
- 6.7 Uniform Designing: importance, types, characteristics, selection, par stock,
- 6.8 Function of Tailor room.

Glossary of terms (with reference to 3rd semester syllabus)

REFERENCES:

1. Hotel Housekeeping, Sudhir Andrews, Tata McGraw Hill

2. The Professional Housekeeper, Tucker Schneider, VNR
3. Professional Management of Housekeeping Operations, Martin Jones, Wiley
4. House Keeping Management for Hotels, Rosemary Hurst, Heinemann
5. Hotel, Hostel & Hospital House Keeping, Joan C. Branson & Margaret Lennox, ELBS
6. Accommodation & Cleaning Services, Vol I & II, David . Allen, Hutchinson
7. Managing House Keeping Operation, Margaret Kappa & Aleta Nitschke
8. First Aid, St. John Ambulance Association, New Delhi

BHM 305 Basic Accounts

UNIT-1 Accounting Theory:

- 1.1 Business Transaction and Basic Terminology
- 1.2 Need To Study Accounting, Accounting functions
- 1.3 Purpose of Accounting Records
- 1.4 Accounting Principles - Concepts and Conventions.

UNIT-2 Account Records

- 2.1 Principles of Double Entry System
- 2.2 Journal & Ledger Entries
- 2.3 Subsidiary Books - Cash, Sales & Purchase books
- 2.4 Bank Reconciliation statement.

UNIT-3 Financial Statements

- 3.1 Basic Financial Statements
- 3.2 Trial Balance
- 3.3 Preparation of Final Accounts
- 3.4 Basic Adjustments to final Accounts
- 3.5 Methods of Presenting Final Accounts Practical Problem.

UNIT-4 Depreciation Reserves and Provisions

- 4.1 Meaning
- 4.2 Basic Methods.

UNIT-5 Computer Applications

- 5.1 Preparation of computerized Records and Financial Statements.

References:

1. Comprehensive Accountancy , S.A. Siddiqui
2. A Complete Course in Accounting Volume - I, N.D. Kapoor
3. Double-Entry Book-Keeping , R.C. Chawla & C. Juneja
4. Introduction to Accountancy, T.S. Grewal

BHM- 306 Facility Planning

UNIT-1 Introduction

- 1.1 The role of facilities in the hospitality industry,
- 1.2 Impact of facility design on facility management
- 1.3 Components of Facility Planning
- 1.4 Understanding basic Layouts

UNIT-2 Managing Maintenance

- 2.1 Types of maintenance
- 2.2 Maintenance management systems.

UNIT-3 Water and Waste Water Systems

- 3.1 Water usage in the lodging industry
- 3.2 Water systems
- 3.3 Water quality
- 3.4 Water heating
- 3.5 Swimming pool water systems
- 3.6 Waste water treatment, Water conservation.

UNIT-4 Electrical Systems

- 4.1 Fuses and circuit breakers
- 4.2 Distribution panels and wiring
- 4.3 Reading electrical utility meters
- 4.4 Checking the bill for electrical energy
- 4.5 AC and DC system of supply, Power in AC single and three phase.

UNIT-5 Heating, Ventilation and Air Conditioning Systems (HVAC)

- 5.1 Guest room HVAC system types
- 5.2 Centralized & Decentralized systems
- 5.3 HVAC maintenance
- 5.4 Factors influencing building comfort.

UNIT-6 Lighting Systems

- 6.1 Light sources- Natural lights, artificial light
- 6.2 Lighting system design, Design factors
- 6.3 Lighting system maintenance
- 6.4 Cleaning fixtures and lamps, replacing lamps

UNIT- 7 Fire control Systems

- 7.1 Fire safety& Fire prevention,
- 7.2 Fire detection, Fire notification,
- 7.3 Fire suppression & Fire control.

