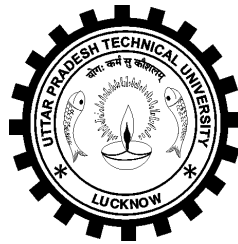


U.P. TECHNICAL UNIVERSITY, LUCKNOW



Syllabus

[Effective from session 2009-10]

(1st, 2nd Year)

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

U.P. TECHNICAL UNIVERSITY, LUCKNOW

(Effective from the session 2009-10)

Scheme of Examination for Bachelor of Hotel Management (BHMCT)

I Semester

S. N.	Subject Code	Subject Name	Periods			Evaluation Scheme			Examination	Subject Total
						Sessional				
			THEORY	L	T	P	CT	TA	Total	
1.	NBHM 101	Foundation Course in Food Production	02	01	00	15	10	25	50	75
2.	NBHM 102	Foundation Course in Food & Beverages Service-I	02	01	00	15	10	25	50	75
3.	NBHM 103	Foundation Course in Front Office Operations-I	02	01	00	15	10	25	50	75
4.	NBHM 104	Foundation Course in Hotel House Keeping-I	02	01	00	15	10	25	50	75
5.	NBHM 105	Business Communication	03	00	00	30	20	50	100	150
6.	NBHM 106	Introduction to Hospitality Management Concepts	03	00	00	30	20	50	100	150
PRACTICAL										
7.	NBHM 151	Food Production & Patisserie-I	00	00	08	30	20	50	75	125
8.	NBHM 152	Food & Beverages Service-I	00	00	04	15	10	25	50	75
9.	NBHM 153	Front Office Operations-I	00	00	02	15	10	25	50	75
10.	NBHM 154	Hotel House Keeping-I	00	00	02	15	10	25	50	75
11.	GP 101	General Proficiency	-	-	-	-	-	50	-	50
TOTAL			14	04	16	-	-	-	-	1000

TA - Teachers Assessment

ESE - End Semester Examination

CT - Class Test

Note : Duration of ESE shall be 3 (Three) hours for subjects carrying 100 marks and 2 (Two) hours for those carrying 50 marks.

U.P. TECHNICAL UNIVERSITY, LUCKNOW

(Effective from the session 2009-10)

Scheme of Examination for Bachelor of Hotel Management (BHMCT)

II -Semester

S.No.	Subject Code	Subject Name	Periods			Evaluation Scheme			Examination	Subject Total
						Sessional				
			THEORY			L	T	P	CT	
1.	NBHM 201	Food Production & Patisserie-II	02	01	00	15	10	25	50	75
2.	NBHM 202	Food & Beverages Service-II	02	01	00	15	10	25	50	75
3.	NBHM 203	Front Office Operations-II	02	01	00	15	10	25	50	75
4.	NBHM 204	Hotel House Keeping-II	02	01	00	15	10	25	50	75
5.	NBHM 205	Computer Applications	03	00	00	15	10	25	50	75
6.	NBHM 206	Nutrition	03	00	00	30	20	50	100	150
		PRACTICAL								
7.	NBHM 251	Food Production & Patisserie-II	00	00	06	30	20	50	75	125
8.	NBHM 252	Food & Beverages Service-II	00	00	04	15	10	25	50	75
9.	NBHM 253	Front Office Operations-II	00	00	02	15	10	25	50	75
10.	NBHM 254	Hotel House Keeping-II	00	00	02	15	10	25	50	75
11.	NBHM 255	Computer Applications	00	00	02	15	10	25	50	75
12.	GP 201	General Proficiency	-	-	-	-	-	50	-	50
		TOTAL	14	04	16	-	-	-	-	1000

TA – Teachers Assessment ESE - End Semester Examination CT – Class Test

Note : Duration of ESE shall be 3 (Three) hours for subjects carrying 100 marks and 2 (Two) hours for those carrying 50 marks.

U.P. TECHNICAL UNIVERSITY, LUCKNOW
(Effective from the session 2010-11)
Scheme of Examination for Bachelor of Hotel Management (BHMCT)

III-Semester

S. N.	Subject Code	Subject Name Theory	Periods per Week			Evaluation Scheme Sessional			Examination ESE	Subject Total
			L	T	P	CT	TA	Total		
1.	NBHM-301	Food Production-III	3	1	0	15	10	25	50	75
2.	NBHM-302	Food & Beverage Services- III	3	1	0	15	10	25	50	75
3.	NBHM-303	Front Office Operations-III	3	1	0	15	10	25	50	75
4.	NBHM-304	Hotel Housekeeping-III	3	1	0	15	10	25	50	75
5.	NBHM-305	Food Science	3	1	0	30	20	50	100	150
6.	NBHM-306	Applied Accounting	3	1	0	30	20	50	100	150
PRACTICAL										
7	NBHM-351	Food Production-III	0	0	8	30	20	50	75	125
8	NBHM-352	Food & beverage Services- III	0	0	4	15	10	25	50	75
9	NBHM-353	Front Office Operations-III	0	0	2	15	10	25	50	75
10	NBHM-354	Hotel Housekeeping-III	0	0	2	15	10	25	50	75
11	GP-301	General Proficiency	--	--	--	--	--	50	---	50
		Total	18	6	16	--	--	--	---	1000

TA – Teacher Assessment

CT- Class Test

ESE- End Semester Examination

L/ T/ P – Lecture/ Tutorial/ Practical

Note: Duration of ESE shall be 3 (Three) Hrs. for subjects carrying 100 Marks & 2 (Two) Hrs. for subjects carrying 50 marks.

U.P. TECHNICAL UNIVERSITY, LUCKNOW

(Effective from the session 2010-11)

Scheme of Examination for Bachelor of Hotel Management (BHMCT)

IV Semester

S. No.	Subject Code	Subject Name	Periods per Week			Evaluation Scheme			Examination	Subject Total
						Sessional				
		Theory	L	T	P	CT	TA	Total	ESE	
1.	NBHM-401	Bakery & Confectionery	3	1	0	15	10	25	50	75
2.	NBHM-402	Food & beverage Services-IV	3	1	0	15	10	25	50	75
3.	NBHM-403	Front Office Operations-IV	3	1	0	15	10	25	50	75
4.	NBHM-404	Hotel Housekeeping-IV	3	1	0	15	10	25	50	75
5.	NBHM-405	Hotel Engineering	3	1	0	30	20	50	100	150
6.	NBHM-406	Hotel Laws	3	1	0	30	20	50	100	150
PRACTICAL										
7	NBHM-451	Bakery & Confectionery	0	0	8	30	20	50	75	125
8	NBHM-452	Food & beverage Services-IV	0	0	4	15	10	25	50	75
9	NBHM-453	Front Office Operations-IV	0	0	2	15	10	25	50	75
10	NBHM-454	Hotel Housekeeping-IV	0	0	2	15	10	25	50	75
11	GP-401	General Proficiency	--	--	--	--	--	50	---	50
		Total	18	6	16	--	--	--	---	1000

TA – Teacher Assessment

CT- Class Test

ESE- End Semester Examination

L/ T/ P – Lecture/ Tutorial/ Practical

Note: Duration of ESE shall be 3 (Three) Hrs. for subjects carrying 100 Marks & 2 (Two) Hrs. for subjects carrying 50 marks.

NBHM –101 Foundation Course in Food Production

OBJECTIVES:

At the end of the course the students should:

- a) Know the history of cooking, its modern developments and develop brief idea of various cuisines;
- b) Understand the professional requirements of kitchen personnel and the importance and maintenance of hygiene;
- c) Have insight of kitchen organization, duties and responsibilities of kitchen staff, workflow, and kitchen equipments;
- d) Have through knowledge of methods of cooking and understanding raw materials.
- e) Know in detail about Indian cuisine.

