

Choice Based Credit system (CBCS)  
**Course Curriculum**

For

Four year degree programme

**Bachelor of Hotel Management & Catering  
Technology (BHMCT)**

**UTTARAKHAND TECHNICAL UNIVERSITY  
Suddhowala, Dehradun, Uttarakhand**

**UTTARAKHAND TECHNICAL UNIVERSITY, DEHRADUN**  
**SCHEME FOR CHOICE BASED CREDIT SYSTEM IN BHMCT**  
**Bachelor of Hotel Management & Catering Technology**  
**First Year (Semester – I)**

Sem	Choice	Subject Code	Subject Name	Credit	Total Credit	Total Hrs/Week	Internal Marks	External Marks	Total Marks/Semester
I	DSC-1A Compulsory	BHMT 101	Food Production Foundation –I	4	4	4	50	100	150
	DSC-1A-P Compulsory	BHMP 101	Food Production Foundation –I Practical	2	2	4	25	50	75
	DSC-1B Compulsory	BHMT 102	Food & Beverage Service Foundation -I	4	4	4	50	100	150
	DSC-1B-P Compulsory	BHMP 102	Food & Beverage Service Foundation -I Practical	2	2	4	25	50	75
	DSC-1C Compulsory	BHMT 103	Rooms Division Foundations -I	4	4	4	50	100	150
	DSC-1C-P Compulsory	BHMP 103	Rooms Division Foundations -I Practical	2	2	4	25	50	75
	AEC-1A	BHMT 104	Communication Skills -I	2	2	2	25	50	75
	AEC-1B	BHMT 105	Hygiene & Sanitation	2	2	2	25	50	75
	SE-1A	Elective Group (Theory)-1		2	2	2	25	50	75
<b>Total Credits in this semester</b>					<b>24</b>	<b>30</b>			<b>900</b>

**Elective 1 – Any One**

BHMT 111 - Computer Application  
 BHMT 112 - Basic French  
 BHMT 113 - Tourism Operations

**UTTARAKHAND TECHNICAL UNIVERSITY, DEHRADUN**  
**SCHEME FOR CHOICE BASED CREDIT SYSTEM IN BHMCT**  
**Bachelor of Hotel Management & Catering Technology**  
**First Year (Semester – II)**

Sem	Choice	Subject code	Subject name	Credit	Total credit	Total Hrs/Week	Internal marks	External marks	Total marks/semester
II	DSC-2A Compulsory	BHMT 201	Food Production Foundation –II	4	4	4	50	100	150
	DSC-2A-P Compulsory	BHMP 201	Food Production Foundation –II Practical	2	2	4	25	50	75
	DSC-2B Compulsory	BHMT 202	Food & Beverage Service Foundation -II	4	4	4	50	100	150
	DSC-2B-P Compulsory	BHMP 202	Food & Beverage Service Foundation -II Practical	2	2	4	25	50	75
	DSC-2C Compulsory	BHMT 203	Rooms Division Foundations -II	4	4	4	50	100	150
	DSC-2C-P Compulsory	BHMP 203	Rooms Division Foundations –II Practical	2	2	4	25	50	75
	AEC-2A	BHMT 204	Environmental Science	2	2	2	25	50	75
	AEC-2B	BHMT 205	Hotel Engineering & Maintenance	2	2	2	25	50	75
	SE-2A	Elective Group (Theory)-2		2	2	2	25	50	75
				<b>Total Credits in this semester 24</b>		<b>30</b>			<b>900</b>

**Elective 2 – Any One**

BHMT 221 - Communication Skills - II  
 BHMT 221 - Food Science  
 BHMT 223 - Basic Accounts





**Semester – I****BHMT 101: Food Production Foundation -I**

Theory: 4 Credits; Total Hours =60

Practical: 2 Credits, Total Hours =60

**Course Contents****Unit – 1**

**Professional Kitchen & Cooking:** Introduction, Definition and its importance; Personal & Kitchen Hygiene, Uniform, Protective clothing, Kitchen Layouts(Basic, Bulk and Show kitchens), Hierarchy of Kitchen Department, Classical Kitchen Brigade, , Modern Staffing in various hotels, Duties & Responsibilities of various chefs in kitchen, their attributes; coordination of kitchen with other departments.

**Unit – 2**

**Kitchen Equipments, Fuels & Safety:** Kitchen Equipments, Classification, Description, Usage, Upkeep and Storage, Kitchen Tools, Knives, Their Usage, Care & Maintenance, Workstations, Safety Procedures, Fuel – Types, Usage and Precautions. Fire - Introduction, Types and handling fires and usage of extinguishers; Basic First Aid- Burns, Scalds, Cuts

**Unit – 3**

**Ingredients used in cooking:** Herbs & Spices, Cereals and Pulses, Fruits and Vegetables, Salt, Sweeteners, Fat, Milk and Milk Products: - Introduction, Types, Purchasing, Storing Considerations and their key uses in kitchen

**Unit – 4**

**Stocks, Sauces, Soups and Salads:** Stocks: Introduction, Classification, Usage, Preparation; Sauces: Introduction, Classification, Usage, Thickening Agents, Preparation of Mother Sauces, Understanding their derivatives, propriety sauces, making of good sauce, emerging trends, Soups: Introduction, Classification, Preparation, Salient Features, Care and precautions, trends in soup presentation. Salads: Introduction, compositions, types, dressings, emerging trends.