Unit-8 Energy Management Concept

- 8.1 Types of fuels, Definition & Comparison
- 8.3 Fuel and energy Cost calculation.
- 8.4 Energy pricing, Energy cost control and building systems

8.5 Reducing guest room energy costs, Reducing food and beverage production and service energy costs

8.6 Energy management and conservation systems.

UNIT-9 Building and Exterior Facilities

9.1 Maintenance of - water drainage systems, Utilities, Landscaping and grounds.

9.2 Managing Parking lots, Parking garages, Accessibility requirements for parking areas, Valet parking.

References:

1. Hospitality Facilities management and Design, David M. Stipanuk, Harold Roffmann, Educational Institute, AHMA
2. How things work-The Universal Encyclopedia of Machines, Volume 1 &2
3. The Management of Maintenance and Engineering Systems in the Hospitality Industry, Frank D. Borsenik & Alan T, Stutts, John Willey & Sons Inc. NY
4. Air Conditioning Engineering, W.P.Jones,English Language Book Society/Edward Arnold

BHM 307- Food Production Practical-III

1. Preparation of Basic – Vegetable, Fruit, Meat, Poultry and Fish cuts.
2. Preparation of Basic egg dishes- Boiled, Poached, Fried, Baked
3. Basic Meat, Fish and Poultry preparations. Preparation & jointing of chicken, Filleting of Fish & Identification of meat cuts and preparation of dishes
4. Preparation of Basic gravies and commonly used Indian masala's
5. Regional cookery of India- Karnataka, Tamilnadu, Kerala, Gujrathi, Lucknow, Awadh, Punjabi, Bengali, Hyderabad, Kashmiri, Uttarakhand cuisines with proper accompaniments like chutney, Indian breads rice preparations etc, (minimum 1 menu each)
6. Tandoor cooking- Breads, Kababs, Roast etc.
7. Planning elaborate Indian regional menus for up-to 40 portions

Note: The Institutions adopting this syllabus must ensure that for all Food Production practical sessions the list of names of preparations / dishes, sets of menus, recipes should be specifically mentioned for standardized teaching and evaluation. This may be done by constituting a team of experts to compile the details keeping the local conditions in consideration.

BHM 308- Food and Beverage Service –III Practical

1. Understanding Room Service Amenities, Room Service equipments.
2. Room Service Tray & Trolley Lay-Up. Carrying Continental Tray with weight
3. Functional Layouts for room service
4. Role play: Knocking & opening guest door, wishing the guest, placing tray, checking order, presenting bill, greeting at exit.
5. Order taking on telephone (standard phrases)
6. Set-up for In Rooms.
7. Procedure for handling fruit basket's (amenities) and actual practices of placing same with finger bowl, knife on B&B plate etc. in guest room.
8. Conducting Briefing/De-Briefing for F & B outlets.
9. Taking an Order & Service of Beer, Sake and Other Fermented & Brewed Beverages.
10. Taking an order & Service of –Sparkling, Aromatized, Fortified, Still Wines.
11. How to open a wine bottle. (Different types of cork screws)
12. How to open a sparkling wine- Pouring into glass. (actual practice)
13. Order of service(starting with wine approval from host, wrapping bottle with napkin etc.)
14. Use of different glasses, holding & carrying glasses
15. Set up a table with Prepared Menu with wines.
16. Service of Cigars and Cigarettes.

Note: The Institutions adopting this syllabus must ensure that for all Food and Beverage practical sessions the list of names of assignment/task, sets of menus, recipes should be specifically mentioned for standardized teaching and evaluation. This may be done by constituting a team of experts to compile the details keeping the local conditions in consideration.

