

## HOUSE KEEPING – II

**CODE:HM- 201**

**L T P**  
2 - 4

### RATIONALE

This course will acquaint the students for planning, implementation and system of housekeeping department, the correct method of cleaning equipment, laundry and material and enabling them to take up supervisory level assignment in house keeping operations & management.

### CONTENTS

**1. LINEN ROOM:**

- 1.1 Activities of Linen room.
- 1.2 Purchase of Linen
- 1.3 Linen Control & Stock taking
- 1.4 Layout of linen Room & Equipment
- 1.5 Selection criteria

**2. UNIFORM:**

- 2.1 Layout of uniform Room
- 2.2 Selection criteria
- 2.3 Issuing and exchange of uniform
- 2.4 Types of uniform
- 2.5 Advantage of uniform

**3. HOUSE KEEPING CHEMICALS**

ifferent types of Chemical and their uses

**4. FLOWER ARRANGEMENT:**

- 4.1 Flower arrangement in hotel.
- 4.2 Requirement of equipment and material.
- 4.3 Style of flower arrangement
- 4.4 Principle of design in flower arrangement

**5. MANAGING INVENTORIES:**

- 5.1 Guest supplies, guest loan items.
- 5.2 Uniform.
- 5.3 Machine and equipment.
- 5.4 Par level

**6. LAUNDRY:**

- 6.1 On Premises Laundry(OPL)
- 6.2 Planning and Layout of laundry
- 6.3 Machinery and equipments
- 6.4 Flow cycle of linen
- 6.5 Stage of wash Cycle
- 6.6 Laundry Service (valet service)
- 6.7 Dry Cleaning

6.8 Stain Removal

**7. ROOM KEY:**

- 7.1 Types of keys
- 7.2 Key Controlling
- 7.3 Key cards
- 7.4 Electronically controlled key

**8. MAINTENANCE OF RECORDS:**

- 8.1 Logbook.
- 8.2 Report Duty allocation
- 8.3 Occupancy Report
- 8.4 Room inspection Check list

**9. INDOOR PLANTS:**

- 9.1 Selection & Care

**PRACTICALS**

- 1. Flower arrangement
- 2. Selection of uniform
- 3. Uses of chemical for cleaning.
- 4. Stain removing
- 5. Laundry Equipment
- 6. Mock laundry service.

**REFERENCES**

- 1. House Keeping Manual--Sudhir Andrew
- 2. Professional hotel management-
- 3. Professional Housekeeping
- 4. Hotel House Keeping Operaion-G. Raghubalan

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## FRONT OFFICE OPERATION – II

**CODE:HM- 202**

**L T P**  
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### RATIONALE

This course will provide the students with an understanding of the role of front office and reception in a Hotel. They will understand customer care policies, communication with other department and role front office plays in selling the hotel and all its facilities.

### CONTENTS

#### 1. **MANAGING F.O. LOBBY**

- 1.1 Layout of lobby
- 1.2 Welcoming of guests
  - 1.2.1 Serving welcome drink,
  - 1.2.2 Traditional welcome,
  - 1.2.3 Welcoming of VIP, Group, FIT
- 1.3 Handling group arrival :
  - 1.3.1 Room allocation
  - 1.3.2 Keeping room key ready
  - 1.3.3 Controlling lobby
- 1.4 Information directory.
- 1.5 Check-out Procedure
  - 1.5.1 Settling a bill (cash/ credit)
  - 1.5.2 Cash payment
  - 1.5.3 Cash advance
  - 1.5.4 Charge purchase
  - 1.5.5 account correction, account transfer, allowance voucher
  - 1.5.6 Express Check-out
- 1.6 Check in Procedure

#### 2. **SUPERVISORY FUNCTIONS**

- 2.1 Coordinating with other Department
- 2.2 Supervisory tasks & Aspects
- 2.3 Duty roster of front office staff
- 2.4 Staff training & development.

