



Uttarakhand Technical University, Dehradun

Scheme of Examination as per AICTE Flexible Curricula

**Evaluation Scheme & Syllabus for
Bachelor of Hotel Management & Catering Technology**

**W.E.F. Academic Session 2019-20
II Year (III & IV SEMESTER)**

Bachelor of Hotel Management & Catering Technology

Uttarakhand Technical University, Dehradun

As per AICTE model curriculum

[W.E.F. Academics Session: 2019-20]
Bachelor of Hotel Management & Catering Technology

UTTARAKHAND TECHNICAL UNIVERSITY, DEHRADUN

SCHEME FOR CHOICE BASED CREDIT SYSTEM IN BHMCT

Bachelor of Hotel Management & Catering Technology

Second Year (Semester – III)

Sem	Choice	Subject code	Subject name	Credit	Total credit	Total Hrs/Week	Internal marks	External marks	Total marks/semester	
III	DSC-3A Compulsory	BHMT 301	Introduction to Indian Cuisine	4	4	4	50	100	150	
	DSC-3A-P Compulsory	BHMP 301	Introduction to Indian Cuisine Practical	2	2	4	25	50	75	
	DSC-3B Compulsory	BHMT 302	Food & Beverage Service Operations –I	4	4	4	50	100	150	
	DSC-3B-P Compulsory	BHMP 302	Food & Beverage Service Operations - I Practical	2	2	4	25	50	75	
	DSC-3C Compulsory	BHMT 303	Front Office Operations –I	4	4	4	50	100	150	
	DSC-3C-P Compulsory	BHMP 303	Front Office Operations -I Practical	2	2	4	25	50	75	
	DSC-3C	BHMT 304	Accommodation Operations – I	4	4	4	50	100	150	
	DSC-3CP	BHMP 304	Accommodation Operations – I Practical	2	2	4	25	50	75	
	AEC – 3A	BHMT 305	Fundamentals of Management	2	2	2	25	50	75	
	AEC – 3B	BHMP 306*	Personality Development Skills –I	0	0	2	50	0	50	
	SE-3A	BHMT 33X	Elective Group 3	2	2	2	25	50	75	
				Total Credits in this semester		28	38			1100

**BHMP 306 - is non credit course and having internal evaluation. This course is mandatory to pass to complete the degree*

Elective 3 – Any One

BHMT 331 - Facility Planning

BHMT 332 - Hotel Accounting

BHMT 333 - Nutrition & Diet Planning

UTTARAKHAND TECHNICAL UNIVERSITY, DEHRADUN

SCHEME FOR CHOICE BASED CREDIT SYSTEM IN BHMCT

Bachelor of Hotel Management & Catering Technology

Second Year (Semester – IV)

Sem	Choice	Subject code	Subject Name	Credit	Total credit	Total Hrs/Week	Internal marks	External marks	Total marks/semester
IV	DSC-4A Compulsory	BHMT 401	Food Production Operations	4	4	4	50	100	150
	DSC-4A-P Compulsory	BHMP 401	Food Production Operations Practical	2	2	4	25	50	75
	DSC-4B Compulsory	BHMT 402	Food & Beverage Service Operations -II	4	4	4	50	100	150
	DSC-4B-P Compulsory	BHMP 402	Food & Beverage Service Operations - II Practical	2	2	4	25	50	75
	DSC-4C Compulsory	BHMT 403	Front Office Operations –II	4	4	4	50	100	150
	DSC-4C-P Compulsory	BHMP 403	Front Office Operations -II Practical	2	2	4	25	50	75
	DSC-4C	BHMT 404	Accommodation Operations - II	4	4	4	50	100	150
	DSC-4CP	BHMP 404	Accommodation Operations – II Practical	2	2	4	25	50	75
	AEC – 4A	BHMT 405	Writing Skills in Hospitality	2	2	4	25	50	75
	SE-4A	Elective Group (Theory)- 4		2	2	2	25	50	75
Total Credits in this semester				28	38				1050

Elective 4 – Any One

- BHMT 441 - F & B Controls
- BHMT 442 - Event Management
- BHMT 443 - Laundry Management

Semester – III
BHMT 301: Introduction to Indian Cuisine

Theory: 4 Credits; Total Hours =60

Practical: 2 Credits, Total Hours =60

External Maximum Marks: 100

Internal Maximum Marks: 50

Prior Learning: The Students studying this course should have basic knowledge of Kitchen Operations and should know basic preparations and methods of cooking.

Learning Objective: The teachers delivering lectures and demonstration in this course should understand that students have a basic knowledge of Kitchen operations as Prior Learning. The students undertaking this course should be able to understand following:

1. Role of Indian spices and condiments,
2. Fundamentals of Regional cuisines & Basic Indian gravies
3. Tandoor handling and preparations
4. Regional popular dishes
5. Indian Starters & Sweets
6. Recipe conversion, portion control
7. Process of Indenting & bulk cooking

Learning Outcome: The students after having studied the course should be able to perform and acquaint the following:

1. Cook dishes using traditional Indian cooking methods,
2. Handle Tandoor preparation and cooking,
3. Prepare Popular regional dishes
4. Preparing Indian Starters and sweets
5. Prepare indent and recipe conversion
6. Bulk cooking operations.

Course Contents

UNIT 1: Basics of Indian Cuisine

Introduction, Concept & importance of curries and gravies, Types of Indian Curries and its combination, Introduction & Identification of various varieties of rice, cereals and pulses, Blending of spices and concept of masalas, Different masalas used in Indian cookery, Dry & Wet masalas, Composition of different masalas, Varieties of masalas available in regional areas, Special masala blend, Spices used in Indian cookery, Role of spices in Indian cookery, Indian equivalent of spices (names).

UNIT-2: Indian Regional Cooking

Brief study of following regional Cuisines - Northern Indian, Southern Indian, Eastern Indian, Western Indian - Understanding Dietary habits, role of staple food, traditional ingredients cooking methods, popular dishes and tools used. Discuss Regional Breads.

Note: Special emphasis on famous cuisines.

UNIT-3: Tandoor

Understanding concept of Tandoor, Tandoor Seasoning, tools used in tandoor, Marinades used in tandoor cooking, Tandoori Breads and other preparations.

UNIT 4: Indian Starters and sweets – Introduction, types, recipes and preparation methods.

UNIT 5: Quantity Food Production:

Standard recipe, Portion size, Recipe conversion, principles of indenting, planning bulk menus, Different types of catering, Banquet production planning, Bulk portioning and portion control, holding, storage problems, adjustments, Transporting food, Planning ODC, checklist for ODC, Heat and cold generating equipment, Care and maintenance of this equipment, Modern developments in equipment manufacture.