COURSE CONTENT:

UNIT 1

INTRODUCTION TO PROFESSIONAL COOKERY:

- a) Culinary history.
- b) Origins of modern cookery.

KITCHEN & PERSONAL HYGIENE:

- a) Personal Hygiene
- b) Cleanliness of surface & Garbage Disposal

UNIT 2

KITCHEN ORGANIZATION:

- a) kitchen Brigade
- b) Duties and responsibilities of Kitchen Staff
- c) Responsibilities of each section

EQUIPMENT AND TOOLS:

- a) Pre-preparation & Preparation equipments
- b) Ancillary equipments: knives, utensils, pots and pans.
- c) Bakery equipment
- d) Modern Development in Equipments

UNIT 3

BASIC METHODS OF COOKERY:

- a) Modes of Heat Transfer
- b) Various methods of Cooking: Definition, Rules, Associated Terms, Moist Methods: Boiling, Poaching, Steaming, Stewing, Braising.
 - a) Dry Methods: Frying, Grilling, Roasting, Broiling, Baking.
- c) Modern Methods

UNDERSTANDING RAW MATERIALS:

- a. Understanding of common ingredients classification and available forms,
- b. Uses and storage
- c. Salt, Liquids, sweetening, Fats, and Oils, Raising or Leavening agents.
- d. Thickening and binding agents, Flavorings and seasoning.

UNIT 4

KNOWLEDGE OF INDIAN FOOD: ingredients, spices & gravies

STUDY OF VARIOUS REGIONALS CUISINES

- PUNJABI
- GUJRATI
- KASHMIRI
- SOUTH INDIAN
- GOAN
- BENGALI
- MAHARASTRIAN
- MOGHALAI
- RAJASTHANI

STUDY OF INDIAN SWEETS, ACCOMPANIMENTS & INDIAN BREADS

REFERENCE BOOKS:

Sudhir K. Shibal	:	The Ashok book of Favourite Indian Recipes
Madhur Jaffery's	:	Cook Book
Chandal Padmanabhan	:	Dakshin Veg. Delicacies from South India
J. Inder S. Kalra	:	Prasad Cooking
Jane Grigson	:	The Book of Ingredients
K.T. Achaya, Oxford	:	Indian Food
Le rol a. Polsom	:	The Professional Chef

NBHM -151 PRACTICALS

1. Demonstration classes to make students familiar with:
The pre-preparation, preparation and method of cookery.
 - Preparing and cooking vegetables.
 - Preparing and cooking Fish & Shellfish
 - Preparing and cooking Poultry
 - Preparing and cooking Eggs
 - Preparing and cooking Stocks
 - Preparation of Basic Indian Gravies
2. Menus comprising of five Dishes each to cover Indian Regional Cuisine.

NBHM 102 FOUNDATION COURSE IN FOOD & BEVERAGE SERVICE-I

OBJECTIVES:

By the end of the semester the students should be able to:

- a) Develop an -insight -into the growth of catering Industry. In the world from medieval period till recent times.
- b) Understand the different components of the catering industry) the functions of various departments of a hotel, and their relationship with Food & Beverage service department, in order to acquire professional competence at basic levels in the principles of Food service and its related activities.
- c) Understand the role of F & B department its functions and staffing.
- d) Understand different non-alcoholic beverages with their preparation and services.
- e) Identify and use the different types of restaurant equipments.
- f) Acquire the requisite technical skills for competent service of Food and Beverage.

COURSE CONTENTS:

UNIT 1

INTRODUCTION TO THE CATERING INDUSTRY:

- a) Introduction and growth of catering-industry.
- b) Classification of catering establishments: Commercial, Transport, Welfare, Industrial, Institutional
- c) A brief description of each type showing the career opportunities in each.

DEPARTMENTAL ORSANIZATION:

- a) Organization of the hotel
- b) Where F & B department stands;
A Total meal experience
The hotel-guest-steward relationship
- c) Relationship between F & B service department with other departments of the hotel;
- d) Types of F & B outlets
- e) Organization of staff in various F & B Outlets
- f) Duties and responsibilities of all F & B staff
- g) Attributes of a waiter: Effective communication skills, Personal hygiene

UNIT 2

RESTAURANT EQUIPMENTS:

- a) Crockery.
- b) Glassware.
- c) Cutlery, Flatware, Hollow ware - Silver and stainless steel
- d) Linens, Furnishing, fittings, and disposable.
- e) Care and maintenance of restaurant equipment.

ANCILLARY DEPARTMENTS:

Pantry, still room, plate room, hotplate, wash kitchen stewarding a brief description.

UNIT-3**NON-ALCOHOLIC BEVERAGES:**

- a. Tea & coffee: Types, manufacturing, brand, Varieties.
- b. Service
- c. Milk based drinks.
- d. Juices.
- e. Soft drinks.
- f. Mineral Water and tonic water.
- g. Mise-en-place.

UNIT 4**ROOM SERVICE:**

- a) Type of Room Service / Centralised / Decentralised / Decentralised Mobile
- b) List of Equipments
- c) House Rules of Room Service Waiter
- d) Room Service Menu

REFERENCE BOOKS:

Sudhir Andrews: F & B Service Trg. Manual
 Denni R. Lillicrap: F & B Service
 John Walleg: Professional Restaurant Service
 Brian Varghese: Professional F& B Service Management
 Brown, Heppner & Deegan: Introduction to F&B Service

NBHM -152 PRACTICALS

1. Opening and inspecting cleaning a restaurant:: Routine Cleaning
Non-Routine Cleaning
2. Identification of restaurant equipments.] - With Diagrams
3. Special equipments used in restaurant.]
4. Wiping: - Glassware
- Cutlery
- Crockery
5. Polishing silver, silvo method, burnishing method
6. Arrangement and use of side board - Check list.
7. Laying a table cloth
8. Re-laying a table cloth
9. Using a tray, Selver & Trolley
10. Procedure for laying table
 - i) Basic a la carte
 - ii) Basic Table D'hote
 - iii) Service of Breakfast- Continental, English & American.

NBHM – 103 FOUNDATION COURSE IN FRONT OFFICE OPERATION – I**OBJECTIVES:**

The Student will be aware and get knowledge about:

- a) Classification and categorization of Hotels and its Evolution.

- b) Duties & responsibilities of the staff in the different sections.
- c) Identify Market segment.
- d) Types of rooms, food plan, Tariff and room rent.
- e) Importance, Modes, Tools of reservation.

COURSE CONTENT:

UNIT 1

INTRODUCTION TO FRONT OFFICE

- a. Introduction to hotel industry, Evolution, Definition of modern hotel, Classification and categorization.
- b. Position, Role and Importance of Front office in the hotel.

UNIT 2

ORGANIZATIONAL STRUCTURE OF FRONT OFFICE

- a. Structure and functions of each section
- b. Duties and responsibilities of Front office staff.
- c. Layout of Front office department.

UNIT 3

ATTRIBUTES OF FRONT OFFICE STAFF AND FRONT OFFICE TERMINOLOGY

- a. Attributes of Front office staff.
- b. Front office terminology regarding guests, plans, rooms hotels tariff and other front office activities.

UNIT 4

RESERVATION OPERATIONS:

- a) The importance of reservation section.
- b) The modes of reservation: C.R.S. and I.R.S.
- c) Various tools of reservation: Room status board.
- d) Reservation form, Advance-letting chart, Density control chart, Hotel Diary, Whitney system of reservation.
- e) Cancellation and amendment procedure.
- f) Preparation of arrival list/movement list.
- g) Group reservation.

