



**CHENNAIS AMIRTA**

INTERNATIONAL INSTITUTE OF HOTEL MANAGEMENT

**&**



**ANNAMALAI UNIVERSITY**

ANNAMALAINAGAR

**BACHELOR OF MANAGEMENT STUDIES  
(HOSPITALITY & CATERING)**

(FULL-TIME)

(2018 Onwards)

**1<sup>st</sup> YEAR  
SYLLABUS**



## SCHEME OF EXAMINATIONS

### BACHELOR OF MANAGEMENT STUDIES IN HOSPITALITY AND CATERING

Semester	Course No.	Course Code	Course Title	Course Type	Credit	University Exam Marks	Internal Marks	Total Marks
<b>First Year – First Semester (Theory)</b>								
I	1	BMSHC 101	Food Microbiology & Nutrition	Allied	3	60	40	100
I	2	BMSHC 102	English Language – I	Allied	3	60	40	100
I	3	BMSHC 103	Basics of Computer – I	Allied	2	60	40	100
I	4	BMSHC 104	Food Production – I	Core	3	60	40	100
I	5	BMSHC 105	Food & Beverage Service - I	Core	3	60	40	100
I	6	BMSHC 106	Hotel Housekeeping – I	Core	3	60	40	100
I	7	BMSHC 107	Front Office Operations - I	Core	3	60	40	100
			<b>Total</b>		<b>20</b>	<b>420</b>	<b>280</b>	<b>700</b>
<b>First Year – First Semester (Practicals)</b>								
I	8	BMSHC 108	Food Production – I	Core	3	60	40	100
I	9	BMSHC 109	Food & Beverage Service - I	Core	3	60	40	100
I	10	BMSHC 110	Hotel Housekeeping -I	Core	3	60	40	100
I	11	BMSHC 111	Front office Operations - I	Core	3	60	40	100
I	12	BMSHC 112	Basics of Computer – I	Core	3	60	40	100
			<b>Total</b>		<b>15</b>	<b>300</b>	<b>200</b>	<b>500</b>
<b>First Year – Second Semester( Theory)</b>								
II	13	BMSHC 201	Hygiene and Sanitation	Allied	3	60	40	100
II	14	BMSHC 202	English Language – II	Allied	4	60	40	100
II	15	BMSHC 203	French	Allied	2	60	40	100
II	16	BMSHC 204	Food Production – II	Core	3	60	40	100
II	17	BMSHC 205	Food & Beverage Service - II	Core	3	60	40	100
II	18	BMSHC 206	Hotel Housekeeping- II	Core	3	60	40	100
II	19	BMSHC 207	Hotel Engineering	Allied	2	60	40	100
			<b>Total</b>		<b>20</b>	<b>420</b>	<b>280</b>	<b>700</b>
<b>First Year – Second Semester (Practicals)</b>								
II	20	BMSHC 208	Food Production – II	Core	3	60	40	100
II	21	BMSHC 209	Food & Beverage Service - II	Core	3	60	40	100
II	22	BMSHC 210	Hotel Housekeeping- II	Core	3	60	40	100
II	23	BMSHC 211	Basics of Computer – II	Allied	3	60	40	100
			<b>Total</b>		<b>12</b>	<b>240</b>	<b>160</b>	<b>400</b>

## **BMSHC 101- FOOD MICROBIOLOGY & NUTRITION**

### **UNIT- I**

- Introduction to Microbiology- Students should know about the food safety, sanitation & Hazards
- Classification of Microbes (fungi, bacteria, yeast, mold), Advantages & Disadvantages.
- Effect of Heating- Golden rules of Heating.
- Growth curve of microbial cells – which deals preservation, hazards & Bacteria & duration to protect food.
- Thermal death time-pasteurization.

### **UNIT – II**

- Sterilization and disinfection and heat resistance – which deals with perishables, food safety and temperatures.
- Food production based on microbiology-small scale fermentation
- Idly, Dhokla, Naan, Bhaturas, yogurt, pickles.