BHMP 301 - Introduction to Indian Cuisine - Practical

Practical: 2 Credits, Total Hours =60

External Maximum Marks: 50

Internal Maximum Marks: 25

1. Preparation of Dry and wet Masala mix, Basic gravies.
2. Practicing Regional cuisines of India - Northern Indian, Southern Indian, Eastern Indian, Western Indian with proper accompaniments like chutney, breads, rice preparations and sweets, etc.
3. Preparing elaborate Indian regional menus.
4. Preparing Indian Starters and sweets.
5. Practicing Bulk menus.
6. Practicing setting up of a Tandoor and the products related to it
 - a. Tandoori Breads.
 - b. Tandoori Kababs

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.

Suggested Reading:

1. Art of Indian Cookery, Rocky Mohan, Roli
2. Prasad - Cooking with Masters, J. Inder Singh Kalra, Allied
3. Tandoor – Chef Ranjit Rai
4. Theory of Cookery, Dr.S.K.Singh & Pranshu
5. A Taste of India, Madhur Jaffrey, Pavillion
6. Dastarkhwan-e-Awadh, Sangeeta Bhatnagar & R.K.Saxena, Harper Collins
7. Zaika, SonyaAtal Sapru, HarperCollins
8. Punjabi Cuisine, Premjit Gill
9. Hyderabad Cuisine, Pratibha Karan, HarperCollins
10. Modern Cookery for Teaching & Trade, Ms. Thangam Philip, Orient Longman
11. Professional cookery, Bali

BHMT 302: Food & Beverage Service Operations -I

Theory: 4 Credits; Total Hours =60

Practical: 2 Credits, Total Hours =60

External Maximum Marks: 100

Internal Maximum Marks: 50

Prior Learning: The Students studying this course should have basic knowledge of F& B operations, types of service and role of F&B Staff.

Learning Objective: The students undertaking this course should be able to understand following:

1. Classification and Knowledge of Alcoholic beverage.
2. Knowledge of Wines.
3. Knowledge of Beer, Aperitifs, Vermouths and Tobacco

Learning Outcome: The students after having studied the course should be able to perform and acquaint the following:

1. Explain the basics of wines.
2. Explain beer production and types of beer
3. Will be able to understand the role of Aperitifs and Vermouths.

Course Contents

Unit – 1: Introduction to Alcoholic Beverages: Meaning, classification, properties and examples.

Unit – 2: Beers: Introduction, History, Production, Types and brands, Indian and International. Care and storage. Services, bottled, canned and draught beers. Concept of Micro breweries and crafted beers, Other Fermented & Brewed Beverages: Sake, Cider, Perry, Alcohol Free Wines.

Unit – 3: Introduction to wines: Introduction, History and classification. New world and old world wines. Types and composition of grape. Vinification(red, white, rose and sparkling wine) and factors affecting the quality of wine. Fortified and aromatized wines. Wine faults, Service of different wines, wine glassware, storage of wines. Cellar management and Wine terminology.

Unit – 4: Wine producing countries: France, Italy, Spain, Germany, Portugal, Chile, Australia, America, South Africa and India along with wine examples. Wine Quality Laws: France and Italy. Food and wine harmony.

Unit – 5: Aperitifs: Definition and introduction. Wine based aperitifs and Spirit based aperitifs.

BHMP 302: Food & Beverage Service Operations -I Practical:

Practical: 2 Credits, Total Hours =30

External Maximum Marks: 50

Internal Maximum Marks: 25

1. Taking wine order.
2. Reading wine label.
3. Service of Still wines: Red, white & rose.
4. Service of Sparkling wines.
5. Stacking of cellar area.
6. Service of beer.
7. Service of aperitifs.
8. Set up a table with Prepared Menu with wines

Suggestive readings:

1. Food & Beverage Service – Dennis R. Lillicrap. & John A. Cousins. Publisher: ELBS
2. Food & Beverage Service – R. Singravalam, Oxford
3. Food & Beverage Service Management- Brian Varghese
4. Food & Beverage Service Training Manual – Sudhir Andrews, Tata McGraw Hill. Food & Beverage Service Lillicrap & Cousins, ELBS
5. Introduction F& B Service – Brown, Heppner & Deegan
6. Modern Restaurant Service – John Fuller, Hutchinson
7. Professional Food & Beverage Service Management – Brian Varghese
8. The Restaurant (From Concept to Operation)
9. The Waiter Handbook By Graham Brown, Publisher: Global Books & Subscription Services New Delhi
10. Wine Encyclopaedia

BHMT 303: Front Office Operations -I

Theory: 4 Credits; Total Hours =60

Practical: 2 Credits, Total Hours =60

External Maximum Marks: 100

Internal Maximum Marks: 50

Prior Learning: The Students studying this course should have basic knowledge of Hotel operations and different functions of Front Office operations.

Learning Objective: The teachers delivering lectures and demonstration in this course should understand that students have a basic knowledge of Front Office operations in respect to the Room selling or Service selling. The students undertaking this course should be able to understand following:

1. The basics of Room Tariff, the different types of plans and handling documentation at Front Office
2. Handle reservations & cancellations,
3. Knowledge of complete guest cycle
4. The registration process.
5. Bell desk & Concierge operations.

Learning Outcome: The students after having studied the course should be able to perform and acquaint the following:

1. Should know room selling process, make reservations and cancellations,
2. Complete the registration process
3. Handle bell desk and Concierge operations.
4. Handle front office documentation.

Course Contents

Unit 1: Room Tariff : Basis of room tariff, Tariff fixation / calculating room tariff., Types of room tariff: Rack rate, discounted rates, Company Volume Guaranteed Rate, Types of Meal Plan used in the hotel industry, Forms & Format/ Tariff Card/Brochure.

Unit 2: Modern Reservation practices Digitalisation of Reservation & Cancellation: Modern Channels and systems, Package Plans of Hotel Room Booking with Airlines / Cruise liners / Railway-Networks. Last Minute Booking & Last-Minute Cancellation through OTA's. Redeem Reward Points (Airline Ticket, OTA site Booking) on Hotel stay, Indian OTA: -MakeMyTrip, Yatra, Goibibo, International OTA: - Expedia, Priceline.com, Booking.com, Agoda, Meta Search Hotel Website: - Google Hotel Ads, TripAdvisor, Kayak, Trivago and other App based.

Unit 3: Modern Practices for Guest Check In: - Pre- Arrival, Arrival and Stay.