REFERENCE BOOKS:

Dennis L. Foster: Back Office Operation & Admn.
 Dennis L. Foster: Front Office Operation & Admn
 Sudhir Andrews: Hotel Front Office
 Colin Dix & Chirs Baird: Front Opretions
 Kasavana & Brooks: Managing Front office Opretions

NBHM-153 PRACTICAL

1. Receiving telephone calls.
2. Familiarization of reservation tools.
3. Receiving reservation requests.
4. Finding room availability on Advance letting chart, updating it
5. Finding room availability on Density Control chart, updating it
6. Updating Hotel diary and preparation of movement list.
7. Handling Cancellation and Amendments.

NBHM 104 - FOUNDATION COURSE IN HOTEL HOUSEKEEPING – I
OBJECTIVES:

The students will get knowledge about:

- a) Organisation, function of Housekeeping department and its different sections.
- b) Different departments Housekeeping co-ordinates with
- c) Procedure of cleaning different status of room.
- d) Cleaning equipments and cleaning agent.
- e) Lost and found procedure in the control.

COURSE CONTENT: UNIT 1

HOUSEKEEPING AS A DEPARTMENT:

- a) In the hotel
- b) In other institutions: to be applied in a slight different set of Circumstances
- c) Interdepartmental co-operation & co-ordination of Housekeeping.
- d) Different sections of Housekeeping departments.

ORGANISATION STRUCTURE OF HOUSEKEEPING DEPARTMENT:

- a) Small hotels, Medium hotels, Large hotels.
- b) Duties & responsibilities of Executive Housekeeping.
- c) Duties & responsibilities of Housekeeping Staff.

UNIT 2

FUNCTIONS OF HOUSEKEEPING DEPARTMENT:

- a) Area of cleaning.
- b) Security.
- c) Dealing with guests.
- d) Brief notes on Lost & Found.
- e) Baby sitting
- f) Services and facilities offered by various hotels.

UNIT 3

ROUTINE SERVICES:

- a) Cleaning of Check out room.
- b) Cleaning of Occupied Room.
- c) Cleaning of Vacant Room.
- d) Evening service

UNIT 4

CLEANING EQUIPMENT:

- a) General considerations & selections
- b) Classification & Types of equipments, Floor trolley, Vacuum Cleaner etc.
- c) Method of use & mechanism for each type
- d) Care & maintenance.

CLEANING AGENTS:

- a) General criteria for selection
- b) Classification.

REFERENCE BOOKS:

Sudhir Andrews: Hotel Housekeeping
Joan C. Branson: Hotel, Hostel & Hospital Housekeeping
Georgi ra Tucker: The Professional Housekeeper
Rose Mary & Heinemann: Housekeeping Management for Hotels
Devid Allen, Hutchinson: Accommodation & Cleaning Services

NBHM-154 PRACTICAL

- 1) Introduction, identification, uses and care of hand tools, cleaning Equipments and cleaning agents (Paste chart / drawing as applicable)
- 2) Basic cleaning procedure in Guest room:
 - a) Check-out room
 - b) Occupied room
 - c) Vacant room
 - d) Evening service.
- 3) Procedure for Bed making:
 - a) Day Bed
 - b) Night Bed
- 4) Procedure for cleaning bathrooms.
- 5) Organizing for completing the assigned task, preparing work plan.

NBHM 105- BUSINESS COMMUNICATIONS

OBJECTIVE:

By the end of the course the students should:

- a) Understand constituents of technical written communication.
- b) Understand the Value of Communication for better human relations in day-to-day life.
- c) Understand the Importance and observance of social skills and Etiquettes in various occasions
- d) Understand the various forms of verbal and Nonverbal, Formal and Informal communications.
- e) Build and use Business Vocabulary.

COURSE CONTENT:

UNIT 1

CONSTITUENTS OF TECHNICAL WRITTEN COMMUNICATION

Word & Phrases, Word formation, synonyms & Antonyms, Homophones, Vocabulary of 500 to 1000 new words, requisites of sentence construction, Paragraph Development, Techniques & Method- Inductive, Deductive, Spatial, Linear, Chronological etc, The art of Condensation- Various Steps.

UNIT 2

FORMAL WRITTEN COMMUNICATION:

Official letters, Report writing: Categories formats, Memorandums and circulars, Agenda and minutes, Resume, Drafting advertisements.

UNIT 3

FORMAL VERBAL COMMUNICATION:

Group discussion, Interview, Extempore, Business negotiation, Public speaking, Meeting, Toasting, Counseling, Business presentation.

UNIT 4

SOCIAL SKILLS FOR MANAGERS:

Update of Etiquettes a Manager should observe in various formal and informal Situations; The Knowledge of Body language.

UNIT 5

BUSINESS VOCABULARY BUILDING AND USAGE

- Essay Writing
- Précis Writing
- Telephone Etiquettes
- Comprehensions
- Elocution

REFERENCE BOOKS:

Murphy & Peck:	Effective Business Communication
Manroe and Ebninged:	Speech Communication
Himshreet and Baty:	Business Communication
Richard E. Cable:	Public relation and Communication
C.B. Gupta:	Office Language
Alien Pease:	Body Language

NBHM- 106 INTRODUCTIONS TO HOSPITALITY MANAGEMENT CONCEPTS

OBJECTIVES

The objective of this course is:

- a) To impart a systematic and fundamental knowledge about growth and functions of hospitality industry.
- b) To explain the hospitality distribution channels.
- c) To establish significance, process and techniques involved in basic managerial function i.e. planning, decision making, organizing, directing and controlling.

COURSE CONTENTS

UNIT 1

HOSPITALITY INDUSTRY- A PROFILE:

Meaning & Definition, Historical Evolution & Development, Hospitality as Industry, Complementary roles with Other Industries, Contribution to Indian & Global Economy

UNIT 2

HOSPITALITY DISTRIBUTION CHANNELS:

Meaning & Definition, Functions & Levels of Distribution channels, Major Hospitality Distribution Channels – Travel agents, Tour operators, Consortia & Reservation System, Global Distribution System (GDS), Internet.

UNIT 3

CURRENT SCENARIO:

Major players in the industry- India and world wide, Present trends in Industry, Emerging Markets, Role of Supports Services and infrastructure, impact of Nation and International Events, Presents Scenario and Future Projections of HR Issues and Technology In Industry.

UNIT 4

INTRODUCTION TO MANAGEMENT CONCEPTS:

- Concept, definition, nature, scope, functions.
- History of management; thought: Scientific management, Fayols contribution, and Hawthorne experiments. Behavioral approach, approach

and contingency approach.

UNIT 5

PLANNING:

- Definition, importance and need of planning.
- Types of planning goals, objectives and mission.

ORGANISATION:

- Need of organization and its types.
- Organisation structure and chart.
- Informal organization.
- Factors Inhospitality organization.

REFERENCE BOOKS:

Wherich & Koontz	:	Principles of Management
L. M. Prasad	:	introduction to management concept
Tripathi & Reddy	:	Principles of Management
A K Bhatia	:	International Management
R N Kaul	:	Dynamics of Tourism
Robert lewis & Richard Chambers	:	Marketing Leadership in Hospitality

NBHM– 201 FOOD PRODUCTION & PATISSERIE – II

OBJECTIVE:

During the course the students should :

- a. Learn about the various commodities required for food production, their market forms, selection, storage and use.
- b. Understand the fundamentals of menu planning & standard recipes.
- c. Enhance the basic culinary skills.
- d. Learn in detail the bread& cake making process and various pastes.