#### 3. **NIGHT AUDITING**

- 3.1 Introductions & Importance
- 3.2 Audit Procedures

#### 4. **CONTROL OF CASH/CREDIT**

#### 5. **FRONT OFFICE ACCOUNTING**

- 5.1 Accounting fundamentals in brief
- 5.2 Accounts: (Guest A/C, Non guest A/C)
  - 5.2.1 Folios
  - 5.2.2 Vouchers
  - 5.2.3 P.O.S
  - 5.2.4 Ledger

**6. COMPUTER APPLICATION IN FRONT OFFICE**

- 6.1 Introductions
- 6.2 Importance of PMS
- 6.3 Factor for purchase of PMS
- 6.4 Various types of PMS

**7. FO & GUEST SAFETY**

- 7.1 Safe deposit
- 7.2 Emergency Situation
  - 7.2.1 Handling guests (complains/ arrivals)
  - 7.2.2 Handling while emergency/ critical situation (fire/ bomb blast/ police case/ arrival of antisocial aliments)

**8. INFORMATION MANAGEMENT**

- 8.1 Message handling procedure
- 8.2 Mail handling (incoming & outgoing)

**9. FRENCH**

- 9.1 Basic conversation related to FO activities
  - 9.1.1 Reservation
  - 9.1.2 Reception
  - 9.1.3 Cleaning of room

**PRACTICAL**

- 1. Message & Mail handling.
- 2. Group arrival
- 3. Bill settlement.
- 4. Bell desk activities at time of arrival.
- 5. Night auditing
- 6. Pre arrival activities
- 7. Types of different cards and registers
- 8. Roll Play
- 9. Situation Handling
- 10. Creation and update guest Profile
- 11. Sending of confirmation letter
- 12. Cacellation of reservation
- 13. Chechin Guest
- 14. Taking reservation
- 15. Changing of room
- 16. Process Charges
- 17. Handling allowance and discounts
- 18. Foreign currency exchange
- 19. Check out
- 20. Credit Card Report

**REFERENCES**

- 1. Front Office Manual ---- Sudhir Andrew
- 2. Principals of Hotel Front office Operations ---- Baker,Bradely & Huyton
- 3. 3.Front Office Procedure & yield Management ---- Peter Abboff & Sue Lenry
- 4. Office Operations Pant, Anoop Rajat publications New Delhi
- 5. Accountancy for Hospitality Industry Pant, Anoop Rajat publications New Delhi

## FOOD PRODUCTION – II

**CODE:HM- 203**

**L T P**  
2 -- 6

### RATIONALE

This course will acquaint the students to prepare varieties of food stuff which are commonly found within the hotel industry to acceptable standards.

### CONTENTS

#### 1. QUANTITY KITCHEN INTRODUCTION

- 1.1 Principles of Quantity cooking.
- 1.2 Problems, Adjustment & Equipments of Quantity Cooking
- 1.3 Equipments
  - 1.3.1 Care and Maintenance

#### 2. MENU PLANNING

- 2.1 Introduction
- 2.2 Basic Principles
- 2.3 Menu Planning for
  - 2.3.1 School
  - 2.3.2 Catering
  - 2.3.3 Air line
  - 2.3.4 Workers
  - 2.3.5 Hospital
- 2.4 Indent
- 2.5 Staff Planning

#### 3. INDIAN POPULAR CUISINES

- 3.1 North Indian Cuisine : Uttar Pradesh, Punjab, Kashmir, Awadh
- 3.2 South Indian Cuisine : Andhra, Tamilnadu, kerala , Hyderabad
- 3.3 East Indian Cuisine : Bengali, Assam, Oriya.
- 3.4 West Indian Cuisine : Gujarat, Goa, Rajasthan, Maharastra.