Check in Procedure in different situations like: - guest having confirmed reservation, Walk –in Guest, Group/crew, Scanty Baggage Guest, International Travellers, Forms & Formats, Digital Check-In (Hotel Website, Hotel's Mobile Apps, Social Media)

Introduction to the Registration, Steps of registration with or without reservation, Pre- registration activities, Processing VIP, Foreigners & group registration

Unit 4: Bell Desk & Concierge Operations: - Introduction of Bell desk, Equipment's used in Bell desk, Functions of Bell desk, Luggage handling, Paging, Change of room etc. Functions of Concierge, Forms & Formats.

Glossary of Terms (With reference to above all topics)

BHMP 303: Front Office Operations -I Practical:

Practical: 2 Credits, Total Hours =30

External Maximum Marks: 50

Internal Maximum Marks: 25

1. Practicing modern reservation and cancellation process
2. Practicing Registration process (non – automated and automated) for FIT, FFIT, DFIT, GFIT and Corporate Guests.
3. Filling Density chart from Reservations of multiple sources (OTA, Guest E-Mail, TA, CRS & Walk-in) -in Excel sheets.
4. Filling Occupancy chart from data provided -in Excel sheets.
5. Practicing Telecommunication skills – telephonic situation handling.
6. Handling Bell desk Operations.
7. Handling Concierge operations.
8. Front Office Communication –
 - a. **Nonverbal** – Preparing Telephonic Transmittal slips,
 - b. Preparing paging messages,
 - c. Handling Guest messages.
 - d. Preparing routine log books,
9. Writing and recording complaints.
10. Practicing filling of Forms and formats

Suggested Readings:

1. Check-In Check-Out: Managing Hotel Operations – Gary K. Vallen: Pearson Education India
2. Managing Front Office Operations – Kasavana & Brooks – 7th Edition & 10th Edition Educational Institution AHMA
3. Hotel Front Office Training Manual – Suvradeep Gauranga Ghosh
4. Hotel Front Office Management – James Bardi
5. Hotel Front Office : Operations and Management - [Tewari, Jatashankar R.](#) - Oxford University Press
6. Front Office Training manual – Sudhir Andrews. Publisher: Tata Mac Graw Hill
7. Front Office Operation Management- S.K Bhatnagar, Publisher: Frank Brothers
8. Front Operation & Administration, - Dennis Foster
9. Front office procedures & Management - Peter Abbot

BHMT 304: Accommodation Operations – I

Theory: 4 Credits; Total Hours =60

Practical: 2 Credits, Total Hours =60

External Maximum Marks: 100

Internal Maximum Marks: 50

Prior Learning: The Students studying this course should have clear cut knowledge of the core functioning of housekeeping department.

Learning Objective: The teachers delivering lectures and demonstration in this course should understand that students have a basic knowledge of Hotel operations in respect to the Accommodation Operation area. The students undertaking this course should be able to understand following:

1. Basics of fibre and fabrics
2. Role of linen room, The basic functions,
3. Uniform room and process.
4. Different types of Laundry and wash cycle.
5. Understanding Housekeeping systems and procedures
6. Housekeeping in Institutions.

Learning Outcome: The students after having studied the course should be able to perform and acquaint the following:

1. Shall identify different fabrics,
2. Handling linen room, Uniform importance and process,
3. Well verse with the laundry operations and procedure,
4. Planning Housekeeping inventories
5. Practicing SOPs
6. Knowing housekeeping operations other than hotels.

Course Contents

Unit 1: Fibres – Types, Classification, Weft, warp, salvages, types of weaves, quality of textile fibres, characteristics and uses of fabrics.

Unit 2: Linen Room and Uniform Management:- Activities, Layout of uniform, linen room, equipments used, Selection criteria for linen purchasing, Calculating linen requirement, Linen control measures, inventory handling and Discard management, Advantages of providing uniform, Types of uniform, Protective clothing purpose and selection, Issue and exchange procedure of linen & uniform, Activities of sewing room and equipment used.

Unit 3: Laundry: -On Premises Laundry and Contract laundry, Layout and machineries, Laundry aids and their handling, Flow process of hotel laundry, Steps of Wash cycle, Dry cleaning and, Types of stain and stain removal. Valet Service.

Unit 4: System And Procedures of Housekeeping Department :- Inventory level, Area inventory list, Types of schedule, stock records, Issues and controls.

SOP's, Job allocation and work schedule, Calculating staff, Preparing Duty roster. Team work and leadership, Training, Performance standard and productivity standard, Time and motion study.

Unit 5: Housekeeping in Institution and Facilities Other Than Hotels: -Hospitals, Malls, Multiplex and Airlines.

BHMP 304: Accommodation Operations – I Practical:

Practical: 2 Credits, Total Hours =30

External Maximum Marks: 50

Internal Maximum Marks: 25

1. Collecting samples of fabrics and identify the weaves.
2. Linen Inventory
3. Practicing entire process of Discard management using forms and formats
4. Practicing needlework like darning, basting, hand stitching.
5. Stain removal of the common stains found in room and restaurant linen
6. Public area cleaning

Suggested Readings:

1. Hotel Housekeeping Training Manual, By- Sudhir Andrews
2. Housekeeping Operation & Management, By- Malini Singh
3. Hotel Housekeeping Management & Operations, By- Sudhir Andrews
4. Hotel Housekeeping Operations & Management, By- G. Raghubalan

BHMT 305: Fundamentals of Management

Theory: 2 Credits; Total Hours =30

External Maximum Marks: 50

Internal Maximum Marks: 25

Prerequisites: Students must have a basic understanding of what management is and the importance of management in an organization.

Learning Objectives

Understanding the:

1. Management functions, skills and role of a manager.
2. Various management approaches.
3. Importance of planning & decision making.
4. Managerial control and need for control.
5. Importance of organizational culture.

Learning Outcome: After having done this course the student should know the following:

1. Managerial functions in a Hotel
2. Various process of management
3. Managerial control in a Hotel
4. Importance of Motivation

Course Contents

UNIT 1. NATURE & FUNCTIONS: Importance of Management, Definition of Management, Management Functions, Role of a Manager, Management Skills. Development of management thought, classical & Modern Approaches

UNIT 2: PLANNING & DECISION MAKING: Nature & Importance of Planning, Types of Plans, Meaning of Decision, Types of Decisions, Steps in Rational Decision making

UNIT 3: ORGANISING: Concept, nature, significance of organizing, Formal and informal organization, Types of organization, functional, Line and staff relationship, Delegation and Authority, Centralization and Decentralization. Recruitment – internal and external sources, Steps in the process of selection, recruitment Vs selection.

UNIT 4: DIRECTING & CONTROLLING: Meaning, nature, significance, characteristics of directing, chain of command, authority – responsibility-accountability relationship, Elements of Direction – supervision, communication, training and development, leadership, motivation. Leadership – meaning, importance, theories and styles, Supervision – Meaning, nature and significance of supervision.