COURSE CONTENT:

UNIT 1

MENU PLANNING RECIPE FORMULATION:

- a. Menu Planning: Factors affecting menu planning.
- b. Standard Recipes: Definition, writing and costing.

BREAKFAST COOKERY

- a. English, American, Indian -regional Breakfast
- b. Eggs, cereals, rolls and other breakfast varieties.

COMMODITIES

- a. MILK AND MILK PRODUCTS: Composition of milk, storage, types of milk, cream, butter, cur
- b. CHEESE Production of cheese, types of cheese.
- c. VEGETABLES: Classification, selection
- d. FRUITS: Classification, selection

UNIT 2

BAKERY SCIENCE: BREAD MAKING

- a. Identification and handling of raw materials -Wheat & wheat flour, sugar, fat, yeast, water, salt, milk etc.
- b. Functions of ingredients in bakery products.
- c. Method of bread making:
 - (i) Straight dough method, (ii) Sponge and dough method, (iii) Salt delayed method, (iv) Flying ferment method.
- d. Bread faults and remedies:
- e. Bread diseases
- f. Bread varieties

UNIT 4

BAKERY SCIENCE CAKE MAKING :

- a. Functions of ingredients.
- b. Cake making methods : (i) Sugar batter method, (ii) Flour batter method, (iii) Blending method, (iv)Boiled method, (v) Sugar Water method, (vi) All in process.
- c. cake faults and remedies
- d. various types of basic paste:-choux paste, short crust paste, puff paste, flaky paste,hot water paste, Danish paste

PRACTICALS (NBHM – 251)

- 1. Various Breakfasts preparations.
- 2. Bakery practical to cover the following:
 - a. Bread making straight dough method, breakfast rolls.
 - b. Short crust pastry and its products: Tarts, Pie etc.
 - c. Flaky & Puff, pastry and their products: Patties, palmers, cheese straws, vol-an-vent, cream horns etc.
 - d. Choux pastry and its products: Éclairs, profit rolls.
 - e. Sponge cakes: Genoise sponge, fatless sponge.
 - f. Icing: Butter, icing, glazed, icing.
 - g. Assembling cakes.
 - h. Heavy cake: Pound cake.
 - i.Cookies with basic cookie paste.

REFERENCE BOOKS:

Larouse Gastronomique-Cookery Encyclopedia, Paul Hamlyn
 Professional Baking-Wayne Glasslen
 Modern Cookery-Philip E Thangam
 Baking-Martha Day
 Classical Food Preparation & Presentation-W K H Bode
 The Creative Art Of Garnishes-Yvette Stachowiak

By the end of the semester the students should be able to:

- a. Understand various restaurant services.
- b. Understand type of meal and menu.
- c. Develop knowledge of the restaurant control system.
- d. Understand the processing manufacturing and service of cigar and cigarettes.
- e. Acquire the requisite technical skills for competent service of Food & Beverage.

COURSE CONTENT:

UNIT 1

RESTURANT SERVICE:

- a. Forms and methods of services: English; French & Russian
- b. Mis en place, arranging side-board,
- c. Receiving the Guests & Social Skills
- d. Service of a Table

UNIT 2

TYPE OF MEALS & MENU:

- a. Types of meal: Breakfast Lunch/Dinner/Supper/Brunch/High teal Afternoon Tea/Elevenses.
- b. Type of Menu: Table d'hote, A la carte, carte-du-jour.
- c. Courses of French classical menu
- d. Menu terminology
- e. Fundamental of menu planning Continental, Indian with accompaniments.
- f. Breakfast menu: English, American, Continental, Indian.
- g. High tea and Afternoon tea menu:

UNIT 3

RESTAURANT OPERATION CONTROL SYSTEM:

- a. Necessity of good control system.
- b. Functions of control system.
- c. Types of K.O.T.
- d. Taking order and presenting bills.
- e. Duplicate and triplicate checking system.
- f. Inter-departmental transfer, summary sheet, control of cash & credit sales.
- g. Volume forecasting.
- h. Control by selling price.

UNIT 4

TOBACCO:

- a. Processing and manufacturing of cigarettes, cigar & pipe.
- b. Storage and service of cigarettes and cigars.

PRACTICALS (NBHM - 252)

1. Revision of F&B Practicals – I.
2. Layout of different food service areas and ancillary departments (Drawing).
3. Napkin folds, lunch folds, dinner folds, breakfast folds.
4. Menu planning for different meals.
5. Receiving guests.
6. Order taking for food & beverages, preparation for K.O.T.
7. Basic service methods e.g. silver service, American service, Russian service etc.

8. Service of non-alcoholic beverages.
9. Service of tobacco.
10. Preparation of bills and its presentation of the guest.
11. Room service tray set up.

REFERENCE BOOKS:

Sudhir Andrews: F & B Service Trg. Manual
 Denni R. Lillicrap: F & B Service
 John Walleg: Professional Restaurant Service
 Brian Varghese: Professional F& B Service Management
 Brown, Heppner & Deegan: Introduction to F&B Service

NBHM – 203 FRONT OFFICE OPERATIONS – II

OBJECTIVE:

The objective is to make students of:

- a. Registration, its types, importance and aspect.
- b. The components of registration process for individual guest, foreigners and VIP's.
- c. A proper systematic way of shorting a shift and ahnd over a night adult.

COURSE CONTENT:

UNIT 1

STARTING THE WORK SHIFT:

CHECK IN PROCEDURE:

- a. Greeting the guest.
- b. Registration : Types of registration, importance of registrance, legal aspects of registration.
- c. Allotment of rooms.
- d. Handling over keys.
- e. Work flow chart.

CHECK IN PROCEDURES FOR SPECIAL CASES:

- a. Foreigners.
- b. VIP's.

UNIT 2

HANDLING GROUP ARRIVALS:

- a. Types of groups.
- b. Rooming list.
- c. Pre arrival procedures.
- d. Welcoming and handling of check-in at the time of actual check-in.
- e. Post arrival activities will reference to group types.
- f. Flow chart.
- g. Room change procedure.

UNIT 3

NIGHT AUDIT:

- a. Job, duties and responsibilities of night auditor.
- b. Completion of reports and statistics.
- c. Preparation of transcript.
- d. Forecasting and planning for next days arrival, departures, VIP movements etc.

UNIT 4

**ENDING WORK SHIFT, HANDLING OVER TO NEXT SHIFT:
GENERAL AWARENESS AND KNOWLEDGE:**

PRACTICALS (NBHM - 253)

1. Recapitulation of the semester – I Practicals.
2. Greeting and receiving the guest.
3. Registration procedure of guests : walk-in, reserved.
4. Allotment of room and handling over keys.
5. Post arrival activities at the reception.
6. Check-in procedures for foreigners.
7. Check-in procedures for VIP.
8. Group check-in.
9. Statistical methods.
10. Shift hand over procedures.
11. Planning for following days arrival and departures.

REFERENCE BOOKS:

Dennis L. Foster: Back Office Operation & Admn.
Dennis L. Foster: Front Office Operation & Admn
Sudhir Andrews: Hotel Front Office
Colin Dix & Chirs Baird: Front Opretions
Kasavana & Brooks: Managing Front office Opretions

NBHM – 204 HOTEL HOUSEKEEPING – II

OBJECTIVE:

To complete the student experience of all housekeeping routines including:

- a. Students will get the knowledge about the public area cleaning tast.
- b. Floors – types of floor finishes, methods of cleaning.
- c. Knowledge about wall finishes, their types, uses and cleaning wall covering.
- d. Daily routine of the housekeeping department including clerical job of the housekeeping.
- e. Learn about inspection of guest room.
- f. Cleaning and care of metals: Brass, silver etc. and their compositions.