### **UNIT – III**

- Industrial Preparation- cheese to learn classifications(Cottage cheese, Cheese spreads) vinegar- to know the preservatives
- Bread – importance of bakery products and its methods.
- Alcoholic beverages – cocktail and bar management.
- Preservation and spoilage asepsis, removal, anaerobic – to find the minimum wastage and away from the bacterial infection & importance to protect food.
- High temp, Low temp, Drying, Preservatives – type of preservatives, radiation.
- Contamination of cereal and cereal products – results which leads to food poisoning.

### **UNIT - IV**

- Preservation of vegetables and fruits – necessary to follow the preservation methods.
- Food spoilage- meat, fish, egg, milk, milk products – required temperature to avoid the spoilage as per standard storage norms.
- Kinds of food products and canned food- purpose of preserving food as per quality standards.
- Food nutrition, nutrients.- balanced diet, minimum and maximum calorie.
- Food production and consumption trends of India
- Food constituents -carbohydrates, proteins, fat, vitamin and minerals. Sources and Requirements

### **UNIT – V**

- Post harvest technology: Perishable and Semi-Perishable Food Products
- Food adulteration – accessibility, examples of adulterations and selection factors.
- Food laws – Food Adulteration Act, 1954

## REFERENCE BOOKS

1. Food and Nutrition – Dr. M. Swaminathan.
2. Food Microbiology – P.N.Mishra
3. Food Science – Potter & Hotchkiss.
4. Fundamentals of food and nutrition – Mudambi & Rajgopal 4th edition 2001

## **BMSHC 102- ENGLISH LANGUAGE - I**

### **UNIT 1**

#### **Grammar**

- Voice Narration – to brief.
- Tenses- Present, Past, Future with examples.
- Correction of sentences – to find out grammatical mistakes.
- Singular, Pleural, Genders – examples along with objective.
- Do as directed involving ‘neither, nor’ ‘no sooner than’, transformation of sentences.
- Topics to be given from current events, social issues – latest Hospitality industry trends.
- Topics related to the hotel industry – substantial of tourism, obstacles.

### **UNIT II**

- Comprehension of an unseen passage.
- Complete and thorough understanding of the passage.
- The main object of comprehension is to test one's ability to grasp the meaning of a given passage properly.
- One's ability to answer, in one's own words, the questions based on the passage.

### **UNIT III**

- Paragraph writing.
- Expansion of a given idea – elements of Paragraph writing (Unity, order, coherence, Completeness). □Expansion upto 250 words.

### **UNIT IV**

- Rapid reading
- News paper Reading – improving knowledge and vocabulary.
- Magazine Reading – knowledge gain, Current affairs, employment source.
- Hotel Journal Reading – latest trends and scenario of the Hospitality Industry.

### **UNIT - V**

- Situational role play. Communicating
- Effectively in correct grammatical English while dealing with
- Numerous problems at the working place.
- Handling meetings, Types of meetings, Structuring a meeting, agenda and minutes
- Conducting a meeting, Telephone conversational skills.

## REFERENCE BOOKS

- 1) Wren and Martin – English Grammar
- 2) Examine your English by Margaret M. Malson, published by Orient Longman
- 3) Common Mistakes in English by T.J.Fitkies, Published by Orient Longman
- 4) Developing Communication Skills by Krishna Menon and Meera Banerjee, Published by Macmillan India Ltd.
- 5) Communications in Tourism and Hospitality, Lynn Van Der Wagen, Hospitality Press.