Controlling: Meaning of Managerial Control, Steps in Control Process, Need for Control System, Benefits of Control, Control Techniques

UNIT 5: MOTIVATION: Meaning, nature and importance of motivation, morale incentives, Motivation and productivity relationship, 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'.

Suggested Readings:

1. Principles of Management by P C Tripathi
2. Principles of Management by B S Moshal
3. Harold Koontz & Heinz Weihrich Fundamental of Management
4. P. C Tripathi and P N Reddy Principals of Management
5. Principals of Management – S.V Gankar

BHMP 306: Personality Development Skills –I Practical

Practical: 2 Credits - 0; Total Hours =30

Internal Maximum Marks: 50

Course Contents

1. Personality Enrichment

Grooming, Personal hygiene, Body language

2. Etiquettes & Manners

Basic Etiquettes – formal, informal, professional; Social & Business Dining Etiquettes, Social & Travel Etiquettes

3. Personality Development Strategies

Art of good Conversation, Art of Intelligent Listening, Reading Skills, Communication Skills, Presentation Skills, Public Speaking, Extempore

4. Interpersonal Skills

Dealing with seniors, colleagues, juniors, customers, suppliers, contract workers, owners etc, at work place, importance and art of ‘Small Talk’ before serious business.

5. Telephone conversation

Thumb rules, voice modulation, tone, do’s & don’ts, manners and accent, handling telephonic & skype conversations

6. Electronic Communication Techniques: Effective and professional practices of handling E mail, Fax, etc.

7. General Awareness

- a. Current affairs (Latest international and domestic news)
- b. General Knowledge (related to industry)

BHMT 331: Facility Planning

Theory: 2 Credits; Total Hours =30

External Maximum Marks: 50

Internal Maximum Marks: 25

Prior Learning: The Students studying this course should have basic knowledge of Operational areas of hotels and allied industry and its importance. They must understand the importance proper facility planning and management in Hospitality sector.

Learning Objective: The teachers delivering lectures in this course should understand that students have a basic knowledge of Facility planning and optimizing use of resources. The students undertaking this course should be able to understand following:

1. Role of Facility Planning in Hotel Operations,
2. Importance of Maintenance,
3. Layout of planning of parking
4. Obtaining basic knowledge of Project Management.
5. Prevention of Hazards.

Learning Outcome: The students after having studied the course should be able to perform and acquaint the following:

1. Prepare Facility plan for Hospitality sector.
2. Plan effective maintenance of operational areas
3. Manage Parking
4. Handle Hazards.

Course Contents

Unit – 1 FACILITY PLANNING & HOTEL DESIGN: - facility planning definition, planning consideration, carpet area, plinth area, Role of designer, Design Consideration, Attractive Appearance, Efficient Plan, Good Location, Suitable material, Good workmanship, Sound financing, Competent Management, planning for disabled (guest rooms, wash rooms & other public areas)

Unit – 2 STORES –LAYOUT AND DESIGN: -features of store, site location, store design principles, Stores layout and planning (dry, cold and bar), various store equipment, Work flow in stores

Unit – 3 CAR PARKING: - Types of parking (Above grade, below grade, On grade, composite), Factors of Planning, Layout, Multi storey Parking, Under Ground Parking etc, Parking management, Calculating the Car Park area, Car Parking for physically disabled, accessibility requirements for parking areas, valet parking.

Unit – 4 PROJECT MANAGEMENT: -Introduction to Network analysis, Basic rules and procedure for network analysis, C.P.M and PERT, Comparison of CPM &PERT, Classroom exercises, Network crashing determining crash cost, normal cost

Suggested Readings:

1. Hospitality Facility management – David M. Stipanuk
2. How things work – The universal Encyclopedia of Machines, Vol-1 & 2
3. The Management of maintenance & Engineering system in Hospitality Industry – Frank D. Boresenik
4. Building constriction – Sushil Kumar
5. The Complete Guide to DIY and home maintenance – Mike Lawrence

BHMT 332: Hotel Accounting

Theory: 2 Credits; Total Hours =30

External Maximum Marks: 50

Internal Maximum Marks: 25

Prior Learning: The Students studying this course should have the basic knowledge of business, business activities, business transactions, importance of maintaining the accounts and also having some mathematical skills. Basic Accounts in 2 nd semester (BHMT 223) is compulsory pre requisite.

Learning Objective: The teachers delivering lectures and demonstration in this course should understand that accounting is a very important method to record the business transactions and events not only to record but also as documentary evidence. The students undertaking this course should be able to understand following:

1. Meaning and role of accounting in hotels.
2. Importance and role Internal Controls
3. Types of audits
4. Different types operational departmental accounting.

Learning Outcome: The students after having studied the course should be able to perform and acquaint the following:

1. What is the role of accounting in a hotel, to maintain and providing business information to the users of accounting?
2. Plan internal control procedure for hotels.
3. How to prepare and handling different departmental accounts.
4. Definition, importance and characteristics of audit.

Course Contents

Unit – 1 Uniform System of Accounts for Hotels - A. Introduction to Uniform system of accounts, Contents of the Income Statement, Practical Problems. Contents of the Balance Sheet (under uniform system), Practical problems, Departmental Income Statements and Expense statements (Schedules 1 to 16), Practical problems

Unit – 2 Internal Control - Definition and objectives of Internal Control, Characteristics of Internal Control, Implementation and Review of Internal Control

Unit – 3 Internal Audit and Statutory Audit - An introduction to Internal and Statutory Audit, Distinction between Internal Audit and Statutory Audit, Implementation and Review of internal audit

Unit – 4 Departmental Accounting - An introduction to departmental accounting, Allocation and apportionment of expenses, Advantages of allocation, Draw-backs of allocation, Basis of allocation, Practical problems

Suggested Readings:

1. Uniform System of Accounts for the Lodging Industry (Halie - Hospitality Accounting / Financial Management)
2. Hotel Accounting by Anil Katharina (Book Radar)
3. Hotel Internal Control Guide for the Lodging Industry (Ahlei - Financial Management Committee)
4. Ind AS made easy (for CA Final) by Ravi Kanth Miriyala
5. Illustrated Guide to Indian Accounting Standards (Ind AS) (5th Edition May 2018) by B.D. Chatterjee

BHMT 333: Nutrition & Diet Planning

Theory: 4 Credits; Total Hours =60

External Maximum Marks: 100

Internal Maximum Marks: 50

Prior Learning: The Students studying this course should have basic knowledge of nutrition and its importance.