**BHM C 101P Food Production Foundation-1Practical:**

- Understanding Personal Hygiene & Kitchen Hygiene
- Grooming for Professional Kitchen – Do's & Don't's
- Understanding kitchen Layouts.
- Familiarisation with kitchen equipments and tools
- Fuels –Their usage and precautions
- Kitchen First Aid
- Handling Fire
- Familiarization, identification of commonly used ingredients in kitchen
- Preparation of Stocks, Mother Sauces and at least two derivatives each.
- Preparation of Soups (Minestrone, Consommés, Cream Soups, Puree Soups, Clear Soups, Bisques, Cold Soups, Chowders and others)

**Suggested Readings:**

- Accompaniments & Garnishes from waiter; Communicate: Fuller J. Barrie & Jenkins
- Food Production Operations: Parvinder S Bali, Oxford University Press
- Modern Cookery (Vol- I) By Philip E. Thangam, Publisher: Orient Longman
- Practical Cookery By Kinton & Cessarani
- Practical Professional Cookery By Kauffman & Cracknell

- Professional Cooking by Wayne Gislen, Publisher Le Cordon Bleu
- The Professional Chef: Le Rol A. Polsom
- Theory of Catering By Kinton & Cessarani
- Theory of Cooking By Singh SK & Chomplay.P
- Theory of Cookery By K Arora, Publisher: Frank Brothers

**BHMT 102: Food & Beverage Service Foundation -I**

Theory: 4 Credits; Total Hours =60

Practical: 2 Credits, Total Hours =60

**Course Contents****Unit – 1**

**Food and Beverage Services:** - Introduction, Concept, and Classification of Catering Establishments, their importance; Personal Hygiene, Uniform & Grooming Standards, F&B Service Outlets & Familiarisation with their Layouts(Tea Lounge, Coffee Shop, Restaurant, Banquets, Staff Cafeteria), Hierarchy of F&B Service Department, F&B Service Brigade, Modern Staffing in various hotels, Duties & Responsibilities of various employees in F&B Service, their attributes; coordination of F&B Service with other departments and salient features.

**Unit – 2**

**Food Service Equipments, Fuels & Safety:** Food Service Equipments, Classification, Description, Usage, Upkeep and Storage, Food Service Tools, Their Usage, Care & Maintenance, Side Stations, Safety Procedures, Fuel – Types, Usage and Precautions while Food Service. Fire Safety & Emergency Procedures – Introduction, Types and handling fires and dealing with emergencies.

**Unit – 3**

**Food Service -I:** Table Crockery, Cutlery, Glassware (Bar Glassware not included) Condiments, Sweeteners, Menu – Concept, Types, Salient Features, Menu Designs, Presenting of Menu, Layout of Table, Napkin Folding (At least Ten Types), Receiving and Greeting the Guests.

**Unit – 4**

**Food Service-II :** Introduction, Classification of Services, Usage and Service Methods, Preparation for Services, Mise-en-place and Mise-en-scene, arrangement and setting up of station, Par stocks maintained at each side station, Functions performed while holding a station, Method and procedure of taking a guest order, emerging trends in Food Services.

**BHMP 102: Food & Beverage Service Foundation –I Practical**

- Understanding Personal Hygiene & Food Service Hygiene
- Grooming for Professional Food Service – Do’s & Don’t’s
- Understanding Food Service Outlets.
- Familiarisation with Food Service equipments and tools
- Fuels –Their usage and precautions while dealing with them in F&B Outlets
- Handling Fire and Emergency Procedures
- Familiarization, Identification of crockery, cutlery, hollowware, flatware and tableware in F&B Outlets
- Services of Soups (Minestrone, Consommés, Cream Soups, Puree Soups, Clear Soups, Bisques, Cold Soups, Chowders and others)
- Understanding Service Methods, Setting up of Side Station, Table Layouts, Napkin Folding and Presenting Menus.

**Suggested Reading:**

- -Food & Beverage Service – Dennis R. Lillicrap. & John A. Cousines. Publisher: ELBS
- -Food & Beverage Service Management – Brian Varghes
- -Food & Beverage Service Training Manual – Sudhir Andrews, Tata Mc Graw Hill.



- -Food & Beverage Service Lillicrap & Cousins, ELBS
- -Introduction F & B Service- Brown, Heppner & Deegan
- -Menu Planning- Jaks Kivela, Hospitality Press
- -Modern Restaurant Service- John Fuller, Hutchinson
- -Professional Food & Beverage Service Management – Brian Varghese

**BHMT 103: Room Division Foundation -I**

Theory: 4 Credits; Total Hours =60  
 Practical: 2 Credits, Total Hours =60

**Course Contents****Unit – 1**

**Accommodation Sector:** - Introduction, Concept, and its importance; Types & Classification of Hotels on different basis; Star Categorization, Heritage Hotels and others in India, Organisation Structure of Hotels; Origin, growth and development of Hotel Sector in India.(ITC, The Taj Group, The Oberoi Group), Foreign Hotel Chains in India – Hilton, Marriott, Hyatt, Dual brands.