COURSE CONTENT:

UNIT 1

PUBLIC AREA CLEANING:

- a. Periodical cleaning; task, schedule.
- b. Special cleaning program: routine and spring cleaning of upholstery, carpet & drapery.

FLOOR FINISHES:

Classification and characteristics: Hard and soft floor finishes methods of cleaning.

UNIT 2

WALL FINISHES:

Different wall finishes in rooms, public and back areas,
Wall papers: Uses, merits and demerits.

UNIT 3

DAILY ROUTINES & SYSTEMS OF HOUSEKEEPING DEPARTMENT:

Control Desk Activities.
Staff Allocation, Duty Roasters.
Key Co-ordination areas.

RECORDS AND FORMATS MAINTAINED IN THE HOUSEKEEPING

DEPARTMENT:

UNIT 4

GUEST ROOM INSPECTION – CHECK-LIST

COMPOSITION, CARE AND CLEANING OF:

Metals, glass, leather, plastic, ceramic and wood.

PRACTICALS (NBHM - 254)

1. Basic cleaning procedure in guest room:

- a. Check-out room.
- b. Occupied room.
- c. Vacant room.
- d. Evening service.
- e. Clerical jobs to undertaken in the above cases.

2. Public area cleaning programme:

- a. Regular (Daily)
- b. Periodical (Weekly)
- c. Special (Spring)

3. Floor polishing and finishing:

- a. Different stones like granite, marble, sand stone and other hard surfaces.
- b. Wooden
- c. Synthetic flooring
- d. Soft flooring.

4. Cleaning and care of:

- a. Different metals e.g. brass silver and E.P.N.S., stainless steel, copper, iron etc.
- b. Glass
- c. Plastic
- d. Leather
- e. Ceramic

5. Guest room inspection: Check-list

REFERENCE BOOKS:

Sudhir Andrews: Hotel Housekeeping

Joan C. Branson: Hotel, Hostel & Hospital Housekeeping

Georgi ra Tucker: The Professional Housekeeper

Rose Mary & Heinemann: Housekeeping Management for Hotels

Devid Allen, Hutchinson: Accommodation & Cleaning Services

NBHM – 205 COMPUTER APPLICATIONS

OBJECTIVE:

The objective of the course:

- a. Introduce the students to computer and computer hardware.
- b. Systematically develop the computer operating skills.
- c. Knowledge of Operating System MS-DOS.
- d. Knowledge of Word Processing: MS-WORD – 2007
- e. Operating knowledge of Networking, Internet, E-mail

COURSE CONTENT:

UNIT 1

INTRODUCTION TO COMPUTERS

- a. Historical evaluation of computers.
- b. Generation, classification, characteristics & limitation of computers.
- c. Overview of computer architecture and organization.
- d. Networking concepts; LAN, VAN, MAN, Internet.

UNIT 2

AN OVERVIEW OF MS-DOS

- a. Introduction to operating system.
- b. Booting components, internal & external commands and Directory Commands.
- c. File Management Commands.
- d. Disc Management Commands.
- e. Batch Files & Configuring.

UNIT 3

OVERVIEW OF WINDOWS 2007

- a. The user interface.
- b. The Control Panel.
- c. Various Windows Features.
- d. E-mail, Net Meeting, Web Browsing.
- e. Communication & Internet Explorer.

UNIT 4

MS WORD 2007

- a. Basics of Word Processing.
- b. Viewing, Editing, Finding & Replacing Text.
- c. Proofing Documents: Correcting Spell Check, Grammar Command, Auto Commands.
- d. Mail Merge.
- e. Working with Tables & Charts.
- f. Creating Basic HTML Documents.

PRACTICALS (NBHM - 255)

1. MS-DOS
2. Windows 2007
3. MS-WORD

Books for reference

Fundamentals of computers:V. Rajaraman

Mastering Microsoft office:Lonnie E Moseley & David M.Boobey

NBHM – 206 NUTRITION

OBJECTIVE:

This course is designed to acquaint the students with the basic concept of nutrition which will finally provide support to their knowledge about Food & its preparations. By the end of the semester the students should be able to:

- a. Know the importance of food and nutrition.
- b. Understand the role of various nutrients in our body.
- c. Conceptualize the fundamental of balance diet.
- d. Know the effect of storage, pre-preparation and cooking on nutrients.
- e. Use the knowledge of nutrition for retention of nutrients while preparation of food and during menu planning.

COURSE CONTENT:

UNIT 1

INTRODUCTION TO NUTRITION:

Definition of Nutrition; Importance and scope; The various nutrients.

FOOD AND OUR BODY:

Role of food in our life; Recommended dietary intakes (RDI); factors affecting RDI; Energy requirement of our body (Energy Metabolism); Calorific value of food; The five food groups; Process of Digestion & Absorption of food in human body.

UNIT 2

ROLE OF NUTRIENTS IN OUR BODY-I:

a. Carbohydrates: Classification, functions, Deficiency and excess of carbohydrates, sources.

b. Fats: Classification of Fats, Functions, deficiency & excess of Fat; sources.

c. Proteins: essential amino acids, classification of protein, functions of proteins, systems of protein deficiency, Protein energy malnutrition (P.E.M.), Sources of protein.

UNIT 3

ROLE OF NUTRIENTS IN OUR BODY – II:

Vitamins: Classification of vitamins function deficiency & excess and sources of all vitamins.

UNIT 4

ROLE OF NUTRIENTS IN OUR BODY – III:

a. Minerals: Sources and functions & deficiency of various minerals – Iron, Calcium, Iodine, Sulphur,

Potassium, Phosphorous, Sodium, Zinc etc. (elementary study only).

b. Water: Function and sources.

UNIT 5

BALANCED DIET:

Concept of balanced diet: Menu planning for specific requirements viz. infants, children, adolescents adult

man & women; nutritional requirements during specific conditions viz, pregnancy, lactation.

EFFECT ON NUTRIENTS WHILE:

a. Storage.

b. Pre-preparation.

c. Cooking.

Books for reference

Fundamentals of Food & Nutrition : Madaambi & Raajgopal

Normal & Therapeutic Nutrition : H. Robinsson

Clinical Dietics & Nutrition : F.P Anita

NBHM 301 FOOD PRODUCTION – III

OBJECTIVE:

To provide an in depth knowledge of various food preparations, apart of this to make students familiar with kitchen layout.

COURSE CONTENT:

UNIT 1

FOUNDATION OF CONTINENTAL COOKERY:

- a) Stock: Definition, Classification and types, Rules for stock preparation, Recipe of Various Stocks.
- b) Soups: Definitions, Classification on soups; Examples.
- c) Sauces: Definition, Use and importance of sauces. Mother sauces- Recipes, Derivative sauces.
- e) Garnishes and Accompaniments.

UNIT 2

FOOD COMMODITY

CEREALS: Sources, variety of cereals, uses, storage.

FATS & OILS: Sources, types (animal and vegetable fats), uses, storage, Hydrogenization and rancidity.

EGGS: Structure of an egg, purchase specifications & quality grading, composition & food value, storage.

Creams: Types and uses

UNIT 3

FISH:

Classification of Fishes , purchasing & selection qualities, handling-scaling, filleting, skinning, pulling bones, fish cuts and uses, storage, application & cooking methods.

POULTRY:

Various Poultry & Games used in cookery, classification, Cuts, Purchasing & Selection qualities, food value, storage, application & cooking methods, cutting, deboning, trussing & stuffing.

UNIT 4

MEAT:

Types of meats used in cookery, Cuts of meats i.e.(beef, lamb), purchasing and quality grading, factors that gives meat a good quality, handling, knowledge of offal's & other edible parts, food value ,storage, Butchering Procedure, Rigor Mortis, application & cooking methods.