Learning Objective: The teachers delivering lectures and demonstration in this course should understand that students have a basic knowledge of nutrients and its requirement. The students undertaking this course should be able to understand following:

1. Requirement of nutrition for health
2. Nutrients in different food sources
3. Functions of food
4. Importance of balanced diet
5. Changes in nutrients after cooking

Learning Outcome: The students after having studied the course should be able to perform and acquaint the following:

1. Meal preparation with nutrients in proper amount
2. Importance of nutrition for health
3. Storage and preservation of food

Course contents

Unit 1: Basic Nutrition: Food as source of nutrients, functions of food, definition of nutrition, nutrients & energy, adequate, optimum & good nutrition, malnutrition.

Interrelationship between nutrition & health: - Visible symptoms of goods health

Unit 2: Food Nutrients: Carbohydrates: Functions, classification, food sources, storage in body, Role of fibres in human nutrition. Fats & oils: composition, saturated and unsaturated fatty acids, classification, food sources, function of fats. Proteins - composition, sources, essential & non-essential amino acids, functions, Protein deficiency. Minerals - macro & micronutrients. - Functions, sources. Bioavailability and deficiency of Calcium, Iron, Iodine, Sodium & Potassium (in very brief), Vitamins (water & fat soluble) - definition, classification & functions. Water- functions, sources, requirement, water balance & effect of deficiency.

Unit 3: Energy

Definition of Energy and Units of its measurement (Kcal),Energy contribution from macronutrients (Carbohydrates, Proteins and Fat),Factors affecting energy requirements, Concept of BMR, SDA, Thermodynamic action of food, Dietary sources of energy, Concept of energy balance and the health hazards associated with Underweight, Overweight

Unit 4: Balanced Diet:

Definition& introduction, five basic food groups, recommended Dietary Allowances, How to use food guide (according to R.D.A.).

Therapeutic Diet: basic concept

Invalid Cookery: Importance, concept and role of chef

Suggested Readings:

- Nutrition Science- B.Srilakhmi
- Food Science & Nutrition – Sunetra Roday
- Food hygiene and Sanitation - Sunetra Roday
- Food Science- Potter and Hotchkiss
- Principles of Food chemistry by deMan
- Food facts and principles by Manay & Shalakshara swamy

Semester – IV
BHMT 401: Food Production Operations

Theory: 4 Credits; Total Hours =60
Practical: 2 Credits, Total Hours =60
External Maximum Marks: 100
Internal Maximum Marks: 50

Prior Learning: The Students studying this course should have basic knowledge of kitchen layout and speaking English language. They must have undergone a familiarization round to an operational Kitchen.

Learning Objective: The teachers delivering lectures and demonstration in this course should understand that Food Production is an integral part of the Hospitality Industry. To prepare the students to cater to the need of the industry, it is important to inculcate in them sound knowledge of Food Production operations so that they can be put to use in an efficient & effective way. The students undertaking this course should be able to understand following:

1. Operational aspect of Larder Kitchen and Brigade
2. Charcuterie and its various application in culinary industry
3. Familiarization with Convenience Food and Fast Foods
4. Latest Food styling techniques
5. Learn different pastries and cakes

Learning Outcome: The students after having studied the course should be able to perform and acquaint the following:

1. Handle day to day operation of larder kitchen.
2. Charcuterie and its various application
3. Convenience Food & Fast Foods
4. Practice latest food styling techniques
5. Prepare different pastries and cakes.
6. Cold platter and display

Course Contents

UNIT-1 Larder: Introduction of Larder. Sections of the Larder, Duties & Responsibilities of Larder Chef, Equipment used in the larder, Layout of larder with equipment and various sections.

UNIT- 2 Charcuterie: Introduction of Charcuterie, Forcemeat- Types of forcemeats, Preparation of forcemeats, Uses of forcemeats, Sausage – Types & Varieties, Casings – Types & Varieties, Fillings – Types & Varieties, Additives & Preservatives, preparation of Galantines, Ballotine, Roulade, Pate, terrines, Quenelles, Mousse & Mousseline, Choud froid, Aspic and Jelly, Mousse, Brines, Cures & Marinades, understanding Ham, Bacon & Gammon and it's uses.

UNIT- 3 Food Presentation & Styling

Basics of food presentation and styling. Art of garnishing, Plate presentation - Importance of proportion, colour, variety, balance, height, layout of the plate. Buffet set ups - Innovation and creativity in presentation & styling food, center piece, **NON EDIBLE DISPLAYS** (Ice carvings, Fruit & vegetable Displays, Salt dough, Jelly Logo, Thermocol work).

UNIT-4 Convenience Food & Fast Foods:

Definition, Characteristics, Types – Indian & International, planning fast food menus, Equipment used, Differences, Role of convenience foods in fast food operation, Advantages & Disadvantages of convenience.

UNIT- 5: Basic Bakery: Principal of baking, uses of different types of oven , various mixes, methods and temperature variations, Basic Bread Making: Role of Ingredients: Flour, Salt, Sugar, Yeast, Fat, Liquid, Egg, Flavourings, And Bread improvers, Method of bread making: Bread varieties: White Loaf, Multi Grain Loaf, Whole Wheat Loaf, Soft Rolls and Hard Rolls, Bread faults and remedies.

BHMP 401 - Food Production Operations- Practical

Practical: 2 Credits, Total Hours =60

External Maximum Marks: 50

Internal Maximum Marks: 25

1. Preparation of Galantines, Ballontine, Roulade, Pate, terrines, Quenelles, Mousse & Mousseline, Choud froid, Aspic and Jelly, Mousse,
2. Practicing Plate Presentations and Decoration for the planned 5-6 menus
3. Preparing Cold Platters and preparing charcutiere items
4. Preparing different sandwiches, Pancakes, Burgers, Pizza, Foot-long etc
5. Preparing dishes with convenience food
6. Preparation of different breads.

Suggested Reading:

1. Theory of Catering, Victor Ceserani & Ronald Kinton, ELBS
2. Theory of Cookery, Mrs. K.Arora, Frank Brothers
3. Garde Manger: The Art and Craft of the Cold Kitchen By Culinary Institute of America
4. The larder chef: food preparation and presentation By W K H Bode, M. J. Leto, W. K. H. Bode
5. Modern Cookery (Vol-I) For Teaching & Trade, Philip E.Thangam, Orient Longman
6. Larousse Gastronomique-Cookery Encyclopedia, Paul Hamlyn
7. The Complete Guide to the Art of Modern Cookery, Escoffier

BHMT 402: Food & Beverage Service Operations -II

Theory: 4 Credits; Total Hours =60

Practical: 2 Credits, Total Hours =60

External Maximum Marks: 100

Internal Maximum Marks: 50

Prior Learning: The Students studying this course should have basic knowledge of Alcoholic Beverages and Food & Beverage Operations.