**Unit – 2**

**The Guest Accommodation:** Guest Rooms, Types, Layouts, Salient Features, Description, Guest Room amenities, supplies and services, Floors, Room Name List Patterns, Guest Elevators, Floor Pantries, Guest Safety on Floors, Guest Safety Procedures during Fire, emergencies

**Unit – 3**

**Hotel Front Office :** Front Office Introduction, Functions and its importance, Different sections of the front office department and their layout and importance – Reservation, Reception, Concierge, Bell desk, Lobby, Telephones, Cashier, Inter and Intra- department coordination. Organisation structure of Front Office, Key Responsibilities, Job Descriptions, Attributes of Front Office Personnel, Uniform and Grooming Standards.

**Unit – 4**

**Hotel Housekeeping:** Introduction, Meaning and definition Importance of Housekeeping, Sections of Housekeeping, Responsibilities of the Housekeeping department, a career in the Housekeeping department. Housekeeping Department: Organizational framework of the Department (Large/Medium/Small Hotel), Role’ of Key Personnel in Housekeeping, Job Description and Job Specification of staff in the department, Attributes and Qualities of the Housekeeping staff – skills of a good Housekeeper, Inter departmental Coordination with more emphasis on Front office and the Maintenance department, Hygiene and Grooming Standards of Housekeeping Personnel

**BHMP 103: Room Division Foundation –I Practical**

- Understanding Personal Hygiene Grooming Standards
- Understanding Layouts of Front Office and Housekeeping.
- Familiarisation with equipments and tools
- Rooms layout and standard supplies (Amenities)
- Preparing Room Amenity check list
- DO’S and Don’ts for new entrants/employees in the front office
- Hotel terminology

Note: For focused inputs of accommodation the practical hours may be split up i.e. first Two for Front Office and next Two for Housekeeping, thus completing 4 practical lab hours per week of two credit equivalence.

**Suggested Readings:**

- 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
- The Professional Housekeeper – Tucker Schneider,; Wiley Publications
- Front Office Training manual – Sudhir Andrews. Publisher: Tata Mac Graw Hill
- Managing Front Office Operations – Kasavana & Brooks Educational Institution AHMA
- Front Office – Operations and management – Ahmed Ismail (Thomson Delmar).
- Front Office Operations – Colin Dix & Chris Baird.
- Front Office Operation Management- S.K Bhatnagar, Publisher: Frank Brothers
- Managing Front Office Operations By Kasavan & Brooks

**BHMT 104: Communication Skills- 1**

Theory: 2 Credits; Total Hours =30

**Course Contents****Unit- 1**

**Language and communication:** Need, purpose, nature, models, Process of communication and various factors of communication, Barriers to communication and overcoming these barriers

**Unit- 2**

**Non-verbal communication:** Non-verbal communication, signs, symbols and body, language, language as a sign system, eye-contact, facial expressions and posture. Communication in Hospitality organisation and its effects on performance

**Unit -3**

**Remedial English:** Common errors and their correction in English usage with emphasis tense sequence, use of prepositions, phrasal verbs, reference and dictionary skills, Expressing the same idea/thought unit in different ways Do's and Don'ts of application writing

**Unit -4**

**Standard phrases:** Handling enquiries and responding. Addressing a group, Qualities of a good speaker, Basic telephone etiquettes.

**Suggested Readings:**

- Business English. Department of English University of Delhi. Pearson.
- Communication Skills – Sanjay Kumar. Oxford.
- Business Communication. Basic Concepts and Skills. J. P. Parikh. Orient Black Swan
- Communicative English – E. Suresh Kumar. Orient Black Swan.
- Business Communication. Second Edition – Meenakshi Raman. Oxford.
- Communication Skills and Soft Skills – An integrated Approach. E. Suresh Kumar. Pearson.
- Highly Recommended Teacher's Book English for hotel and catering industry. Oxford.
- A course in listening and speaking I & II – V. Saikumar; P. Kiranmai Dutt, Geetha Rajeevan
- The Nonverbal Advantage – Carol Kinsey Goman
- Soft Power : An Introduction to Core and Corporate Soft Skills – Edited Anitha Arunsimha
- Developing Communication skills – Krishna Mohan ; Meera Banerji
- How to talk to Anyone, Anytime , Anywhere – Larry King

**BHMT 105: Hygiene Sanitation**

Theory: 2 Credits; Total Hours =30

**Course Contents****Unit-1**

**Introduction to Hygiene & Sanitation:** Introduction to Hygiene and Sanitation, Practices of personal hygiene and health habits, Safety at work Place; Sanitation regulations and standards; Introduction, Regulatory bodies and regulations, Control of Food Quality

**Unit-2**

**Sanitary Practices:** Sanitary procedures, use of cleaners and sanitizers in maintaining safe production and service environments. Cleaning methods, Design of premises and equipment in the kitchen, Cleaning and Disinfection, Manual & Automatic Dish Washing.