PORK:

Cuts, food value, purchasing, butchering procedure, **Processed Meat**-Ham, Bacon, Sausages, Salami

NBHM 351 PRACTICALS

FOOD PRODUCTION PRACTICALS

1. Making soups & Stocks.
2. Preparation of Basic sauces & Derivatives.
3. Dishes with accompaniments & sauces.
4. Meat, poultry, Egg & fish dishes (Continental).

RECOMMENDED BOOKS

1. Theory of cookery - Cinton Cesarane.
2. Theory of cookery – Krishna Arora.

NBHM 302 FOOD & BEVERAGE SERVICES – III

OBJECTIVE:

- a) Understand the viticulture and Vivifications.
- b) Understand different types of Wines, Their classification storage & services.
- c) Know about the different wine producing countries, their specialty wine and the wine quality laws governing the major wine producing countries.

COURSE CONTENT:

UNIT 1

BEER:

- a. History (A brief description of how beer came into being).
- b. Ingredients.
- c. Brewing process: Bottom fermentation; Top fermentation.
- d. Storage of beer.
- e. Types of beer (ales, lagers, draught, and wheat beers).

UNIT 2

WINE:

- Introduction to wine, definition of wine.
- Viticulture seasons, Quality of soil and of area of production.
- Types & Composition of grapes and its effect on the nature of wine, wine makers' calendar.
- Wine making Methods.
- Wine classification & Types: table, fortified & sparkling.
- Characteristic of wine, still, sweet, dry, vintage & non-vintage.
- Principles wine producing countries: France, Italy, Germany, Spain, Portugal, America & Australia.
- Wine Terminology.

UNIT 3

WINE QUALITY LAWS:

- France, Germany, Italy.

WINES OF FRANCE:

- a) Different regions, their geographical composition and climate, grape varieties with characteristic of wines from each region.
- b) Special reference of Champagne, its origin, grape varieties and production.

WINES OF OTHER COUNTRIES:

- Italy, Germany.
- Wine of Spain with special reference to sherry (in detail).
- Wine of Portugal with special reference to port & Madeira, Marshala.

UNIT 4

FOODS AND WINE HARMONY:

- In relation to all courses of French classical menu.

SERVICE OF BEER

Service of Beer: Drought Beer, Bottled beer

Order Taking Procedure

Service Sequence, Equipments used.

SERVICE OF WINE

Order taking procedure

Service sequence, serving temperature

Equipments used

NBHM -352 PRACTICALS

- Revision of First year practicals – table layout and services for different types of meals.
 - Beverage order taking and preparation of BOT.
 - Familiarization with the glassware, equipments and tools required in relation to Beer & wine services.
 - Services of red wine, white wine, champagne with all the courses.
5. **Assignments:**
- a) **Preparing Charts**
 - i) Different regions of France and their characteristics of wine.
 - ii) Regions and characteristics wine of two other countries.
 - b) **Collection of Labels**
 - i) At least fine wines (Indian & Foreign).

TEXT READING

Tom Stevenson - World wine Encyclopedia.
Dennis R. Lillicrap – F & B services.
Jaffrey T. Clarke - Sable & Bar.

NBHM 303 FRONT OFFICE OPERATIONS – III

OBJECTIVE:

- a) Handling guest mails, messages and guest enquires.
- b) Describe room change procedure and Out Door Area management.
- c) Outline the tasks performed at bell desk.

COURSE CONTENT:

UNIT 1

Managing various guests' enquiries.
Handling guest mails and messages.

UNIT 2

OTHER INFORMATION AND DESK FUNCTIONS

- Room key management.
- Mini post office.
- Do not disturb request.
- Wake up calls.
- Paging system`.
- Operational problems and managing them.

UNIT 3

BLACK LISTING OF GUEST

- Types of Guests
- Meaning.
- Criteria.

BELL DESK MANAGEMENT

Procedures:

- Check in.
- Check out.
- Left language.
- Other activities & Formats used at Bell Desk.

UNIT 4

OUT DOOR AREA MANAGEMENT

- Car parking.
- Public address System.

- Duties of doorman/parking attendant.
- Hire a car procedure.
- Airport representative.

NBHM 353 PRACTICALS

1. Handling various types of enquires.
2. Message and mail handling and books filling up.
3. Bell desk activities during
Check-in.
Check-out.

TEXT READING

1. Dennis L Foster – Back Office operation & Administration.
2. Sudhir Andrews – Hotel Front Office.
3. Bruce Braham – Hotel Front Office.
4. Jatashankar R. Tewari- Hotel Front Office Operations & Management.

NBHM 304 HOTEL HOUSEKEEPING – III

OBJECTIVE:

By the end of this course the students will have knowledge about the following:

- a) Linen room procedure, care and maintenance of Linen.
- b) Uniform and sewing room procedure.
- c) Laundry importance and principles, equipments, layout, flow process and finishes.
- d) Stain removal – methods and aids.
- e) Knowledge about fabrics, their origin, characteristics use in hotel industry.
- f) Yarns and their types.

COURSE CONTENT:

UNIT 1

HOTEL LINEN:

- Classification: room linen, F&B linen, miscellaneous linen.
- Selection criteria & stock requirements.
- Par Stock

LINEN ROOM:

- Location.
- Equipment.
- Storage & section: Stocktaking.
- Marking & Monogramming.
- Functioning.

UNIT 2

SEWING ROOM:

- Activities and area provided.
- Equipments.

UNIFORM ROOM:

- Purpose of uniforms.
- No. of sets issuing procedure & exchange of uniform.
- Designing a uniform.
- Layout and planning of the uniform room.

UNIT 3

LAUNDRY:

- Duties and responsibilities of laundry staff.
- Importance and principles.
- Flow process of industrial laundering.

- Stages in wash cycle.
- Equipment. Layout, planning of laundry.
- Dry cleaning.

STAIN REMOVAL:

- Different types of stains.
- Cleaning methods.
- Specific reagents.
- Care for colored and delicate fabrics.

UNIT 4

FIBERS AND FABRICS:

- Definition.
- Origin and classification.
- Characteristics of different fibers – cotton, linen, silk, polyester, nylon, acrylic.

YARNS:

- Types.

FINISHES:

- Designing, sizing, deguming, weighting, scouring, calendaring, decatizing, tentering, shearing.
- Flocking, sanforisation mercerization, napping.
- Bleaching, Dyeing, Printing, Singeing.

TEXT READINGS

- i) Joan C. Branson - Hotel, Hotel & Hospital Housekeeping.
- ii) Georgira Tucker - The Professional Housekeeper.

NBHM - 354 PRACTICALS

1. Basic cleaning procedure in guest room:
 - a) Check-out room.
 - b) Occupied room.
 - c) Vacant room.
 - d) Evening services.
2. Working in linen. Special emphasis on:
 - a) Storage.
 - b) Stock taking.
 - c) Marking and monogramming.
 - d) Functioning – clerical jobs in the linen room and uniform room.
3. Laundry:
 - a) Identification and operation of different equipments.
 - b) Laundry cleaning agents.
 - c) Flow process in industrial laundry-layout, planning and operation.
 - d) Dry cleaning method.
4. Stain removal: Identification and removal of the stains using the specific methods and reagents.
5. Identification of different weaves.
6. Identification and sampling of different fabrics.
7. Sewing Room – mending and use of sewing kit.
8. Visit to hotel laundry / commercial laundry.

NBHM -305 FOOD SCIENCE

OBJECTIVE:

To give knowledge of food science so that students will be able to apply this knowledge in producing quality food products.