BHM 309- Front Office Operations

1. How to handle inquiries, suggestive selling
2. How to convert inquiries to valid reservations
3. Preparing and filling up reservation forms
4. Role play of accepting reservations, walking a guest and complaint handling for bounced reservations, handling group reservations
5. Reservation handling by computers. Actual computer lab work with the PMS
6. Preparing and filling up registration card, handling Registration Records
7. Role play for different check ins as - Walk in, FIT, FFIT, Corporate, VIP, CIP and Groups
8. Role play on guest complaint handling, critical and dangerous situation handling as mentioned in the theory syllabus
9. Operating FIDELIO/IDS/Any Other-PMS system in computer lab. Familiarization of all options
10. Issuing Room Keys, Handling ELS (Key- card), Grand Master Key, damaged key, issuing duplicate key cards
11. Fulfilling special requests
12. Familiarization with different forms and formats such as- arrival/ departure register, Departure intimation, Arrival/ Departure list, No show/ cancellation report, VIP List, Welcome drink, Fruits & Flowers requisition, Left luggage register, Bell boy movement control sheet, Scanty Baggage Register, Arrival & Departure errands cards, Expected arrival/ departure list
13. Handling process for Change of Room
14. Handling Over- bookings
15. Handling/Practicing Front Office Communication and Inter Departmental communication
16. Use of Metal detector and Validators
17. Handling lost and found process
18. Handling Safe deposits vaults and lockers

BHM 310- House Keeping Operations-I

1. Set of Room Attendant Trolley
2. Practicing Bed Making
3. Practicing Turn down service
4. Practicing Weekly cleaning/spring cleaning
5. Cleaning of guest rooms - departure, occupied, vacant, VIP room
6. Cleaning of public areas
7. Inspection of guest rooms & public areas with the help of checklist
8. First aid drills
9. Pest Control procedures/ drill
10. Linen exchange procedure
11. Taking physical Inventory
12. Replenishment of Guest supplies and amenities.
13. Filling various Forms and formats

UTU- BHMCT- SEMESTER –IV

NO	SUBJECT CODE	SUBJECT	Hours Per Week	INTERNAL EXAMS	UNIVERSITY EXAM	TOTAL MARKS
1	BHM-401	Food Production Operations- II	4	30	70	100
2	BHM-402	Food & Beverage Operations-II	4	30	70	100
3	BHM-403	House Keeping Operations-II	4	30	70	100
4	BHM-404	Food & Beverage Control	4	30	70	100
5	BHM-405	Hotel Accounts	3	30	70	100
6	BHM-406	Business Communication	4	30	70	100
7	BHM-407	Food Production Practical-IV	4	50	100	150
8	BHM-408	Food & Beverage Service Practical-IV	4	50	100	150
9	BHM-409	House Keeping Practical-III	2	50	50	100
10	BHM-410	PDP Practical-II	3	50	50	100
11		General Proficiency				50
	TOTAL		36	380	720	1150

BHM 401- Food Production Operations-II

UNIT-1 Menu Planning:

- 1.1 Introduction
- 1.2 Types of menus- A-La Carte, Table d Hote, Cyclic Menu, Functional Menu, In valid menus, Menus for quantity cooking etc.
- 1.3 Factor effecting in menu planning in Kitchen.

UNIT-2 Accompaniments, Garnishing & Salads:

- 2.1 Classical vegetable accompaniments
- 2.2 Classical potato preparation
- 2.3 Classical Garnishes: Indian, Asian & Western foods
- 2.4 Accompaniments for popular dishes
- 2.5 Classification of salads, Types, Dressing, Example's
- 2.6 Parts of salads,
- 2.7 Principles of Salad making
- 2.8 Types of Salads-Vegetable Based, Sea foods, Pulses, Cereals, Pastas etc.

UNIT-3 Food Styling:

- 3.1 General principles
- 3.2 Fundamentals of food carving
- 3.3 Modern and special innovative garnishes
- 3.4 Innovative Accompaniments& Decorations
- 3.5 Concept development/ Themes

UNIT-4 Convenience Food & Fast Foods:

- 4.1 Definition, Characteristics, Types – Indian & Western, Menu examples
- 1.1 Equipment used, Differences
- 4.3 Role of convenience foods in fast food operation, Advantages & Disadvantages of convenience Food, Labour & Cost saving aspects

UNIT-5 Rechauffe Cookery:

- 5.1 Definition & Concept
- 5.2 Process of Rechauffe
- 5.3 Equipments used and temperature control
- 5.4 Importance of proper food holding

UNIT-6 Basic Bakery and Confectionary:

- 6.1 Types of dough and batter
- 6.2 Types & method of making bread & cake
- 6.3 Faults and remedies
- 6.3 Cookies
- 6.4 Classical breakfast rolls, Example of bakery and Confectionary products, Name & Description

UNIT-7 Sandwiches, Rolls, Burgers, Pizzas, Hot dogs, Foot longs:

- 7.1 Types and definitions
- 7.2 Selection of spreads, Fillings,
- 7.3 Classical sandwiches, Smoreboard, Canapés etc.

7.4 Presentation styles and appropriate garnishes and accompaniments.

References:

The Larder Chef, M.J.Leto & W.H.K.Bode

Garnishes, Lyn Rutherford

Professional Baking, Wayne Glasslen

Professional Chef by Arvind Saraswat, ELBS Publisher

On Cooking, Labensky

Theory of Cooking, Dr. S.K.Singh & Pranshu

Professional cooking, Chef Bali

BHM 402- Food and Beverage Operations-II

UNIT-1 Spirits:

- 1.1 Introduction to distillation process
- 1.2 Introduction to spirits (Whisky, Rum, Brandy, Vodka, Gin & Tequila)
- 1.3 Spirits-Types, Production in brief
- 1.4 Brand Indian and International & Service
- 1.5 Other alcoholic beverage – Absinthe, Ouza Aquavit, Silvovitz, Arra fenni, Grappa, Calvados etc.
- 1.6 Concept of proof, types- American Proof Gay-Lussac

UNIT-2 Liqueurs:

- 2.1 Types
- 2.2 Production
- 2.3 Brands & Service

UNIT-3 Bar:

- 3.1 Introduction, Types & Layout, Bar displays.
- 3.2 Equipments used
- 3.3 License Requirements
- 3.4 Staffing- Job description, Job specification
- 3.5 Bar planning & Designing
- 3.6 Bar menus.

UNIT-4 Cocktails:

- 4.1 Introduction & History
- 4.2 Types & preparation
- 4.3 Classical cocktail, recipes and garnishes
- 4.4 Costing
- 4.5 Innovative Cocktails & Mocktails
- 4.6 Cocktail bar, Equipment, Garnishes, Decorative accessories
- 4.7 Interaction with guest, Suggestive selling.

UNIT-5 Gueridon Service:

- 5.1 Introduction, History,
- 5.2 Staffing, Equipments used
- 5.3 Ingredients used, Common preparation,
- 5.4 Flambé dishes
- 5.5 Carving, Salad making etc.,
- 5.6 Trolley service – Beverages, Starters, High-tea, Desserts etc.

Food & Beverage Terminology related to the inputs of the 4th semester

References;

- Food & Beverage Service -Lillicrap & Cousins
Modern Restaurant Service -John Fuller
Food & Beverage Service Management-Brian Varghese
Introduction F& B Service-Brown, Heppner & Deegan
Professional Food & Beverage Service Management -Brian Varghese

The World of Wines, Spirits & Beers-H.Berberoglu
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Alcoholic Beverages -Lipinski & Lipinski
Food Service Operations - Peter Jones & Cassel
Master Dictionary of Food & Wine-Joyce Rubash
New york Bartenders Guide- BD &L
Mr. Boston's Bartender & Party Guide -Warner
Menu planning-John Kivela
The Restaurant (From Concept to Operation)-Lipinski
Professional Food Service- Sergio Andrioli & Peter Douglas
Bar & Beverage Book - Costas Katsigris, Mary Porter, Thomas

BHM 403- House Keeping Operations- II

UNIT-1 Interior Decoration:

- 1.1 Importance , Definition &Types
- 1.2 Classification, Principle of Design-Harmony, Rhythm, Balance, Proportion, Emphasis
- 1.3 Elements of design: Line, Forms, Colour Schemes.