**Unit -3**

**Food Handling:** Hygienic food handling, High Risk Foods, Preventing Contamination, Temperatures Control, Safe temperatures for cooking, holding, cooling and reheating foods. Disposal of food waste and garbage in production areas, ware-washing areas and external pick-up areas, Describe signs of spoiled, unsafe and unacceptable food. Basics of FSS act. Key components of the HACCP, Principles and ways of applying them to the professional food service kitchen, Application of HACCP

**Unit- 4**

**First Aid:** Safe and appropriate use of basic first aid techniques for employees and customers.

**Suggested Readings:**

- Food Hygiene and Sanitation- S.Roday
- Food Safety by Bhat & Rao
- Safe Food Handling by Jacob M.
- FSS Rules
- HACCP-A practical approach - Sara Mortimore & Carol Wallace Chapman & Hall
- Food Service Sanitation Manuals applicable in Catering industry in India

**BHMT 111: Computers Application**

Theory: 2 Credits; Total Hours =30

**Course Contents****Unit -1**

**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,

**Unit -2**

**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.

**Unit -3**

**Internet & Applications:** Introduction to Internet: Definition of networks, concepts of webpage, website and web searching (browsing). Benefits, Application, Working, Hardware and Software requirements, World Wide Web, Web Browser, URL, Search Engines, Email.

**Unit-4**

**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.

**Suggested Reading:**

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

**BHMT 112: Basic French**

Theory: 2 Credits; Total Hours: 30

**Course Contents****Unit – 1**

Pronunciation - The Alphabet - The Accents; ‘Formules de politesse’; The numbers: Cardinal, Ordinal; Time (only 24 hr clock); Weights & Measures; The subjective pronouns; Auxiliary verbs: etre and avoir

**Unit – 2**

Self introduction; presenting and introducing other person; Name of vegetables and fruits; Conjugation of first group of verbs; Days of the week; Months of the year; Date; The definite and indefinite articles

**Unit – 3**

Name of the Countries and their Nationalities; Conjugation of second group of verbs; Adjectives of place; Preposition of place; Describing a place (your city/ tourist place)

**Unit - 4**

Vocabulary describing family; Describe your family; Name of dairy products and Cereals; Negation; Conjugation of irregular verbs : venir, aller; Demonstrative Adjectives, Simple translation

**Oral**

- Counting numbers, Months, days of weeks, seasons, colours
- Basic Introduction
- Understanding questions
- Basic Conversation
- Food & Beverage terms in French

**Suggested Readings:**

- Larousse compact Dictionary: French-English/ English-French
- Conjugaison - Le Robert & Nathan
- Larousse French Grammar
- Grammaire Collection "Le Nouvel Entraînez vous" level debutant
- Parlez à l’hotel by A. Talukdar
- Cours de Langue et de Civilisation Francaises- G. Mauger
- French for Hotel and Tourism Industry by S.Bhattacharya
- Basic French Course for The Hotel Industry by Catherine Lobo & Sonali Jadhav

**BHMT 113: Tourism Operations**

Theory: 2 Credits; Total Hours: 30

**Unit -1**

**Concept of Tourism:** Origin and objectives of tourism, Elements of tourism; Scope of tourism; Nature of tourism, Travel motivations, Economic benefit of tourism, Socio & Economic impact of tourism

**Unit -2**

**Tourism products and resources:** Architectural heritage of India, Culture and iconography of India , Classical and folk arts of India, Fairs and festivals of India, Natural and other tourism resources

**Unit -3**

**Tourism planning and development:** Steps of tourism planning, Tourism policy of India, Tourism in State and its policy, Participation of public and private sector in planning

**Unit -4**

**Tour Operations:** Meaning & Definition, Types of Tour operator: Inbound, Outbound & Domestic, Tour Packaging – definition, components of a tour package, Types of Package, Tour: Independent Tour, Inclusive Tour, Escorted Tour, Business Tour, Guides & escorts – Their role and function Qualities required to be a guide or escort., Itinerary Planning, Steps to plan a Tour, Planning Itinerary, Transport booking – reservation, Accommodation – Reservation & Food facilities, Local guide / escort, Tour Costing

**Suggested Reading:**

- Hotels for Tourism Development, Dr. J.M.S. Negi, Metropolitan Book Co. (P) Ltd., New Delhi.
- Dynamics of Tourism, R.N. Kaul, Sterling Publishing Pvt. Ltd., New Delhi.
- International Tourism, A.K. Bhatia, Sterling Publishing Pvt. Ltd., New Delhi
- Hotel Front Office Management, James A. Bardi, Van Nostrand Reinholdn New York.
- Marketing Management, Philip Kotler, Prentice-Hall of India, New Delhi.
- Tourism and travel management – Bishwal R. Gosh;
- Marketing research – G.C. Beri



## Semester – II

**BHMT 201: Food Production Foundation -II**

Theory: 4 Credits; Total Hours =60  
 Practical: 2 Credits, Total Hours =60

**Course Contents****Unit – 1**

**Methods of Cooking:** Introduction, Definition, and its importance; Types- Baking, Broiling, Grilling, Frying, Steaming, Stewing, Poaching, Poeling, Roasting, Frying, Sautéing, Braising, Cooking with Microwave, Ovens, Gas, Induction Plates and other such medium.

**Unit – 2**

**Eggs, Poultry and Meat:** Eggs – Introduction, Usage in Kitchen, Structure of Egg, Classification, Grading of Eggs, Types, Selection, Storage and preparation of breakfast dishes with eggs. Poultry and Game: Introduction, Classification, Selection Criterion, Cuts of Poultry, Yield and simple Indian preparations. Meat: Characteristics, selection and grading, Classification (Bovines, Ovines and Swines), Categories, Cuts of Meat, Storage and handling.

