

**BHMCT-UTU 6<sup>th</sup> Semester**

<b>NO</b>	<b>SUBJECT CODE</b>	<b>SUBJECT</b>	<b>Hours Per Week</b>	<b>INTERNAL EXAMS</b>	<b>UNIVERSITY EXAM</b>	<b>TOTAL MARKS</b>
1	BHM-601	Advanced Food Production	4	30	70	100
2	BHM-602	Advanced F&B Service	4	30	70	100
3	BHM-603	Front Office Management	4	30	70	100
4	BHM-604	Research Methodology	4	30	70	100
5	BHM-605	Introduction to Management	3	30	70	100
6	BHM-606	Hotel Information System	4	30	70	100
7	BHM-607	Food Production Practical-V	4	50	100	150
8	BHM-608	Food & Beverage Service Practical-V	4	50	100	150
9	BHM-609	Front Office Practical-III	2	50	50	100
10	BHM-610	PDP Practical-III	3	50	50	100
11		General Proficiency				50
	<b>TOTAL</b>		<b>36</b>	<b>380</b>	<b>720</b>	<b>1150</b>

## **BHM 601- Advanced Food Production**

### **1. UNIT -1- Kitchen Management:**

- 1.1 Objectives,
- 1.2 food preparation areas,
- 1.3 kitchen planning and layout,
- 1.4 food service system,
- 1.5 inventory management,
- 1.6 Stores management, indenting, Forecasting budget, distribution of food and holding food.
- 1.7 Menu planning,
- 1.8 Kitchen stewarding, Recycling, Garbage disposal.

### **2. UNIT-2- Kitchen Controls and Documentation:**

- 2.1 Yield management,
- 2.2 Portion control, tools for portion control and standard portion sizes,
- 2.3 different records, registers, vouchers, formats, tags and colour coding,
- 2.4 Food costing and Inventory control.

### **3. UNIT-3- Quantity Food Production:**

- 3.1 Recipe conversion,
- 3.2 planning bulk menus,
- 3.3 Different types of catering,
- 3.4 Banquet production planning,
- 3.5 Bulk portioning and portion control, holding, storage problems, adjustments,
- 3.6 system catering, Centralized production unit, Rechauffe cooking, Transporting food, Planning ODC, ckecklist for ODC.

### **4. UNIT-4- Understanding Basics of International Cuisine:**

- 4.1 Various popular international cuisines,
- 4.2 Basic knowledge of cooking styles, staple food,
- 4.3 cooking methods, tools and equipments and recipe formulation of - oriental (Chinese, Japanese, Thai, Indonesian, Malaysian, Middle Eastern( lebonese, Greek, Mediterreanean) French, German, Italian, Spanish, Russian, Mexican, and American cuisine. Preparing fusion menus.

### **5. UNIT-5- System catering**

- 5.1 Cook chill system- purpose, process, equipments and containers.
- 5.2 Cook Freeze System- purpose, process, equipments and containers.
- 5.3 Batch Cooking- purpose, process, equipments and containers.
- 5.4 Invalid Cookery- planning menus for following diets- Low calorie, Low carbohydrate and low cholesterol, specified diet, Menu planning for Hospitals, factors considered for listed diets.

### **6.UNIT-6- Charcutirie**

- 6.1 **Force meat** –preparing force meats, types and uses
- 6.2 **Brines and marinades.**- Types and uses and the difference between them.
- 6.3 **Equipments used** for farce, slicing, cutting, filling, etc.

- 6.4 Sausage** – Types & Varieties, Casings – Types & Varieties, Fillings – Types & Varieties, Additives & Preservatives
- 6.5 Ham, Bacon & Gammon**-Cuts of ham, Bacon & Gammon and uses, Difference between Ham, Bacon & Gammon.
- 6.6 Introduction and preparation** of Galantines, Ballotine, Roulade, Pate, terrines, Quenelles, Mousse, Choud froid, Aspic and Jelly

## **7. Unit-7- Bakery**

- 7.1 Custards**- Basic custards, creams and puddings, Soufflés and mousses, Different dessert sauces, meringues.
- 7.2 Pastry**- Sponges, Short Crust, Laminated, Choux, Hot Water /Rough Puff, Yeast raised cakes, cookies (different types)
- 7.3 Fruit desserts & still frozen desserts**-Ice-cream, bombes, sorbets
- 7.4 Sugar preparations**, Icings, chocolates, candies etc.
- 7.5 Chocolate**- types and uses, basic choc prep, classical prep, role of choc in food presentation.