#### 4. VOLUME FEEDING

- 4.1 Industrial cattering
- 4.2 Institute Cattering
- 4.3 Hospital Cattering
- 4.4 Mobile Cattering
- 4.5 Outdoor Cattering
- 4.6 Purchase and Storage
  - 4.6.1 Purchase System
  - 4.6.2 Purchase technique
  - 4.6.3 Purchase Specifications
  - 4.6.4 Storage

## 5. INDIAN BREADS & SWEETS

- 5.1 Tandoor & Tawa Breads and Other Indian breads
- 5.2 Indian Sweets: Examples, Culinary terms and Preparations of khoya & Chakka

## 6. FAST FOOD CONCEPTS

- 6.1 Evolutions and growth of fast food
- 6.2 Fast food Franchising, Brand names and Chains
- 6.3 Indian Fast Food ( snacks).

## PRACTICALS

### 1. Under the Basic Cooking. Prepare following menus

- 1.1 Kolhapuri mutton, Masala Puri, Koshumbi masala bhat
- 1.2 Yakhni Pulao, Mughlai Paratha. Mutton Dopyaza, Kulfi
- 1.3 Mishti doi, Macher Jhol, Kala Jamun, Mutton Vindalo,
- 1.4 Coconut Pulao, Fish Caldeen, Bibinca
- 1.5 Rajma Masala. Pindi Chana, Macce ki Roti, Sarson ka saag
- 1.6 Poriyal Rasam, Malabari Parantha, Pysom
- 1.7 Palak Chicken, channa dal Tadka, peas pulav, and Tawa paratha
- 1.8 Gatte ke pulao, Lal Maas, Dal Halwa, ratalu ki sabzi
- 1.9 Sarki, Brown Rice, Gujrati Dal, Methi Thepla, srikhand
- 1.10 Sofiyani Biryani, Methi Murg, Tomato kut, hare payaz ka raita
- 1.11 Preparation of various chutney
- 1.12 Curd rice , Tometo rasam, fish malabari, and Cabbage Sauté

## REFERENCES

1. Modern cookery Vol. I & II -- Thangam Phillip
2. Theory of cookery -- Krishna Arora (S Chand & Sons)
3. Professional Cheff -- Arvind Saraswat

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## FOOD AND BEVERAGE SERVICE-II

**CODE:HM- 204**

**L T P**  
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### RATIONALE

This course will acquaint the students with the importance of food and beverage service, covering basic technical skills, technical knowledge and social skills, that the Food and Beverage personal needs to achieve. This course will provide the student a proficient standard to work within the profession.

### CONTENTS

#### 1. CLASSIFICATION OF BAVERAGE

- 1.1 Alcoholic
  - 1.1.1 Production
- 1.2 Non Alcoholic
- 1.3 Bar
  - 1.3.1 Bar Layout
  - 1.3.2 Bar Stock
  - 1.3.3 Bar equipements

#### 2. WINE

- 2.1 Introduction to wine
- 2.2 Wine Production
- 2.3 Types of Wine :-
  - 2.3.1 Table
  - 2.3.2 Sparkling
  - 2.3.3 Fortified
    - 2.3.3.1 Red
    - 2.3.3.2 White
    - 2.3.3.3 Rose
  - 2.3.4 Aeromatised
- 2.4 Old World Wine
- 2.5 New World Wine
- 2.6 Storage of Wine
- 2.7 Wine Terminology
- 2.8 Various wine regions of world and wine law

#### 3. BEER

- 3.1 Introduction and production method of beer in brief.
- 3.2 Types of beer,
- 3.3 Service of beer
- 3.4 Popular Brands.
- 3.5 Storage

#### 4. SPIRITS

- 4.1 Introduction and origin, Types and Brand names and Service of
  - 4.1.1 Whiskey
  - 4.1.2 Brandy

- 4.1.3 Vodka
- 4.1.4 Gin
- 4.1.5 Rum
- 4.1.6 Tequilla
- 4.2 Production of Spirit
  - 4.2.1 Pot still method
  - 4.2.3 Patent Still Method
- 4.3 Different Spirit proff
  - 4.3.1 American
  - 4.3.2 British
  - 4.3.3 Gay-lussac