**Unit – 3**

**Fishes in cooking:** Introduction, Types, Purchasing, Storing Considerations, Fish & Shellfish, Their Classification, Cuts of Fish, Popular Species of Fish, Classical Preparations of Fish, Common cooking methods used for sea food.

**Unit – 4**

**Vegetable, Cuts & Cookery:** Introduction, Vegetables, Pigment and Colour Changes, Effect of Heat on vegetables, Cuts of Vegetables, nutritional and hygiene aspects. Some Indian Cuts on vegetables: Broccoli, Cabbage, Potatoes, Onions, Spinach, Cucumber, Tomatoes, avocado. Beetroot, French Beans, Gourd, Bottle Gourd, Pumpkin, Okra, Colocasia, Spinach, Carrot, Turnips

**BHMP 201: Food Production Foundation – II Practical**

- Understanding Methods of Cooking
- Cooking in Professional Kitchen – Do's & Don'ts
- Understanding Eggs and their simple Breakfast Preparations ;Preparation of: Hard & soft boiled eggs, Fried eggs, Poached eggs, Scrambled eggs, Omelet's (Plain, Spanish, Stuffed)
- Familiarisation with, Poultry, Meats & Fishes – Their Simple Cuts and Cooking Vegetables –Their usage and cooking precautions
- Cuts of vegetables
  - Julienne, Jardinière, Dices, Cubes, Macedoine, Paysanne, Shredding, Mire- poix
- Blanching of Tomatoes and Capsicum.
- Cooking vegetables: Boiling (potatoes, peas), Frying (Aubergine, Potatoes), Steaming (Cabbage), Braising (Potatoes), Braising (Onions, cabbage)
- Simple Vegetable and Meat Cookery

- Identification of types of rice varieties & pulses, Simple preparation of Boiled rice (Draining & Absorption) method.
- Fried rice, Simple daal preparation, Wheat, products like making chapattis, parathas, phulkas, Kulchas & puris. Simple Breakfast Preparations: Preparation of Puri/ Bhaji, Allo Paratha, Chola Bhatura, Preparation of Continental Breakfast

**Suggested Readings:**

- Accompaniments & Garnishes from waiter; Communicate: Fuller J. Barrie & Jenkins
- Cooking Essentials for the New Professional Chef
- Food Production Operations: Parvinder S Bali, Oxford University Press
- Modern Cookery (Vol- I) By Philip E. Thangam, Publisher: Orient Longman
- Practical Cookery By Kinton & Cessarani
- Practical Professional Cookery By Kauffman & Cracknell
- Professional Cooking by Wayne Gislen, Publisher Le Cordon Bleu
- Purchasing Selection and Procurement for the Hospitality Industry By Andrew Hale Feinstein and John M. Stefanelli
- The Professional Chef: Le Rol A. Polsom
- Theory of Catering By Kinton & Cessarani
- Theory of Cooking By Pranshu & Singh S K
- Theory of Cookery By K Arora, Publisher: Frank Brothers

**BHMT 202: Food & Beverage Service Foundation -II**

Theory: 4 Credits; Total Hours =60  
 Practical: 2 Credits, Total Hours =60

**Course Contents****Unit – 1**

**Non Alcoholic Beverages & Mocktails:** Introduction, Types (Tea, Coffee, Juices, Aerated Beverages, Shakes) Descriptions with detailed inputs, their origin, varieties, popular brands, presentation and service tools and techniques. Mocktails – Introduction, Types, Brief Descriptions, Preparation and Service Techniques

**Unit – 2**

**Coffee Shop & Breakfast Service:** Introduction, Coffee Shop, Layout, Structure, Breakfast: Concept, Types & classification, Breakfast services in Hotels, Preparation for Breakfast Services, Mise-en-place and Mise-en-scene, arrangement and setting up of tables/ trays, Functions performed while on Breakfast service, Method and procedure of taking a guest order, emerging trends in Breakfast Services and salient features.

**Unit – 3**

**Food and Beverage Services in Restaurants:** - Introduction, Concept of Restaurant, Types of Restaurants, their salient features; Set up of Restaurants and their Layouts, Restaurant Teams Organisational Structure, Modern Staffing in various hotels, Method and procedure of receiving guests, taking guest orders, Service equipment used and its maintenance, Coordination with housekeeping for soil linen exchange, Physical inventory monthly of crockery, cutlery, linen etc., Equipment, furniture and fixtures used in the restaurant and their use and maintenance, Theme and Speciality Restaurants, Celebrity Restaurants.

**Unit – 4**

**Room Service/ In Room Dinning:** Introduction, Concept of Room Service/ In Room Dinning, Their Salient Features, Understanding Guest expectations in Room Service, Room Service Equipments, Set up of Trays & Trolleys, Upkeep and Storage, Service Tools, Clearance, Presentation of Bills, Room Service Dos & Don'ts. Mini Bar Management in Guest Rooms, Guest Interaction – Have and Have not's.