UNIT-2 Colour:

- 2.1 Colour Wheel
- 2.2 Importance & Characteristics
- 2.3 Classification of colour
- 2.4 Colour Schemes.

UNIT-3 Lighting:

- 3.1 Classification
- 3.2 Types of Lighting
- 3.3 Importance & Applications.

UNIT 4-Furniture Arrangements:

- 4.1 Principles of arrangement
- 4.2 Types of furniture
- 4.3 Selection & Maintenance

UNIT 5- Floor & Wall Covering:

- 5.1 Types and Characteristics
- 5.2 Types of Carpets, Selection
- 5.3 Characteristics, Care & Maintenance.

UNIT 6-Window, Curtains And Blinds

- 6.1 Types of windows, curtains and blinds
- 6.2 Care and Maintenance

UNIT 7-Soft Furnishing and Accessories:

- 7.1 Types
- 7.2 Use and care of soft furnishing
- 7.3 Types of accessories-Functional & decorative.

UNIT 8- Flower Arrangement:

- 8.1 Concept & Importance
- 8.2 Types & Shapes, Principles
- 8.3 Tools, Equipments& Accessories.

UNIT 9- Refurbishment and Redecoration:

- 9.1 Re- Decoration Factors, Procedure and task involved, Snagging list.

Glossary of Terms (with reference to 4th semester syllabus)

References:

1. Hotel Housekeeping, Sudhir Andrews, Tata McGraw Hill

2. The Professional Housekeeper, Tucker Schneider, VNR
3. Professional Management of Housekeeping Operations, Martin Jones, Wiley
4. House Keeping Management for Hotels, Rosemary Hurst, Heinemann
5. Hotel, Hostel & Hospital House Keeping, Joan C. Branson & Margaret Lennox, ELBS
6. Accommodation & Cleaning Services, Vol I & II, David . Allen, Hutchinson
7. Managing House Keeping Operation, Margaret Kappa & Aleta Nitschke

BHM-405 Hotel Accounts

UNIT 1-Uniform System of Accounts

1.1 Introduction

1.2 Departmental income & expense statement (All schedule including long – form)

UNIT 2-Departmental Accounting

2.1 Meaning and purpose

2.2 Methods, allocation of expenses

2.3 Departmental accounting

UNIT 3- Understanding Balance Sheet Statement

3.1 Meaning and purpose

3.2 Assets and liabilities, identification of assets and liabilities

UNIT 4- Visitors Tabular Ledger

4.1 Meaning & Purpose

4.2 Basic of auditing in hotels

UNIT 5- Costing

5.1 Fundamental of Costing

5.2 Marginal costing techniques

5.3 Basic standard costing techniques

5.4 Standards for material & labour variance only.

UNIT 6- Ratio Analysis

6.1 Importance of Ratios in hotel

6.2 Activity Ratio

- Capital turnover ratio
- Stock turnover ratio

6.3 Profitability Ratios

- Gross profit ratio
- Net profit ratio.

Reference Books: -

1. Hotel Accounting, earnest B. Horwarth & Luis Toth

2. Hospitality Management Accounting, Michael M Coltman

3. Uniform System of Accounts, Educational Institute of American Hotel & Lodging Association, USA

4. Hospitality Accounting, Richard Kotas & Michael Conlan, International Thomson Business Press

5. Hotel & Catering costing & Budgets, R.D. Boardman, Heinemann

BHM 406- Business Communications

UNIT 1- Business communication

- 1.1 Need, purpose, nature, models
- 1.2 Channels of Business communication
- 1.3 Selection of channel

UNIT 2- The communication process

- 2.1 Sender, receiver, message, channel, feedback
- 2.2 Message conceived, message encoded, channel selected for communication, message perceived, message decoded, message understood and decoded, feedback