## 5. LIQUEURS

- 5.1 Method of liqueurs production in brief.
- 5.2 Types and Examples with base spirits and flavoring agents

## 6. COCKTAILS & MOCKTAILS

- 6.1 Introduction, Definition & Types.
- 6.2 Mocktails and cocktail

## 7. APERITIFS

- 7.1 Introduction.
- 9.2 Types

## 8. FRENCH

### PRACTICALS

1. Service of beer (mock – with empty bottle in case of DRY STATE)
2. Service of wine and spirit (mock – with empty bottle in case of dry state)
3. Preparations & service of mocktails and cocktails\*(not require in dry state)

### REFERENCES

1. F & B Manual By Sudhir Andrews
2. F & B Service By Dennis Lillicrap
3. The Bar & Beverage Book By Costas Katsigris & Thomas
4. Food & Beverage Service operation By Vijay Dhavan
5. Bar Management & Control-BK Chakarvati

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## BUSINESS COMMUNICATION

**CODE:HM/FD - 205**

**L T P**  
2 -- 2

### RATIONALE

The curriculum aims to develop the use of English for three major purposes social interaction, academic achievement and professional use. Listening, speaking, reading, and writing skills can not be thought of as independent skills. They are generally perceived as interdependent where one skill often activates the other skills as well as the paralinguistic skills required for the achievement of effective communication. It is believed that the most effective way to achieve these purposes is through the adoption of a thematic, integrated, content-based approach to teaching and learning.

### CONTENTS

#### 1. COMMUNICATION SKILLS

- 1.1 Introduction & Importance of communication
- 1.2 Types of communication(Verbal and Non Verbal)
- 1.3 Listening Skill
- 1.4 Writing Skill
- 1.5 Speaking and presentation skill
- 1.6 Developing effective communication
  - 1.6.1 Process
  - 1.6.2 Barriers and solutions
  - 1.6.3 Advantages

#### 2. BODY LANGUAGE:

- 2.1 Introduction to body language
- 2.2 Importance
- 2.3 Personility development
  - 2.3.1 Posture
  - 2.3.2 Gesture
  - 2.3.3 Etiquette and Manners
  - 2.3.4 Personal Hygine

- 1.1. Advantages and Disadvantages
- 1.2. Homophones / Common Errors
- 1.3. Comprehension
- 1.4. Précis
- 1.5. Memos And Circulars
- 1.6. Common Mis-Spelt Words
- 1.7. Punctuation
- 1.8. Paraphrasing
- 1.9. Letter Writing – Formal, Informal

#### 3 INTERVIEW:

- 3.1. Introduction and Importance
- 3.2 Types of Interview

- 3.2.1 Formal
- 3.2.2 Informal
- 3.3 Tips for good interview

#### 4 DISCIPLINE:

- 4.1. Introduction and Importance
- 4.2. Disciplinary Problems (Causes and solutions)
- 4.3. Advantages and disadvantages
- 4.4. Self discipline
- 4.5. Progressive disciplinary programs

#### PRACTICALS

1. Practice of letter writing
2. Practice of speech improvement
3. Practice of listening English conversation
4. Practice of speaking with classmates
5. Practice of reading English news paper loudly
6. Group discussion
7. Mock interview
8. Practice of introducing oneself
9. Preparing and giving speech
10. Giving introduction of other person
11. Practice of public speaking

#### REFERENCES

1. English Grammar & Compositions Wren & Martin
2. Common Errors of Indian Students Oxford University press 3. 3.
3. Hotel Arther Helly
4. Dictionary with Illustration and Pronouncing Oxford press
5. Methods of Communication Bhatnagar, P Rajat publications New Delhi
6. Business Communication Bhatnagar, P Rajat publications New Delhi
7. Verbal and Non-Verbal Communication Bhatnagar, P P Rajat publications New Delhi