Learning Objective: The students undertaking this course should be able to understand following:

1. Different types of Spirits and their production.
2. Types and Production of Liqueurs
3. The basics of Bar planning.
4. The basics of cocktails and production.
5. Knowledge of Tobacco products.

Learning Outcome: The students after having studied the course should be able to perform and acquaint the following:

1. Plan a Bar setup, do basic Bar Misc-en-place.
2. Differentiate between different spirits and their production.
3. Should be able to handle bar operations, service of liquor and cocktails
4. Understand different tobacco products.

Course Contents

Unit – 1: Spirits: Definition, Introduction to distillation process. Concept of proof and types: British, American, Gay Lussac. Introduction, production and types of spirits: whisky, rum, vodka, gin, tequila, brandy. Other alcoholic beverages: Absinthe, Ouza, aquavit, slivovitz, arrack, Feni, grappa, calvados etc.

Unit – 2 Liqueurs: Introduction, Definition, Classification. Production methods and brands.

Unit – 3 Bar Operations: Introduction, Definition, Classification, Types of Bar, Parts of bar. Tools and equipments used in bar. License requirements. Staffing, bar planning and designing, Planning bar menu.

Unit – 4 Cocktails: Introduction, history, Definition, Classification. Cocktail making methods. Classical and innovative cocktails with recipes. Costing, standard recipe card and latest trends in cocktails.

Unit – 5 Tobaccos: Introduction and manufacturing of tobacco. Cigar & Cigarette: production, types, storage, service and brands.

BHMP 402: Food & Beverage Service Operations -II Practical:

Practical: 2 Credits, Total Hours =30

External Maximum Marks: 50

Internal Maximum Marks: 25

1. Service of spirits I – Tequila, White Rum, Vodka and Gin
2. Service of spirits II- Whisky, Brandy, Dark Rum
3. Service of Liqueurs.
4. Planning checklist of various tools and equipments used in Bar.
5. Bar setup and operations.
6. Taking bar inventory.
7. Cocktail preparation and service.
8. Practicing service of Cigar & Cigarette.
9. Preparing bar menus.

Suggestive Readings:

1. Financial & Cost control techniques in hotel & Catering Industry – Dr J.M.S. Negi
2. Food & Beverage Control By: Richard Kotas and Bernard Davis
3. Food & Beverage Cost Control- Lea R Dopson, Wiley Publishers.
4. Food & Beverage Management By: Bernard Davis & Stone
5. Food & Beverage Service- Dennis R. Lillicrap. & John.A. Cousins. Publisher: ELBS
6. Food & Beverage Service Management- Brian Vargese
7. Food & Beverage Service Training Manual- Sudhir Andrews, Tata Mc Graw Hill.
8. Hotel & Catering Costing & Budgets, RD. Boardman, Heinemann
9. Introduction F & B Service- Brown, Heppner & Deegan
10. The Bar and Beverage Book, 5th Edition - Costas Katsigris, Chris Thomas, Wiley Publications
11. Principles and Practices of Bar and Beverage Management – James Murphy; Goodfellow Publishers
12. ManageFirst: Bar and Beverage Management – National Restaurant Association

BHMT 403: Front Office Operations -II

Theory: 4 Credits; Total Hours =60

Practical: 2 Credits, Total Hours =60

External Maximum Marks: 100

Internal Maximum Marks: 50

Prior Learning: The students undergoing this course should have knowledge of Front Office operations and different packages.

Learning Objective: The teachers delivering lectures and demonstration in this course should understand that students have a basic knowledge of Front Office activities in regards to check in & check out. The students undertaking this course should be able to understand following:

1. Check out Procedure
2. Computer application in Front Office Application
- 2 Control of Cash & Credit
- 3 Night Auditing
- 4 Role of Property management softwares
- 5 New trends of Front office, highlights of International classification system

Learning Outcome: The students after having studied the course should be able to perform and acquaint the following:

- 1 Procedure required in Guest Check out
- 2 Night audit Process
- 3 Using property management systems
- 4 Revenue Control

Course Contents

Unit 1: Check out Procedure: -, Departure activity at various desk during checkout :- Bell Desk, at lobby, Reception, Cashier, ***Different Methods of Settlement*** :-Cash , Credit Card, Cheques, Travels cheques, Bill to company, Combined settlement method , Front Office Record , ***Check out options*** :- On Desk Check-Out, Express Check out, Self-Check out, Digital Check-Out (Hotel Website, Hotel's Mobile Apps , OTA's, Social Media) .

Unit 2: Front Office Accounting & Night Auditing: - Front Office Accounting cycle, Types of Accounts, Budgeting, Importance of Night Auditing, Duties & Responsibility of Night Auditor, Common Revenue Centre's of a Hotel, Basis steps involved in preparing Night Audit, Vouchers/Folios/Ledgers/Allowances/Reports , Front office Accounting Cycle, Credit control process in various cases: - guest pay by Credit Card, Travel agent voucher, Airlines, Scanty baggage, Credit control during stay, credit facility to companies, check in tour group. Problems may arise in credit control, Process required in cash Control, Handling Foreign Exchange

Unit 3: Computer application in Front Office Applications: - Importance of Computer in Front Office, PMS :- Definition , PMS application in Front Office (Reservation, Front Desk, Room, Cashier, Night Audit, set up, Reporting, Back office Module) , Different PMS systems :- Micros (Micros Opera & Micros Fidelio), Amadeus, IDS Fortune, Shawman, World span

Unit 4: Recent Practices in Hospitality worldwide- The Changing trends of accommodation industry, New Concepts, the digitalized guest necessities. Basic information about American and European classification system.

BHMP 403: Front Office Operations -II Practical:

Practical: 2 Credits, Total Hours =30

External Maximum Marks: 50

Internal Maximum Marks: 25

- 1 Role play on Check out process for: FIT, GIT (group leader), handling cash/ credit card, foreign currency.
- 2 Practicing & updating Room Status with Individual Check-in, Check-Out, Overstay, under stay.
- 3 Practice front office operations on PMS.
- 4 Forecasting reports for Room Availability with Individual Check-in, Check-Out, Overstay, under stay, Group Checkout.
- 5 Preparation of Night Auditor reports.
- 6 Check & use of **Meta Search Hotel Website**: - Google **Hotel** Ads, TripAdvisor, Kayak, and Trivago for Hotels in Uttarakhand and write about 5 hotels opted by you as a guest with reasons.