**BHMP 202: Food & Beverage Foundation – II Practical**

- Understanding Non Alcoholic Beverages, Types & Service Techniques
- Guest Interactions while on Food Service – Do's & Don't's
- Understanding Mocktails, Their Presentation and Services (At least ten types of Mocktails)
- Breakfast Services: Types, Breakfast Layouts, Menu Knowledge, Table Services, Clearance & Acknowledging guests.
- Familiarisation with Food Service in Restaurants ( Receiving Guests, Table Layouts, Complimenting them, Presentation of Bills, Dealing with in house/ residential guests)

- Restaurant Services – Their salient features, Table Layouts, Presenting Menus, precautions while dealing with guests, Commitments with guests, Food Pickup Procedures, Clearance and Dishwashing Procedures
- Room Service Practical, Taking of Orders, Delivery of Food Services, Identifying Room Service Equipment, Importance of Menu Knowledge for Order-taking (RSOT functions/procedures), Food Pickup Procedure, Room service Layout Knowledge, Laying of trays for various orders, Pantry Elevator Operations, Clearance Procedure in Dishwashing area, Room service Inventories and store requisitions

**Suggested Reading:**

- Food & Beverage Service – Dennis R.Lillicrap. & John A. Cousines. Publisher: ELBS
- Food & Beverage Servical – Sudhir Andrews, Tata Mc Graw Hill.
- Food & Beverage Service Lillicrap & Cousins, ELBS
- Introduction F & B Service- Brown, Heppner & Deegan
- Modern Restaurant Service- John Fuller, Hutchinson
- Professional Food & Beverage Service Management – Brian Varghese
- The Restaurant (From Concept to Operation)

**BHMT 203: Room Division Foundation - II**

Theory: 4 Credits; Total Hours: 60

Practical: 2 Credits, Total Hours: 60

**Course Contents****Unit – 1**

Cleaning Science: Cleaning Agents, Characteristics of a good cleaning agent, PH scale, Types of cleaning agent, cleaning products (Domestic and Industrial), Cleaning Equipment: Types of Equipment, Operating Principles, Characteristics of Good equipment (Mechanical/Manual), Storage, Upkeep, and Maintenance of equipment, Care and Cleaning of Different Surfaces: Metal, Glass, Leather, Rexene, Ceramic, Wood, Wall and floor covering, Stain Removal.

**Unit – 2**

Housekeeping Procedures: Cleaning Schedules, Cleaning Methods, Briefing, Debriefing, Proceeding for Days work, Keys & Their Classification, Inventory of Housekeeping Items, Indenting from Stores, Housekeeping control desk: Importance, Role, Co-ordination, check list, key control. Handling Lost and Found, Forms, Forms and registers used in the Control Desk, Paging systems and methods, Handling of Guest Requests, General operations of control desk.

**Unit – 3**

Basic Front Office Operations: Front desk operations & functions, Equipments used at front office – Room Rack, Mail Message, and Key Rack, Reservation Racks, Information Rack, Folio Trays, Account Posting Machine, Voucher Rack, Cash Register Support Devices, Telecommunications Equipments, rooms and plans, Basis of Room charging, Tariff fixation, Introduction to the guest cycle, Reservation: Concept, importance, types, channels and systems, Procedure of taking reservation, Overbooking, amendments and cancellations, Group Reservation: Sources, issues in handling groups. Procedure for guest check in, and baggage handling,

**Unit – 4**

The Guest Room Servicing: Cleaning of Guest Rooms & Bathrooms: Daily cleaning of (Occupied/ Departure/ Vacant/ Under Maintenance/VIP rooms (Systematic Procedures), Special Cleaning, Weekly Cleaning /Spring Cleaning, Evening service/ Turn Down Service, System & procedures involved, Forms and Formats, Replenishment of Guest supplies and amenities, Use of Maids Cart & Caddy.

**BHMP 203: Room Division Foundation – II Practical**

- Identification and familiarisation with cleaning equipments and agents.
- Cleaning of different surfaces e.g. windows, tabletops, picture frames under beds, on carpet, metal surfaces, tiles, marble and granite tops.

- Develop an understanding about basic Housekeeping procedures like Briefing, De Briefing, dealing with Lost & Found, Key Control, Forms & Registers at Control desk of Housekeeping
- Identification and familiarisation with front desk equipments and Performa's.
- Skill to handle front desk operations i.e guest reservations, guest arrival (FIT and groups) including baggage handling
- Skills to handle to telephones at the reception- receive/ record messages.
- Skills to handle guest departure (fits and groups)
- Preparation and study of countries, capitals, currencies, airlines and flags chart
- Role play:
  - At the porch, Guest driving in Doorman opening the door and saluting guest; Calling bell boy
  - At the Front Desk: Guest arriving; greeting & offering welcome drink and guest interactions.
- Servicing of guestrooms, placing/ replacing guest supplies and soiled linen

**Note:** For focused inputs of accommodation the practical hours may be split up i.e. first Two for Front Office and next Two for Housekeeping, thus completing 4 practical lab hours per week of two credit equivalence.