## **BMSHC-103- BASICS OF COMPUTER -I**

### **UNIT – I**

- Computer fundamentals – Introduction of computers, importance of computers, advantages, types of computer, mail process.
- Information concepts and processing – email account creation and operating.
- Quality and value of Information - importance
- Data processing concepts

### **UNIT – II**

- Elements of a Computer System -keyboard, mouse, monitor and processor. Hardware-input devices, output devices.
- Characteristics of Computers - speed, accuracy, diligence, versatility and storage capacity. Incredible speed.
- Classification of Computers - Minicomputers (midrange computers), largest single-user systems (microcomputers or personal computers).
- Limitations - RAM, Flash memory, Disk memory, Computation limitations, Memory limitations, Graphical limitations, Network Capacity.

### **UNIT - III**

- Hardware Features and uses - Components, Definition & Examples. Physical parts of a computer system. Computer case, monitor, keyboard, and mouse, hard disk drive, motherboard, video card.
- Components of Computer -Input Unit, Memory or Storage, Arithmetic & Logic, Output, Control Unit.
- Generation of Computers – First, Second, third, fourth & Fifth.
- Primary and secondary storage concepts.
- Data entry devices - scanner, cameras, bar-code reader, electronic chips, and audio
- Data output devices - monitors, projectors, speakers, headphones and printers.

### **UNIT – IV**

- Software Concepts - System Software, Application Software, Utility Software
- Operating systems - Computer hardware and software resources.
- Internal commands - DOS- COPY and DIR.
- External Commands - COM files, or in EXE or BAT.

### **UNIT V**

- Management Information Systems – An Overview, **Introduction** to MIS.
- Meaning and Role of MIS, Objectives of MIS, Elements of MIS, Characteristics of MIS
- Applications of MIS (Briefly) in Accounting and Finance Management, Marketing Management, Materials Management, Production Management, Personnel Management, Role of Computers in MIS.

## REFERENCE BOOKS

1. Fundamental of Computers, Prentice Hall India
2. Mastering Microsoft Office, Lonnie.E.Moseley, BPB Publication.
3. Computer Fundamentals: P.K. Sinha, BPB Publications
4. Understanding Windows
5. MS WORD made easy



## **BMSHC-104 FOOD PRODUCTION - I**

### **UNIT-I**

- Introduction to the Art of Cookery:
- Culinary History- Development of the Culinary Art from the middle ages to modern cookery. Modern hotel kitchen □ □ Nouvelle Cuisine, □ □ Cuisine Minceur □ □ Indian Regional Cuisine
- Popular International Cuisine (An Introduction) of French, Italian and Chinese Cuisine.

### **UNIT- II**

- Aims & Objectives of Cooking Food:
- Classification – Cooking Materials and their uses.
- Foundation ingredients – meaning, action of heat n carbohydrates, fats, proteins, minerals and vitamins.
- Fats and oils – meaning & examples of fats & oils, quality for shortenings, commonly used fats and oils and their sources & uses.
- Raising agent- functions of raising agents, chemical raising agents & yeast. Eggs- uses of eggs in cooking, characteristics of fresh eggs, deterioration of eggs, storage of eggs.
- Salts - uses.
- Liquid- water, stock, milk, fruit juices etc. Uses of liquid.
- Flavouring & seasoning – uses & example.
- Sweetening agents - uses & examples. Thickening agent.

### **UNIT – III**

- Preparation of ingredients.
- Washing, peeling scraping, paring,
- Cutting – terms used in vegetables cutting, julienne, brunoise, mecedoine, jardinière, paysanne- grating.
- Grinding. Mashing. Sieving. Milling. Steeping. centrifuging, emulsification evaporation . homogenization.
- Methods of mixing foods.
- Equipment used in kitchen.
- Types of Kitchen Equipment – Diagrams, Uses, Maintenance, Criteria for Selection.

### **UNIT- IV**

- Kitchen Organization.
- Main Kitchen & Satellite Kitchen

- Duties & responsibilities of each staff.
- Cooking fuels - uses & advantage of different types of cooking fuels.
- Methods of cooking food- transference of heat to food by radiation, conduction, convection- magnetrons waves meaning. Boiling, poaching, stewing, braising, steaming, baking, roasting, grilling, frying, paper bag, microwave, pot rousing- explanations with examples.