Suggested Readings:

1. Check-In Check-Out: Managing Hotel Operations – Gary K. Vallen: Pearson Education India
2. Managing Front Office Operations – Kasavana & Brooks – 7th Edition & 10th Edition Educational Institution AHMA
3. Hotel Front Office Training Manual – Suvradeep Gauranga Ghosh
4. Hotel Front Office Management – James Bardi
5. Hotel Front Office : Operations and Management - [Tewari, Jatashankar R.](#) - Oxford University Press
6. Front Office Training manual – Sudhir Andrews. Publisher: Tata Mac Graw Hill
7. Front Office Operation Management- S.K Bhatnagar, Publisher: Frank Brothers
8. Front Operation & Administration, - Dennis Foster
9. Front office procedures & Management - Peter Abbot

BHMT 404: Accommodation Operations – II

Theory: 4 Credits; Total Hours =60

Practical: 2 Credits, Total Hours =60

External Maximum Marks: 100

Internal Maximum Marks: 50

Prior Learning: The Students studying this course should have clear cut knowledge of the core functioning of housekeeping department.

Learning Objective: The teachers delivering lectures and demonstration in this course should understand that students have a basic knowledge of Hotel operations in respect to the Accommodation Operation area. The students undertaking this course should be able to understand following:

1. Different Systems and SOPs
2. Inventory systems
3. Importance of interior decoration, new trends,
4. Role of colour scheme, lighting, Furniture in hotels.
5. Different types of floor, wall covering and windows.

Learning Outcome: The students after having studied the course should be able to perform and acquaint the following:

1. Practice SOP, inventory procedure,
2. Handle job allocations,
3. Plan Interior decoration and refurbishing

Course Contents

Unit 1: Interior Decoration, Furniture, Fittings, Soft Furnishing and Accessories - Definition, Purpose and importance, Elements of design, Principals of design, Different types of furniture, Fittings, Soft Furnishing and Accessories, Selection procedure, care, use and maintenance.

Unit 2: Colours, Light and Lighting System - Colour wheel, Classification of colours, Colour schemes, Classification of light, Types of lighting, Importance and applications.

Unit 3: Flower Arrangement and Indoor Plants: -Need and importance, Equipments & Tools required, Care and conditioning of cut flowers, Principal of design, Styles of flower arrangement, flowers used in hotels for arrangements, Selection and care of indoor plants, Procedure of layering the pot

Unit 4: Floor Coverings, Wall Coverings and Windows - Types and characteristics, Selection criteria, Care and maintenance.

BHMP 404: Accommodation Operations – II Practical:

Practical: 2 Credits, Total Hours =30

External Maximum Marks: 50

Internal Maximum Marks: 25

- 1 Preparing layout of a guest room indicating furniture, fixtures, fittings, lighting and colour scheme.
- 2 Preparing 3D model of guest rooms using interior decoration techniques
- 3 Practicing various flower arrangements.
- 4 Cleaning of different flooring and walls
- 5 Decoration according to the different event and themes

Suggested Readings:

1. Hotel Housekeeping Training Manual, By- Sudhir Andrews
2. Housekeeping Operation & Management, By- Malini Singh
3. Hotel Housekeeping Management & Operations, By- Sudhir Andrews
4. Hotel Housekeeping Operations & Management, By- G. Raghubalan & Smritee Raghubalan
5. The Professional Housekeeper, By- Madelim Schneider & Georgia Tucker
6. Housekeeping operations and management by Margret Kappa

BHMT 405: Writing Skills in Hospitality

Theory: 2 Credits; Total Hours =30

External Maximum Marks: 50

Internal Maximum Marks: 25

Prior Learning: The Students studying this course should have basic knowledge of writing, reading and speaking English language in workplace. They must understand the importance of communication in hospitality sector. They should have knowledge of writing emails and usage of phraseology in the hospitality industry.

Learning Objective: The teachers delivering lectures in this course should understand that students have a basic knowledge English communication. The students undertaking this course should be able to understand following:

1. Different types of Academic writings
2. Writing for routine Business communication process.
3. Office management
4. Knowledge of professional writings

Learning Outcome: The students after having studied the course should be able to perform and acquaint the following:

1. Usage of proper English grammar in phraseology in academic writing
2. Write formal and informal letters, emails and write resume,
3. Writing reports, précis, synopsis

Course Contents

UNIT 1- Academic Writing

3.1 Academic Writing, its nature, scope and function

3.2 Types of academic writing, their nature, scope and methodology involved

3.21 Descriptive Writing:

3.22 Analytical Writing

3.23 Persuasive writing

3.24 Critical Writing

UNIT 2- Office Management and Correspondence

1.1 Types of correspondence, Role and function of correspondence.

1.2 Developing writing skills: paragraph writing, biography writing (writing biography of famous hoteliers)

1.3 Drafting effective letters, letter formats indents and style.

1.4 Written Communication formal versus informal correspondence.

UNIT 3-Organizational Correspondence

2.1 Upward, downward, lateral communication, their purpose and functions for enhanced correspondence.

2.2 Written communication: Writing memos, circulars, notices, advertisements, press notes and appraisals.

2.3 Communication with outside world: Business letters of different types, email writing and manners.

UNIT 4- Professional Writing

3.1 Writing summary, précis.

3.2 Synopsis Writing

3.3 Writing Reports (general reports on events and happenings and dissertation reports) and Proposals

3.4 Blog Writing and Web content writing (techniques involved in writing reviews of articles, products)

Reference books:

1. Raman, Meenakshi & Sangeeta Sharma. **Technical Communication: Principles and Practice.** Second Edition. New Delhi: Oxford University Press, 2011.
2. Organizational Theory and behavior: BS Moshal (2012):ISBN 978-93-8116-260-6: Anne Books Pvt. Ltd, New Delhi
3. Understanding Organizational Behavior: Udai Pareek (2010): ISBN-10-0-19-569086-9: Oxford University Press, New Delhi.
4. Methods Of Communication: Dr Ankit K Dixit(2010) ISBN 81-6204-062-0: Aman Publications, New Delhi.
5. Written Communications: Dr. Shailendra K Singh (2010): ISBN 978-81-8204-059-1,Aman Publications, New Delhi.
6. Business Communication: Building Critical Skills by Kitty O. Locker, Stephen Kyo Kaczmarek, Hardcover: 637 pages, Publisher: Irwin/McGraw-Hill
7. Excellence In Business Communication (6th Edition) by John Thill, Courtland L. Bovee, Paperback: 656 pages, Publisher: Prentice Hall

BHMT 441: Food & Beverage Controls

Theory: 2 Credits; Total Hours =30

External Maximum Marks: 50

Internal Maximum Marks: 25

Prior Learning: The Students studying this course should have basic knowledge of Food & Beverage Operations.