## **References**

The Larder Chef- M.J.Leto & W.h.K.Bode, ButterWorth Heineman  
Professional Chef – Art of Garde manger- Frederic H.Semerschmid  
Classical Food Preparation & Presentation- W.H.K.Bode  
The creative art of garnishes –Yvette Stachowiak  
Baking – Martha Day  
The Indian cuisine- Krishna Gopal Dubey  
Professional Pastry Chef – Bo Friberg, John Wiley  
Classical Recipes of the world –Smith, Henry  
Larousse Gastronomikue – Paul Hamlyn

## **BHM – 602 Advance F&B service**

### **1. UNIT -1 Planning & operating Various Food& Beverage Outlets**

- 1.1 Physical layout of functional and ancillary areas.
- 1.2 Factors to be considered while planning
- 1.3 Planning décor, furnishings -. Factors, Concept, Menu, Space, Lighting, Colors and Market.
- 1.4 Calculating space requirements.
- 1.5 Selection and planning of heavy duty and light equipments
- 1.6 Quantities of crockery, cutlery and glassware required.
- 1.7 Standard Operating procedures
- 1.8 Staffing in a Restaurant – points to be considered- Duty Rota's, Staff Training.

### **2. UNIT- 2 Function Catering**

- 2.1 BANQUETS- Introduction,
- 2.2 Organization chart of Banquet department.
- 2.3 Duties and responsibilities of Banquet Staff.
- 2.4 Types - FORMAL &INFORMAL BANQUETS-Reception, Cocktail parties (Standing & Sit down), Conventions, Seminars, Exhibitions, Fashion Shows, Trade fairs, Wedding.
- 2.5 Booking procedures, FP, contract of agreement
- 2.6 Banquet menus,
- 2.7 Buffets- types, equipment, space requirement, checklist, buffet management.
- 2.8 Off- Premises Catering (ODC)- planning, checklist

### **3. UNIT -3- Cost Dynamics**

- 3.1 Elements of cost.
- 3.2 Classification of cost group.
- 3.3 Cost Formulae
- 3.4 Cost/ Volume / Profit Relationship (Break Even Analysis)
- 3.5 Pricing

### **4. UNIT – 4- Budgetary Control**

- 4.1 Introduction, Objectives,
- 4.2 Types- Master, Capital and Operating
- 4.3 Budgetary control process,
- 4.4 Importance

### **5. UNIT -5- Managerial Operations**

- 5.1 Concept of Management
- 5.2 Sales promotion-introduction, advertising, merchandising, public relations.

5.3 Quality aspects of restaurants and catering outlet and performance measurement

**6. UNIT- 6- Menu Management**

6.1 Menu Planning

6.2 Menu designing

6.3 Menu Engineering

6.4 Menu Merchandising

**References:**

1. Food & beverage management – by Bernard Davis & Sally Stone; Butterworth – Heinemann Ltd. UK
2. Food & Beverage Control – by Richard Kotas & Bernard Davis; International Text book Company Ltd, Glassgow
3. Principles of Food, Beverage and Labour Cost Control – by Paul R. Dittmer; John Wiley & Sons
4. Food & Beverage Operation – Cost Control & Systems Management- By Charles Levinson, Prentice Hall
5. Food & beverage management – by Sudhir Andrews, Tata McGraw Hill

## **BHM603      FRONT OFFICE MANAGEMENT**

### **1. UNIT 1 CHECK OUT AND SETTLEMENT**

- 1.1 Departure Procedure
- 1.2 Mode of Settlement of bills
- 1.3 Potential check-out problems and solutions

### **2. UNIT 2. FRONT OFFICE ACCOUNTING**

- 2.1 Front Office Accounting cycle
- 2.2 Types of Accounts
- 2.3 Budgeting
- 2.4 Night Auditing Process
- 2.5 Vouchers/Folios/Ledgers/Allowances/Reports

### **3.UNIT 3. AUTOMATED PROPERTY MANAGEMENT**

- 3.1 Understanding Hotel Automation
- 3.2 Property Management Software's
- 3.3 Concept of POS

### **4.UNIT 4. YIELD MANAGEMENT AND FORECASTING**

- 4.1 Methods of measuring hotel performance/yield
- 4.2 Elements and benefits of yield management
- 4.3 Challenges in Yield management
- 4.4 Yield management strategies
- 4.5 Forecasting and various ratios
- 4.6 yield Management Prospects