#### UNIT- V

- Stocks, Glazes, Sauces and Soups
- Meaning uses and types of stocks, points observed while making stock. Recipes for 1 liter of white, brown and fish stock.
- Glazes -meaning & uses.
- Sauces -meaning, qualities of a good sauce, types of sauces -proprietary sauce and mother sauce. Recipe for 1 lit Béchamel, Veloute, Espagnole, Tomato & Hollandaise. Derivatives of mother sauces. ( only name, no recipes). Recipes for known International Sauces & their uses.
- Soups -classification of soups, meaning of each type with examples.
- Basic Preparations. Mise-en-place for Bouquet Garni, Mirepoix, duxelle paste, batters, marinades and gravies.

#### REFERENCE BOOKS

- 1) Modern Cookery Vol I&II - Philip Thangam
- 2) Theory Of Cookery – Arora Krishna
- 3) Professional Charcutiere – Kinsella John, Harvey David, John Wiley & Sons NY
- 4) Professional; Cooking – Gisselen Wayne; John Wiley & Sons
- 5) Basic Cookery – Stevenson David R; Stanley Thrones Ltd.
- 6) Prashad – Cooking with Indian masters – Indrasingh Kalra
- 7) Professional baking - Gisselen Wayne; John Wiley & Sons
- 8) Understanding Cooking – Lundburge & Kotschevan
- 9) Theory Of Catering - Kinton Cesarani; Hodder & Stoughton
- 10) Basic Cookery–The Process Approach–Daniel R Stevenson; Stanley Thrones Ltd.

## **BMSHC-105 – FOOD & BEVERAGE SERVICE -I**

### **UNIT-I**

- Introduction to the Food and Beverage Service Industry
- The evolution of catering industry, scope for caterers in the industry
- Relationship of the catering industry to other industries.
- Types of Catering Establishments- Sectors
- Introduction to the Food and Beverage operations.

### **UNIT- II**

- Food and Beverage Service Areas in a Hotel
- Restaurants and their subdivisions, Coffee Shop, Room Service, Bars, Banquets,
- Discotheques, Grill Room, Snack Bar, Executive Lounges, Business Centers and Night Club
- Back areas: Still Room, Wash-up, Hot-Plate, Plate Room, Kitchen Stewarding
- Control Methods-Billing methods – Duplicate and Triplicate system, KOTs and BOTs, Computerized KOTs, Necessity and functions of a control system, F&B Control cycle and monitoring, Food and Beverage Terminology related to the course.

### **UNIT – III**

- Food and Beverage Equipment
- Operating equipment, Requirements, Criteria for selection quantity and types.
- Classification of crockery/ cutlery/ glassware/ hollowware/ flatware/ special equipment upkeep and maintenance of equipment. □ Furniture □ Linen □ Disposables.
- Food and Beverage Service Methods
- Table Service – Silver/English, Family, American, Butler/ French, Russian
- Self Service - Buffet and Cafeteria Service
- Specialized Service – Gueridon, Tray, Trolley, Lounge, Room etc.
- Single Point Service- Takeaway, Vending, Kiosks, Food Courts, Bars, Automats

### **UNIT-IV**

- Food and Beverage Service Personnel
- Staff organization- the principal staff of different types of restaurants.
- Duties and responsibilities of service staff – Job Descriptions and Job Specifications. □ Attitude and Attributes of Food and Beverage Service Personnel - personal hygiene, punctuality, personality attitude towards guests, appearance, salesmanship, sense of urgency, customer satisfaction. □ Basic Etiquettes for catering staff,. Interdepartmental relationship.