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## FOOD SAFETY AND QUALITY

**CODE:HM - 206**

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### RATIONALE

The study of this subject will help the students to understand the behaviour and activities contribute to the safety and quality of food and beverage

### CONTENTS

#### 1. INTRODUCTION

- 1.1 Food Hygiene
- 1.2 Food Contament
- 1.3 Food Safety
- 1.4 Food hazards

#### 2. FOOD PRESERVATION AND SPOILAGE

- 2.1 Cause of Spoilage
- 2.2 Source Contamination
- 2.3 Principles of food preservation
- 2.4 Methods of preservation

#### 3. MICROORGANISM

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- 3.1 Common food born microorganism
- 3.2 Characterstics of microorganism
- 3.3 Roll of Microorganism
- 3.4 Food born diseases

#### 4. HYGINE AND SANITATION

- 4.1 Principles of Hygine
- 4.2 GHP for commodoties,Equipements and personnel
- 4.3 Cleaning methods for Hospitality Industry
- 4.4 Safety Aspect of water

#### 5. QUALITY ASSURANCE

- 5.1 TQM
- 5.2 GMP
- 5.3 Risk Assesment
- 5.4 Microbiologicak standards for food safety
- 5.5 HACCP

#### 6. FOOD LAW AND REGULATIONS

#### 7. FOOD LABELLING

#### 8. FOOD PACKING TECHNOLOGY

**REFERENCES**

1. Modern food microbiology
2. Food Safety- Bhatt and Rao
3. Food Handling- Jacob M
4. Food Fact & principle-NS Manay
5. Food Science, Nutrition and safety- S Suri

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## FOOD AND BEVERAGE MANAGEMENT

**CODE:HM-207**

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### RATIONALE

This subject will help to prepare the students to meet the challenges of food and beverage management. This improves the students' ability of creation and invention towards food and beverage to develop the modern concept of sanitation, safety and health.

### CONTENTS

#### **1. FOOD & BEVERAGE CONTROL**

- 1.1 Introduction to F & B control
- 1.2 Principles of FIFO & LIFO.
- 1.3 Purchasing control
- 1.4 Receiving control
- 1.5 Store control
- 1.6 Preparing specifications
- 1.7 Selecting suppliers.
- 1.8 Ordering & Receiving goods & service.
- 1.9 Storing & Issuing.
- 1.10 Importance of maintaining books & bin cards
- 1.11 Balancing the inventory

#### **2. STANDARD SPECIFICATIONS**

- 2.1 Importance.
- 2.2 Standard Recipe
- 2.3 Standard food cost
- 2.4 Standard purchase specifications

#### **3. STAFF & LABOR COST CONTROL**

- 3.1 Job description & job analysis.
- 3.2 Staffing guides.
- 3.3 Staff scheduling.
- 3.4 Fix element of labor cost
- 3.5 Labor productivity standards

#### **4. EVALUATING FOOD COST RESULTS:**

- 4.1 Pre – cost percent.
- 4.2 Gross profit analysis.

#### **5. LONG TERM INVESTMENT COST CONTROL:**

- 5.1 Capital & capital investment control.
- 5.2 Fixed or long term assets.
- 5.3 A.R.R. (average rate of return).
- 5.4 Payback period.
- 5.5 Discounted cash flow.
- 5.6 I.R.R. (internal rate of return).

5.7 Net present value and Net present value versus I.R.R.

**REFERENCE**

1. Food Service Management Bhojwani, M.: Rajat publications New Delhi.
2. Hospitality Management: Theories and Practices Ratti, Manish
3. Basics of Catering Management: Its Inevitability Narayan, U.
4. Food Service Management Ratti, Manish. Rajat publications New Delhi
5. Food & Beverage service operation Vijay Dhavan.
6. Hotel Tourism and Hospitality Management Ratti M: Rajat publications New Delhi
7. The Bar & Beverage book Costas Katsigris & Thomas.

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