COURSE CONTENT:

UNIT 1

EFFECT OF HEAT ON FOOD AND ITS NUTRITENTS:

Proteins, Carbohydrate, Fats, Vitamins & Minerals.

UNIT 2

FOOD PRESERVATION

- a) Principles of food preservation. Asepsis, Removal, Anaerobic Condition.
- b) Preservation methods & Procedures-(By Drying & Freezing, By High & Low Temperature, By Radiation)
- c) Changes during preservations (During Drying, Freezing).
- d) Changes during storage.
- e) Preservation by food additives, chemicals. Salts & Sugar, Alcohol, wood smoke, spices and other condiments.

UNIT 3

MICRO ORGANISMS

1. Micro-organisms used in food preservations.
2. Structure, types, functions & Characteristics of mold, yeast & bacteria.

UNIT 4

FOOD ADDITIVES AND LEAVENING AGENTS:

Functions of Food Additives. Preservation, Antioxidants- Surface active agents, stabilizers and thickness, bleaching and maturing agents, buffers, acids and alkalis, food colors, non-nutritive and special dieting sweeteners, nutrient supplements & Fortifying agents, flavoring agents, Anti Caking Agents.

UNIT 5

ADUALTRATION

Definition, common food adulterants in different food groups, toxic effect of chemical adulterants, detection of adulterants (Physical & Chemical).

RECOMMENDED BOOKS

1. Food Science – B. Srilakshami
2. Food & Nutrition (VOL I & II) - Dr. M Swaminathan.
3. Nutrition & Dietetics – Shubhangim A Joshi.
4. Food Microbiology- William C. Frazier/ Dennis C. Westhoff

NBHM -306 APPLIED ACCOUNTING

OBJECTIVE:

To acquaint the students with the basic concept of accounting double entry system, journal, ledgers, various subsidiary books, cash book and final accounts.

COURSE CONTENT:

UNIT 1: INTRODUCTION

Meaning and concept of accounting, Principals of Accounting, fundamental & Subsidiaries books of account, journal entries, ledger, cash book (Single, Double & Triple column cash book)

UNIT 2: FINANCIAL STATEMENTS

Trial balance: need, importance, limitations, preparation of trading and P&L account and balance sheet with simple adjustments.

UNIT 3: BRS AND DEPRECIATION

Bank reconciliation statement, Depreciation: Concept, Rationale and methods.

UNIT 4: ANALYSIS OF FINANCIAL STATEMENTS

1. Introduction to financial analysis, nature, importance and uses of financial ratios, types of financial ratios: (Liquidity, debt, profitability, coverage and market value ratios etc.)
2. Fund flow statement: its meaning, objectives and preparation.
3. Cash flow statement: its meaning, objectives, preparation.

Distinction between cash flow statement and fund flow statement

UNIT 5: APPLICATION OF BASIC ACCOUNTANCY IN HOTELS

1. Uniform system of accounting
2. Night Audit and its functions
3. Visitor tabular ledger & guest folio ledger.
4. Hotel accounting software.

RECOMMENDED BOOKS

G.S Rawat	Elementary of Accountancy.
S.A Siddiqui	Comprehensive Accountancy.
J.RBoliboi	Book-keeping.
Dr R.K Gupta & Vardhaman	Book_keeping & Accountancy.

NBHM 401 BAKERY & CONFECTIONERY

OBJECTIVES- At the end of the semester students are supposed to have developed the Basic Knowledge about Bakery equipments, Ingredients, Various bakery preparations.

COURSE CONTENT

UNIT-1

Fundamentals of a Bakery Kitchen

- a) Bakery Kitchen Layout,
- b) Equipments used in bakery
- c) A brief introduction of commercial flour milling process.
- d) Flour Constituent in relation to baking quality.

UNIT-2

BRIEF INSIGHT OF: -

- a) Emulsifier, Surfactants and enzymes used in bakery products.
- b) Bakery fats.
- c) Flavors used in bakery & Confectionary.

UNIT-3

Desserts

1. Basic custards, cream and puddings
2. Different deserts sauces.
3. Soufflés and Mousses , Bavarois
4. Frozen Desserts – ice creams , Bombes, Sorbets and still frozen desserts
5. Chocolate tampering and Various chocolate desserts
6. Meringue

FORMULA BALANCE IN CAKE

- a) Batter type
- b) Foam type
- c) Pound

UNIT-4

VARIOUS TYPES OF BASIC PASTE

- a) Choux Paste
- b) Short Crust Paste
- c) Puff Paste
- d) Flaky Paste
- e) Hot Water Paste
- f) Danish Paste

NBHM –451- PRACTICALS

Preparation of various Bakery products

1. Cakes (Fruit cake & Sponge Cake with Icing)
2. Cookies (Sweet & Salted)
3. Pastes (Various paste based bakery products)
4. Ice creams
5. Bakery Desserts

TEXT READING

Sudhir K. Shibal	– The Ashok Book of Favorites Indian Recipes
Khalid Aziz	– Indian Cooking
Vimla Patel	– Festival Cook Book
S.C. Dubey	– Basic Baking
Joseph Amendol	– Understanding Baking

NBHM 402 – FOOD AND BEVERAGE SERVICES -IV

OBJECTIVES –

- a) Understanding the process of distillation of spirits and the types of stills used for the same.
- b) Understand cocktails – their preparation – presentation and service.
- c) Acquire the requisite technical skills for complete competent service of food and beverage.

COURSE CONTENT

UNIT 1

SPIRIT –

- Definition of spirits
- Distillation process
- Source, production process, varieties, brand name and service of rum, brandy, gin, whiskey, vodka
- Other spirits – Tequila, Absinthe, Tiquira, ouzo, slivovitz, acquavit, Calvados, fenny, arrak etc.

UNIT 2

COCKTAILS

- Definition, Common cocktails, recipe, methods of preparations and presentation.
- Requisites in preparing cocktails.

UNIT 3

LIQUEURS

- History, definition, manufacture.
- Distillation (Hot Method), cold method, infusion, perforation, aging, sweetening

UNIT 4

APERITIFS

- a) Classification

- b) Knowledge of production
- c) Varieties and service of aperitifs

NBHM-452 PRATICALS

- Revision of previous semester practical- table layout and services for various types of meals.
- Beverage order taking and preparation of BOT
- Service of spirits
- Demonstration / Preparation and presentation of one variety of each stirred and shaken cocktails.

NBHM 403 -FRONT OFFICE OPERATIONS-IV

OBJECTIVES-

- a) Handling of modern communication facilities
- b) Handling Safety Lockers
- c) Occupancy forecasting methods
- d) Traveling documents
- e) Customer care policy

COURSE CONTENTS –

UNIT 1

HANDLING MODERN COMMUNICATION FACILITIES

- a) E.P.B.A.X
- b) Fax
- c) Telex
- d) Internet (email)
- e) Pagers

1. HANDLING SAFETY LOCKERS

UNIT 2

HANDLING SITUATIONS

- a) Dealing with guests of different personalities:-
Fussy guest, irate guest, timid guest, socializing guest etc
- b) Overbooking
- c) Any other situations pertaining to front office

UNIT 3

CUSTOMER CARE

- a) Guest satisfaction and delight
- b) Handling complaints
- c) Follow up procedures
- d) Guest history card

ACCESSING THE RESULT OF CUSTOMER CARE POLICY

- a) Questionnaire

- b) Suggestion book
- c) Face to face interview
- d) Feed back form

UNIT 4

TRAVELING DOCUMENTS

- a) Passport
- b) Visa
- c) Credit card
- d) Travelers check

TEXT READINGS

Dennis L. Foster – Back Office Operations and Administrations

Bruce Braham – Hotel Front Office

Jatashankar R. Tewari- Hotel Front Office Operations & Management.