### **5.UNIT 5. MANAGING FRONT OFFICE PERSONNEL**

- 5.1 Recruiting and Selecting Employees
- 5.2 The Orientation Process
- 5.3 Training
- 5.4 Career Path for Front Office employees
- 5.5 Professional Enrichment

### **6 UNIT 6. TOTAL QUALITY MANAGEMENT**

- 6.1 Total Quality Management
- 6.2 Guest Perception of TQM
- 6.3 Practices in TQM
- 6.4 Japanese 5 S Practice
- 6.5 Business Process Re-engineering
- 6.6 Kaizen
- 6.7 Benchmarking
- 6.8 Benefits of TQM

## References:

1. Front office operations by Colin Dix & Chirs Baird
2. Hotel from 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 604 – RESEARCH PROJECT:DESIGN AND METHODOLOGY**

### **1. UNIT 1. Understanding Research Methodology**

- 1.1 Meaning & definition,
- 1.2 scope and purpose of doing research,
- 1.3 types of research, areas of research, applications of research, research process – identifying problem.

### **2. UNIT2. PROJECT THEME**

- 2.1 Identifying the theme of project,
- 2.2 criteria for selecting the title of project,
- 2.3 statement of research problem and research objective,
- 2.4 rationale for conducting study.

### **3. UNIT 3. RESEARCH DESIGN AND DATA COLLECTION**

- 3.1 Hypothesis - meaning and types,
- 3.2 how to formulate a hypothesis,
- 3.3 Research design - meaning,
- 3.4 types of research design,
- 3.5 primary research and secondary research,
- 3.6 research approaches - observation, experiment, survey, census survey, sample survey, research instrument - questionnaire, interview, mechanical, questionnaire Vs schedule.

### **4. UNIT 4. SAMPLING PLAN**

- 4.1 Meaning and types of sampling,
- 4.2 probability sampling,
- 4.3 non-probability sampling,
- 4.4 sample design,
- 4.5 sampling unit,
- 4.6 sampling size,
- 4.7 sampling media
- 4.8 sample selection process.

### **5. UNIT 5. FIELD WORK**

- 5.1 Planning,
- 5.2 organizing
- 5.3 supervising the field work.

### **6. UNIT 6. DATA ANALYSIS**

- 6.1 Classification,
- 6.2 Tabulation,
- 6.3 Analysis and Interpretation of data,
- 6.4 Role of computers in educational research.



## **7. UNIT 7. REPORT WRITING**

**7.1** Types of report,

**7.2** report format,

**7.3** executive summary,

**7.4** literature review, findings, conclusions and recommendations, referencing, bibliography.

### **References:**

Research Methodology by CR Kothari

Marketing Management by Philip Kotler, Prentice Hall Publication

## **BHM605 – INTRODUCTION TO MANAGEMENT**

### **1.UNIT 1. MANAGEMENT**

- 1.1 Meaning, nature, objectives, levels of management, principles of management. Schools of management thought.
- 1.2 Functions of management- planning, organizing, directing, controlling, Management Vs Administration,
- 1.3 co-ordination - need, principles and techniques,
- 1.4 co-ordination Vs co-operation,
- 1.5 Qualities of a good manager, Manager's job in hospitality industry.

### **2. UNIT2. PLANNING**

- 2.1 Meaning, nature, importance of planning, advantages and disadvantages.
- 2.2 Steps in the process of planning.
- 2.3 Types of Plan – objectives, strategies, policies, procedures, methods, rules, programmes and budgets.

### **3.UNIT 3. ORGANISING**

- 3.1 Concept, nature, significance of organizing,
- 3.2 formal and informal organisation,
- 3.3 organization chart of a 5 star hotel,
- 3.4 types of organisation, functional ,
- 3.5 line and staff relationship,
- 3.6 delegation and authority,
- 3.7 centralization and decentralization.
- 3.8 Recruitment - internal and external sources, Steps in the process of selection, recruitment Vs selection.

### **4.UNIT 4. DIRECTING**

- 4.1 Meaning, nature, significance, characteristics of directing,
- 4.2 chain of command, authority – responsibility-accountability relationship
- 4.3 Elements of Direction – supervision, communication, training and development, leadership, motivation.
- 4.4 Leadership - meaning, importance, theories and styles.
- 4.5 Communication - meaning, significance, types, process and barriers to communication.
- Supervision - Meaning, nature and significance of supervision.