UNIT 3- Barriers to effective communication

- 3.1 Inadequacy of message design, physical appearance, selective attention, prejudice, language difference, inadequate listening, lack of feedback, imperceptions, mannerisms
- 3.2 Listening- Need for listening, listening for content, critical listening, empathetic listening, attentive listening, improper listening

UNIT 4-Office Management

- 4.1 Types of Correspondence, Role & Function of Correspondence
- 4.2 Classification of Mail, Receipt and Dispatch of Mail
- 4.3 Filing Systems
- 4.4 Managing Computer

UNIT 5-Organizational communication

- 5.1 Upward, downward, lateral, purpose, functions
- 5.2 Written communications, Report, memos, circulars, notices, advertisements, press notes, writing appraisals
- 5.3 Communicating with outside world: Business letters of different types, e-mail writing and manners
- 5.4 Communicating within groups, nature, purpose, merits, demerits
- 5.5 Role of wit and humor

UNIT 6- Handling meetings

- 6.1 Types of meetings
- 6.2 Structuring a meeting: agenda and minutes
- 6.3 Conducting a meeting

Reference books:

- 1) Communication Skills – BV Pathak
- 2) Business Communication- Sinha
- 3) Grammar and composition- Wren and Martin
- 4) Business Communication- Dr. S.K.Singh

BHM 407- Food Production Practical-IV

1. Preparation and planning of different types of classical and international menus
2. Preparation of Classical vegetable accompaniments
3. Preparation of Classical potato preparation
4. Preparation of Classical Garnishes: Indian, Asian & Western foods
5. Preparation of Accompaniments for popular dishes
6. Preparation of different Salads, centerpiece, cold cuts and sandwiches
7. Planning Concept development/ Themes
8. Preparing dishes with convenience food
9. Handling Process of Rechauffe
10. Preparation of Basic Bakery and Confectionery
11. Preparing – Biscuit & cookies, Breads, Cakes, pastries, Puffs, Croissants, Danish pastry, Doughnuts.
12. Preparing different sandwiches, Pancakes, Burgers, Pizza, Foot-long etc.

*The institutions adopting this syllabus must ensure that for all Food Production practical sessions the list of names of preparations / dishes, sets of menus, recipes should be specifically mentioned for standardized teaching and evaluation. This may be done by constituting a team of experts to compile the details keeping the local conditions in mind.

BHM 408- Food and Beverage Service Practical- IV

1. Service of Spirits & Liqueurs
2. Bar set up and operations
3. Cocktail/ Mocktail Preparation, presentation and service
4. Understanding and observing Bar Layout
5. Taking Bar inventory and Practicing Bar stock maintenance
6. Preparing Bar menus
7. Interaction with guest and Suggestive selling.
8. Practicing Flambé dishes
9. Practicing -Carving, Salad making etc.,
10. Practicing Trolley service – Beverages, Starters, High-tea, Desserts etc.

Note: The Institutions adopting this syllabus must ensure that for all Food and Beverage practical sessions the list of names of assignment/task, sets of menus, recipes should be specifically mentioned for standardized teaching and evaluation. This may be done by constituting a team of experts to compile the details keeping the local conditions in consideration.

BHM 409 House Keeping Practical III

1. Practicing different types of Flower arrangements (including 6 basic arrangements)
2. Conception and designing of guestroom plan.
3. Making floor plans, wall elevations and templates
4. Creating three dimensional model of a guest room / public area with interior decoration themes

BHM 410 PDP Practical II

1. Preparing for interviews: self planning, writing winning resume',
2. Knowledge of company profiles
3. Academic and professional knowledge review
4. Update on current affairs and possible questions
5. Practicing time management , grooming, dress code,
6. Preparing document portfolio,
7. Frequently asked questions and their appropriate answers,
8. Self- introduction, panel addressing, mental frame-work during interviews
9. Presentation skills, seminar skills and leadership role plays
10. Practicing dialogues for customer handling at – Front Desk, Restaurant, Bar, Rooms
11. Practicing dialogues for complaint handling
12. Practicing dialogues for inter- departmental coordination.