NBHM 453 PRATICALS

- a) Handling various types of inquires
- b) Message and mail handling and books filling up
- c) Room key rack management
- d) Wake up calls
- e) Paging systems
- f) Bell desk activities during check in and check out
- g) Handling area management
- h) Handling modern communication activities

NBHM 404 – HOTEL HOUSEKEEPING -IV

OBJECTIVES – The syllabus continues to provide in-depth knowledge about: planning and organizing of the department with emphasis on -

- b) Safety awareness, accident and first aid box.
- c) Interior decoration and horticulture which includes flower arrangement
- d) Paste and rodent control.
- e) waste & waste control

COURSE CONTENT

UNIT 1

PERSONAL QUALITIES OF HOUSEKEEPING STAFF WITH EMPHASIS ON.

- a) Dealing with Emergency situations.
- b) Safety awareness and accident prevention
- c) Use of First aid box
- d) Dealing with sick guest and sanitization

UNIT 2

INTERIOR DECORATION

- b) Color
- c) Light and lightening system
- d) Floor, ceiling and wall covering
- e) Role of accessories
- f) Window & Window Treatment
- g) Furniture

UNIT 3

HORTICULTURE

- b) Landscaping
- c) Types of manures
- d) Simple ways of gardening
- e) Equipment, care & pesticides
- f) In-house herb garden

FLOWER ARRANGEMENT

- a) Equipment and material required, knowledge of varieties of flowers and other decorative material used in flower arrangement
- b) Purpose of flower arrangement, placement and level of placement with relevant examples
- c) Styles and principals of flower arrangement

UNIT 4

a) PEST AND RODENTS CONTROL

- 1. Definition & Types of Pests & rodents
- 2. Pests control methods

b) Types of Wastes & Waste Disposal Methods

TEXT READINGS

Mohini Sethi – Catering Management
John C. Branson – Hotel .Hostel & Hospital House Keeping
Georgira Tucker – The Professional Housekeeper
Anne Effelsberg – Flower Arranging
John Ambulan/Andrews – First Aid Manual

NBHM 454 PRATICALS

1) DEALING WITH EMERGENCY

- a) Event of fire
- b) Event of fumes
- c) Event of gas leakage

2) FIRST AID

- a) Treatment for Minor and Scalds Unconsciousness, Drunkenness, Sun burn
Minor wounds, Choking, Fainting shock, Nose bleeding
- b) Dressings for minor wounds and cuts

3) INTERIOR DECORATION-

- b) Making and display of different miniature of wall covering and floor covering , light arrangements using flip charts
- c) Setting of interiors and placements of accessories

4) HORTICULTURE

- a) Identification of different tools in gardening
- b) Different ways of gardening

c) Different flowers

5) FLOWER ARRANGEMENT

- a) Identification of equipment and material required for flower arrangement
- b) Practice of different styles of flower arrangements

NBHM 405 HOTEL ENGINEERING

OBJECTIVE: -

To impart within student basic knowledge of hotel building, equipment used and their maintenance

UNIT 1

INTRODUCTION TO ENGINEERING AND MAINTENANCE

- a) Definition of maintenance, types of maintenance – daily- schedule, preventive, breakdown, contract maintenance.
- b) Department – function, duties and responsibilities, organization structure of hotel Maintenance Department.

WATER AND WASTE WATER MANAGEMENT

Water quality standards, treatment of water for hotel use, hot and cold drinking water requirement, supply and standard, waste water, disposal system adopted and different types of traps, plumbing work, removal of hardness (water treatment), Swimming Pool Maintenance

UNIT 2

HEAT, VENTILATION, AIR CONDITIONING AND REFRIGERATION

- a) Definition, human comfort standards and index, designing building as to control heat and heat transfer
- b) Air conditioning systems- central ac ,split, package window type ,their need and periodic maintenance and cycle of air conditioning systems
- c) Ventilation – its need and different types of ventilation
- d) Refrigeration – types of refrigeration, their need and periodic maintenance, difference between air conditioning and refrigeration, types of refrigeration system and refrigerants, walk in coolers, deep freezers, fresh food refrigerators and chill units

UNIT 3

ELECTRICAL SYSTEM AND ENERGY MANAGEMENT

Electrical terms : volt, ampere, watt, kilo watt/hr, ac, dc systems, single phase and three phase, voltage drop and control, fuse and circuit breakers, electricity pricing and control, cost control.

Basic Fuels: Types, Calorific value, comparison on the basis of cost

Energy Conservation tips for hotel: Front Office, Housekeeping, Kitchens, Food & Beverage outlets and other areas

Pollution and Pollution Control

Definition of pollution, pollutant, classification of pollution, pollution control measures

UNIT 4

BUILDING TRANSPORTATION

- a) Stairs
- b) Elevators – types of elevators (Passenger elevator, Freight elevator, Cable elevator, hydraulic elevator) and basic working, maintenance of elevators
- c) Escalators – safety requirements, use and basic working
- d) Moving Walks
- e) Conveyors

UNIT 5

EQUIPMENT REPLACEMENT POLICIES

Reasons for replacement, Types of failure mechanism of equipments,

Methods for evaluation of replacement proposals- Break even point concept,

Payback Period Method, Lifecycle cost method,

Replacement of items that fails all of a sudden- Individual replacement, Group replacement

Replacement of items which gradually deteriorate with time

NBHM 406 – HOTEL LAWS

OBJECTIVE:

The aim of the course is to make the students aware of the laws and legal aspects related to hospitality industry. By the end of the course the students will:

- a) Have a brief insight into mercantile and industrial law
- b) Have knowledge of hotel and lodging rate control laws ,food legislation and purchasers rights
- c) Know about various licenses required for operating a hotel /catering establishment

COURSE CONTENT:

UNIT 1

INTRODUCTION TO MERCHANTILE LAW

Brief description of each laws: Indian contract act; definition, essential of contract, valid & void and voidable agreements, time and place of performance, contract of bailment and pledge ; sales of good acts ;partnership act ; companies act; insurance act .

UNIT 2

INTRODUCTION TO INDUSTRIAL LAW

- a) Shops and establishment act with reference to hotel industry
- b) Definition and brief description of others industrial laws: industrial dispute act; contract labour act; payment of wages; minimum wages act; provident fund etc
- c) Employment of women and children ; leave ,health, safety and hygiene provision

UNIT 3

HOTEL AND LODGING RATES CONTROL

- a) Definition: fair rate; hotel or lodging house; manager of hotel owner of hotel; paying guest; premises; tenant, and tenement .
- b) Appointments of controller and fixation of fair rates ;revision of fair rates
- c) No eviction to be made if fair rate paid
- d) When owner or manager of hotel may recover possession
- e) Penalties for defaulters
- f) Innkeepers 's lien

UNIT 4

FOOD LEGISLATION

The central committee for food standards ; central food laboratory; food inspector and their power and duties ;procedure to be followed by food inspector; food analysis by purchaser; report of the public analyst; notification of the food poisonings and penalties

UNIT 5

1. Guarantee and warranty
2. Statutory Licenses And Laws

a) List of licenses and permit required to operate hotel, restaurant and other catering establishments

b) Procedure of procurement, renewal, suspension and termination of licenses

TEXT READING

H.L . KUMAR : Personal Mgt. In Hotel And Catering Industry

Krishnal Sethi :M.P .Shop & Establishment Act

K.P.Srivastava : Law Relating To Prevention Of Food Adulteration in India

Rogers Peters : Essentials Law For Caterers

N.D .Kapoor : Handbook For Industrial Law