### **5.UNIT 5. MOTIVATION**

- 5.1 Meaning, nature and importance of motivation,
- 5.2 morale incentives,
- 5.3 motivation and productivity relationship,
- 5.4 types of motivation, theories of motivation - Herzberg's hygiene-motivation (two factor) theory , Maslow's theory of need hierarchy, Mc Gregory's theory 'X' and theory 'Y'.

## **6.UNIT 6. TRAINING AND DEVELOPMENT**

6.1 Meaning, nature and significance of training and development.

6.2 Types of training and development programmes,

6.3 on the job training, off the job training, executive development programmes,

6.4 training Vs development.

## **7. UNIT 7. CONTROLLING**

7.1 Meaning, control process, need for controlling,

7.2 control techniques,

7.3 budgetary and non budgetary control, marketing control-production control-quality control, financial control- information control-PERT & CPM,

7.4 relationship between planning and control.

## **8.UNIT 8. DECISION MAKING**

8.1 Types of decision,

8.2 step-by-step decision making process,

8.3 review of decision.

## **BHM 606 HOTEL INFORMATION SYSTEM**

### **1.UNIT 1. MANAGEMENT INFORMATION SYSTEM**

- 1.1 AN OVERVIEW Introduction to M.I.S. –Meaning and Role MIS
- 1.2 Objectives & Concept of MIS
- 1.3 Elements of MIS & characteristics of MIS
- 1.4 MIS Design & Functions
- 1.5 Role of Computers in MIS

### **2.UNIT 2. THE HIS CONCEPT**

- 2.1 HIS Terminology and software.
- 2.2 HIS Software Modules- Reservation, Guest A/C, Room Management, F&B Management,
- 2.3 General Management
- 2.4 POS & CAS (Cash Accounting System)
- 2.5 Touch Screen Terminals, Immediate character Reorganization (ICR) Terminals, POSD Printers

### **3.UNIT 3. COMPUTER BASED RESERVATION SYSTEM**

- 3.1 Global distribution system
- 3.2 Inter – sell agencies and central reservation (CRS)
- 3.3 Reservation through the internet

### **4.UNIT 4. ROLE OF PERSONAL COMPUTER IN OFFICE AUTOMATION**

- 4.1 Role of personal Computer In Office Automation
- 4.2 Introduction Information system activities -Word Processing, Electronic Spread sheets, Interactive Video, Electronic Communications System,
- 4.3 Internet , Office Support System, Management Implications of Office Automation

### **5.UNIT 5. GENERATING REPORTS AND STATEMENTS**

- 5.1 Preparing Reports: Daily Operation Report, Room Occupancy, Revenue analysis,
- 5.2 Hotel Statement of Income, Room Division Income Statement, Room Division Budget,
- 5.3 Reports, Operations Ratio and Ratio Standards, Discrepancy reports.
- 5.4 Merits & Demerits of Computerizing a Hotel.

### **Practical: Food Production-V BHM- 607**

1. REGIONAL COOKERY:-**South Indian, Mughlai / Bengali /Goa/Marathi/ Guajarati/Punjabi / Kashmiri**
2. Larder:-**Galantine, Balontines, Pate, Terrines, chaud - froid.**
3. French Menu Examples and Methods of cooking
4. Live Buffet cooking –specific to cuisine—**By displaying the ingredients**
5. Bread making, cake and gateau making
6. Different paste and pastries
7. Different types of Icings, chocolate work, sugar work.

### **Practical: Advance F&B services BHM- 608**

1. Planning a layout for a coffee shop, specialty fine dine restaurant, take away, cafeteria.
2. Different types of Restaurant set ups.
3. Practicing banquet booking procedure
4. Filling Function Prospectus
5. Setting up different buffets
6. Organizing different banquet functions.
7. Organizing Formal banquet functions with protocol
8. Different conference set ups
9. Organizing theme parties & food festivals
10. Designing a menu for a fine dine restaurant.

### **Practical: Front office Practical III BHM- 609**

1. Handling foreign exchange & Taking authorization / pre – authorization on EDC Machine & Procedure for handling retention charges.
2. Handling various vouchers used in cashiering.
3. Check out procedure :- **FIT / Group (National / International / CVGR)**
4. Mode of payment on check out :- **CASH / BTC/CR CARD/FOREGIN CURRENCY/MCO**
5. Handling late checkout & Express Check Out & Handling guest discrepancies
6. Property Management System : **VARIOUS SOFTWARES/REPORTS/NIGHT AUDIT/YIELD MANAGEMENT**