Learning Objective: The students undertaking this course should be able to understand following:

1. Objectives of F&B Controls
2. Purchase cycle
3. Inventory Controls
4. F&B production & sales control
5. The different frauds involved in F&B operations

Learning Outcome: The students after having studied the course should be able to perform and acquaint the following:

1. Understand the process of F&B Controls
2. Knowledge of Purchase cycle
3. Practice Inventory Controls
4. Practice F&B production & sales control
5. Control different frauds involved in F&B operations

Course Contents

Unit – 1 F&B Controls - Introduction, Objectives of F&BC. Problems in F&BC, Methodology in F&BC

Cost Dynamics: Elements of cost, Classification of cost group, Cost Formulae, Cost/Volume / Profit Relationship (Break Even Analysis), Pricing.

Unit – 2 The Control Cycle - Purchasing- Types, P.O, Invoice, SPS., Receiving – Types, Equipments, Credit Memo, Document by supplier, Frauds, Storing – Procedures, formats, Stock levels, Bin Card, Meat Tag, Issuing- Procedure and formats, Transfer Notes, Requisition / indent sheet.

Unit – 3 Inventory Control – Objectives, Types of Inventory - Perpetual and Physical, Different methods, level and techniques, Inventory cost control- ABC classification system, Mini-Max method.

Unit – 4 Food & Beverage Production & Sales Control – Objective, Sales control, steps and procedures. Standard yield, Standard Recipe, Standard Portion, Frauds & pilferages at different level and control measures

Suggested Readings:

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. Food & beverage Control by Jai Prakash Kant
4. Food & Beverage Operation – Cost Control & Systems Management- By Charles Levinson, Prentice Hall
5. Food & beverage management – by Partho ,M Seal

BHMT 442: Event Management

Theory: 2 Credits; Total Hours =30

External Maximum Marks: 50

Internal Maximum Marks: 25

Course Objective

The Course Learning Objectives are:

1. This course is designed to provide an Introduction to the Principals of Event management.
2. The student will learn how to formulate event tourism strategies for destinations.
3. The planning development Management and implementation of festivals, entertainment events, corporate events, cultural events and sports events will be focused upon.

Learning Outcomes

Upon successful completion of this course, students are expected to be able to:

1. Identify the Importance of Tourism in Event Management
2. Classify the types of events
3. Describe the difference between sponsorship and donations
4. Explain the steps necessary to create a successful event

Course Contents

Unit – 1 Introduction to Event & Event Management – Introduction, Nature & Importance, types of Events, Unique Features & Similarities, Practices in Event Management, Key Steps to a Successful Event.

Unit – 2 The Dynamics of Event Management - Event Planning & Organizing, Problem Solving & Crises Management, Leader-ship & Participants Management, Managing People & Time, Site & Infrastructure Management. Handling License and legislative permissions.

Unit – 3 Introduction to MICE - Planning MICE, Components of Conference Market, Characteristics of Conference & Conventions, MICE as a Supplement to Tourism, Process of Convention Management.

Unit – 4 Event Marketing - Customer Care, Marketing Tools & Equipments, Promotion, Media Relations & Publicity, Event Co-ordination, Visual & Electronic Communication, Event Presentation & Evaluation.

Unit – 5 Travel Industry Fairs - Benefits of Fairs, ITB, WTM, BTF, TTW, FITUR, KTM, IITM, CII Events, PATA Travel Mart.

Suggested Readings:

1. Avrich Barry (1994), Event And Entertainment Marketing, Vikas, Delhi.
2. Bhatia A.K. (2001), Event Management, Sterling Publishers, New Delhi.
3. David C. Watt (1998), Event Management In Leisure And Tourism, Pearson, Uk
4. Joe Gold Blatt (1997), Special Events- Best Practices In Modern Event Management, John Wiley And Sons, New York.
5. Panwar J.S. (1998), Marketing In The New Era, Sage, New Delhi

BHMT 443: Laundry Management

Theory: 2 Credits; Total Hours =30

External Maximum Marks: 50

Internal Maximum Marks: 25

Learning Objective:

The Course has following Learning Objectives: After completion of this course students will be able to:

1. Understand Concept and Importance of Laundry Management in a Star category Hotel
2. Understand the process of Handling Guest Laundry
3. Become familiar with tools and equipment used in Laundry Operations and perform basic task Laundry.
4. Gain Knowledge about Dry cleaning process it's cycle and stain removal.

Learning Outcome: After completion of this course students attain following competencies and skills, the learning will be measured through following learning outcomes which they should be able to:

1. Explain the Process of laundry operations and be able to use the basic tools and equipments.
2. Understand the managerial skills necessary to efficiently operate an on premises laundry operation (OPL). Skills addressed included planning the physical layout of an on-premises laundry operation, developing procedures for laundering different fabrics, organizing the flow of linens through the laundering process, staffing the OPL.
3. Understand the duties of Valet and perform its duties.
4. Understand the process of collecting, handling and delivering Laundry and perform the related task.
5. Understand the Dry-cleaning process and perform the related tasks including stain removal
6. Should be able to explain the recent trends in field of Laundry Operations.

Course Contents

Unit 1: Managing Laundry Operations – Concept of laundry operations, the process , laundry cycle, tools & Equipments used, Chemicals used, dos & don'ts. On premises laundry and off premises laundry. Briefing, de briefing and planning day schedules. Records and formats used. Pricing. Legal issues in operations.

Unit 2: Handling Guest Laundry –Valet service, Procedure of collecting, Marking, supplies used for packaging laundry, Methods of processing, wash and care instructions, delivering guest laundry, various types of laundry services available in the hotel, methods of bill settlement, handling procedure of defected laundry, guest communication and interaction.

Unit 3: Dry Cleaning Management - Fuel used and make of machinery, Dry cleaning cycle, Distillation process of chemical used, Importance of dry cleaning, ironing process, folding patterns, mending and repairs, handling damage and colour bleeding.

Unit 4: Stain Treatment – Types of stain, Stain removal kit, Stain treatment unit/ machine in laundry, Spotting, principles of stain removal, treatment of common stain found in hotel like Curry, Blood, Coffee and Grease.

Unit 5: Emerging trends in laundry – Best practices, environmental aspects, energy & water conservation, application of technology, new trends.

Suggested Readings:

1. Hotel Housekeeping Management Book by Gajanan Shrike
2. Hotel Housekeeping: Operations and Management by [Smritee, G. Raghubalan](#)
3. Hotel Accommodation Management by Roy C Wood (Routledge Hospitality Essentials Series)