#### **Suggested Readings:**

- 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
- Managing Housekeeping Operations – Margaret Kappa & Aleta Nitschke
- Professional Management of Housekeeping Operations (II) Edn.) – Rohert J. Martin & Thomas J.A. Jones, Wiley Publications
- Security Operations By Robert Mc Crie, Publishe: Butterworth – Heinemann
- The Professional Housekeeper – Tucker Schneider,; Wiley Publications
- Front Office Training manual – Sudhir Andrews. Publisher: Tata Mac Graw Hill
- Managing Front Office Operations – Kasavana & Brooks Educational Institution AHMA
- Front Office – Operations and management – Ahmed Ismail (Thomson Delmar).
- Managing Computers in Hospitality Industry – Michael Kesavana & Cahell.
- Front Office Operations – Colin Dix & Chris Baird.
- Front Office Operation Management- S.K Bhatnagar, Publisher: Frank Brothers
- Managing Front Office Operations By Kasvan & Brooks

**BHMT 204: Environmental Science**

Theory: 2 Credits; Total Hours: 30

**Course Contents****Unit- 1**

**Introduction to environmental studies:** Multidisciplinary nature of environmental studies; Scope and importance; concept of sustainability and sustainable development

**Unit- 2**

**Ecosystem:** What is an eco-system, Structure and function of ecosystem; Energy flow in an ecosystem: food chains, food webs and ecological succession case studies of the following ecosystems: Forest ecosystem, Grassland ecosystem, Desert ecosystem, Aquatic ecosystems (ponds, streams, lakes, rivers, oceans, estuaries)

**Unit- 3**

**Natural Resources:** Renewable and Non- renewable resources: Land resources and land use change; Land degradation, soil erosion and desertification. Deforestation: Causes and impacts due to mining, dam building on environment, forests, over water (international & inter-state). Energy resources: Renewable and non renewable energy sources, use of alternate energy sources, growing energy needs, case studies.

**Unit- 4**

**Biodiversity and conservation:** Levels of biological diversity: genetic, species and ecosystem diversity; Bio-geographic Zones of India; Biodiversity patterns and global biodiversity patterns and global biodiversity hot spots. India as a mega-biodiversity: nation; Endangered and endemic species of India. Threats to biodiversity: Habitat loss, poaching of wildlife, man-wildlife conflicts, biological invasions; conservation of biodiversity: In-situ conservation of biodiversity. Ecosystem and biodiversity services: Ecological, economic, social, ethical, aesthetic and informational value.

**Unit- 5**

**Environmental Pollution:** Environmental pollution: types, causes, effects and controls; Air, water, soil and noise pollution. Nuclear hazards and human health risks. Solid waste management: control measures of urban and industrial waste. Pollution case studies.

**Unit- 6**

**Environmental Policies & Practices:** Climate change, global warming, ozone layer depletion, acid rain and impacts on human communities and agriculture. Environment Laws; Environment Protection Act; Air (prevention & control of Pollution) Act; water (Prevention and control of pollution) Act; Wildlife Protection Act; forest Conservation Act; International agreements: Montreal and Kyoto protocols and Convention on Biological Diversity (CBD). Nature reserves, tribal populations and rights, and human wildlife conflicts in India context.

**Unit- 7**

**Human Communities and the Environment:** Human population growth: Impacts on environment, human health and welfare. Resettlement and rehabilitation of project affected persons; case studies. Disaster management: floods, earthquake, cyclones and landslides. Environmental movements: chipko, Silent valley, bishnois of Rajasthan. Environmental ethics: Role of Indian and other religions and cultures in environmental conservation. Environmental communication and public awareness, case studies (e.g. CNG vehicles in Delhi).

**Unit- 8**

**Field work:** Visit to an area to document environmental assets: river/ forest/ flora/ fauna, etc. Visit to a local polluted site- urban / Rural/ Industrial/ Agricultural. Study of common plants, insects, birds and basic principles of identification. Study of simple ecosystems- pond, river, Delhi Ridge, etc.

**Suggested Readings:**

- “Environmental Studies” - Erach Barucha
- “Objective of Environmental Sciences” – BB Singh
- “Fundamental Concepts in Environmental Studies” - Mishra DD
- Advances in Environmental Science & Technology- RK Trivedi
- Environmental Science- YK Singh
- Environmental Science- G Tyler Miller



**BHMT 205: Hotel Engineering & Maintenance**

Theory: 2 Credits; Total Hours: 30

**Course Contents****Unit-1**

**Introduction to Hotel Maintenance:** Maintenance and Calibration of equipment – Meaning and importance, Importance of Maintenance department in Hotel Industry, Organization chart of Maintenance department in 3/4/5 star hotels, Duties & responsibilities of Chief Engineer of a hotel, Types of maintenance and their advantages and disadvantages; Breakdown/ Corrective Maintenance, Preventive Maintenance, Predictive Maintenance, Contract Maintenance- Need, Types: Lump sum, Unit price/ Unit Rate, Cost plus upper limit contract, Maintenance charts for - Swimming Pool: Daily basis and Quarterly basis; Kitchen: Daily basis and Quarterly basis, Replacement of Equipments- Reasons for replacement, Economic replacement of equipments(Graph)

**Unit – 2**

**Refrigeration and Air Conditioning:** Definitions: Heat, Temperature, Sensible heat, Latent Heat, Relative Humidity, Methods of Heat Transfer: Conduction, Convection, Radiation, Refrigeration: Principle, Unit of Refrigeration, Refrigerants: Properties and Types, Domestic Refrigerator- Block Diagram and working, Maintenance, Defrosting: Need, Methods, Walk in Freezer/ Cold Storage- Block diagram, Working, Maintenance, Types of AC- Unitary AC, Window AC and Split AC, Working of types of AC's, Factors affecting Load on AC, Factors affecting AC Comfort, Maintenance of AC

**Unit – 3**

**Fuels and Electricity:** Types of Fuels-Comparison of various Fuels: Solid, Liquid and Gaseous, Fuels used in Hotel Industry, Electricity- Types of Electricity supply: Single and Three Phase, Types of Fuse: Re-wire able, Cartridge, Miniature Circuit Breakers (MCB), Importance and method of Earthing System, Calculation of Electricity Bill

**Unit – 4**

**Water Systems:** Sources of water, Adverse effects of Hard water, Methods of purification & water softening: Ion Exchange, Lime Soda, Water Distribution System: Up Feed and Down Feed (Hot & Cold), Traps, Water Closets and Flushing Systems- Types, diagrams, functions. Various Plumbing Fixtures

**Suggested Readings:**

- Hotel Engineering – Sujit Ghosal – Oxford University Press
- Hotel Engineering – R.K. Chhatwal
- Hotel Maintenance – Arora

**BHMT 221: Communication Skill – II**

Theory: 2 Credits; Total Hours: 30

**Course Contents****Unit -1**

**Communication:** Definition of communication, Types of communication, Process of communication, Channels of communication, Non Verbal Communication

**Unit -2**

**Writing Skills:** Letter writing - formal and informal, Resume writing, Report writing, Note making and note taking, Dialogue writing, short Story writing

**Unit -3**

**Listening on the Job:** Definition, Levels and types of listening, Listening barriers, Guidelines for effective listening, Listening computerization and note taking

**Unit -4**

**Effective Speaking and Interview skills:** Writing a speech, preparing speech note, developing confidence and overcoming fear, Delivering different types of speeches, Restaurant and hotel English, Polite and effective enquiries and responses, Addressing a group, Essential qualities of a good speaker, Defining the purpose of a speech, organizing the ideas and delivering the speech, Interview skills, Presentations skills, planning, preparation, practicing, presentation to different groups

**Suggested Readings:**

- Business Communication - Asha Kaul
- Effective Business Communication- Asha Kaul
- Communication Skills- Sanjay Kumar

**BHMT 222: Food Science**

Theory: 2 Credits; Total Hours: 30

**Course Contents****Unit-1**

**Food Science Fundamentals:** Definition and scope of food science and It's inter-relationship with food chemistry, food microbiology and food production, Importance with relation to food handling preparation and service. Micro Organisms- Classification. Bacteria-Size, Shape, reproduction, beneficial and harmful affects Yeasts-size, shape, reproduction, beneficial effects.

**Unit-2**

**Food Preservation:** Food Preservation Methods and principles of food preservation. Food Poisoning –Staphylococci, botulism & clostridium perfringens, Symptoms, illness & prevention,

**Unit-3**

**Colloids:** Colloids- Types and factors affecting colloidal solutions; Emulsions- Types and theory of emulsion, Food emulsions

**Unit-4**

**Changes taking place during cooking:** Carbohydrates –Introduction, Effect of cooking (Gelatinisation and Retro gradation), Factors affecting texture of carbohydrates (Stiffness of CHO gel & Dextrinization, Uses of carbohydrates in food preparations;

Proteins - Basic structure and properties, Type of proteins based on their origin (plant/animal), Effect of heat on proteins (Denaturation, coagulation), Functional properties of proteins (Gelation, Emulsification, Foam ability, Viscosity), Commercial uses of proteins in different food preparations(like Egg gels, Gelatin gels, Cakes, Confectionary items, Meringues, Soufflés, Custards, Soups, Curries etc.)

Fats and Oils – Classification (based on the origin and degree of saturation, Autoxidation (factors and prevention measures), Flavour reversion, Refining, Hydrogenation & winterisation, Effect of heating on fats & oils with respect to smoke point, Commercial uses of fats (with emphasis on shortening value of different fats)

Browning, Types (enzymatic and non-enzymatic), Role in food preparation, Prevention of undesirable browning

**Suggested Readings:**

- Food Science & Nutrition – Sunetra Roday
- Food hygiene and Sanitation - Sunetra Roday
- Food Science- Potter and Hotchkin

**BHMT 223: Basic Accounts**

Theory: 2 Credits; Total Hours: 30

**Course Contents****Unit-1**

**Accounting Theory:** Business Transaction and Basic Terminology, Need to Study Accounting, Accounting functions, Purpose of Accounting Records, Accounting Principles - Concepts and Conventions.

**Unit-2**

**Account Records:** Principles of Double Entry System, Journal & Ledger Entries and Subsidiary Books - Cash, Sales & Purchase books and Bank Reconciliation statement.

**Unit-3**

**Financial Statements:** Basic Financial Statements, Trial Balance, Preparation of Final Accounts, Basic Adjustments to final Accounts, Computerised preparation of Records and Financial Statements.

**Unit-4**

**Depreciation Reserves and Provisions:** Meaning, Basic Methods.

**Suggested Readings:**

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