## UNIT- V

- Cover- definition; different layouts.
- Menu Planning, considerations and constraints
- Menu Terms
- Menu Design
- French Classical Menu
- Classical Foods and its Accompaniments with cover
- Indian Regional dishes, accompaniments and service.
- Types of meals –Breakfast – Introduction, Types, Service methods, a la carte, and TDH setups.
- Brunch, Lunch, Hi- tea, Supper, Dinner.

## REFERENCE BOOKS

1. Food and Beverage Service – Lillicrap. D.R. ; Edward Arnold Ltd. London
2. Professional Food and Beverage Service Management – Verghese Brian; Macmillan India Ltd.
3. Food and Beverage management and Service –Waiter; Barrie & Jenkins London 1965.
4. The Waiter – Fuller John & Currie. A.J ; Hutchinson
5. Food and Beverage Service- Dhawan Vijay; Franc Bros & Co.
6. The Steward, Dias. P

## **BMSHC-106 HOTEL HOUSEKEEPING -I**

### **UNIT-I**

- Introduction to housekeeping department.
- Meaning, Definition & Importance of Housekeeping Department
- Role of Housekeeping in hospitality industry

### **UNIT- II**

- Lay out & Organizational Structure:-
- Layout of Housekeeping department
- Organizational Structure of Housekeeping department (Small, Medium & large)
- Interdepartmental relationship (emphasis on Front office & Maintenance)
- Relevant sub section

### **UNIT – III**

- Staffing in Housekeeping Department
- Role of key personnel in Housekeeping department
- Job description & Job specification of Housekeeping staff (Executive Housekeeper, Deputy housekeeper, Floor supervisor, Public area supervisor, Night supervisor ,Room attendant ,House man, Head gardener)

### **UNIT- IV**

- Planning work of housekeeping department, Identifying Housekeeping department
- Briefing & Debriefing □ □ Control desk (importance, role, coordination)
- Role of Control Desk during emergency □ □ Duty Rota & work schedule
- Files with format used in Housekeeping department
- Hotel Guest Room, Types of room-definition
- Standard layout (single, double, twin, suit) Difference between Smoking & Non Smoking room's
- Barrier free room's Furniture / Fixture / Fitting / Soft Furnishing /Accessories / Guest Supplies /Amenities in a guest room □ □ Layout corridor& floor Pantry

### **UNIT – V**

#### **Cleaning Science**

- Characteristics of good cleaning agent
- Application of cleaning agent □ □ Types of cleaning agent
- Cleaning products □ □ Cleaning equipments
- Classification and types of equipment with Diagram's ( Mops , dusters , pushers, mechanical squeeze, vacuum cleaner ,shampooing machine ) with their care and uses.

## REFERENCE BOOKS

- 1) Hotel housekeeping Training+ Manual – Sudhir Andrews
- 2) Housekeeping for Hotels, Hostels and Hospitals – Grace Brigha
- 3) Hotel Hostel and Hospital Housekeeping – Joan C Branson & Margaret Lennox (ELST).
- 4) Managing Housekeeping Operations – Margaret Kappa & Aleta Nitschke Hotel House Keeping – Sudhir Andrews (Tata McGraw Hill).
- 5) The Professional Housekeeper – Tucker Schneider, VNR

## **BMSHC-107- FRONT OFFICE OPERATIONS -I**

### **UNIT-I**

- Tourism-Meaning – definition and measurement of tourism.
- Classification – recreation, leisure, adventure, sports, health etc.
- Socio – economic benefits of tourism. Adverse effects of tourism. Basic components and infrastructure.
- Itinerary, passport and visa – Basic information.

### **UNIT- II**

- The Hospitality Industry
- History and development of lodging industry – International.
- History and development of lodging industry – India.
- Defining the term – Hotel, Reasons for travel.

### **UNIT –III**

- Classification of Hotels
- Based on Size, Location, and Length of Stay.
- Levels of Service, Ownerships and Affiliations.
- Referral Hotels, Franchise and management contracts.
- Chain Hotels.
- Target Markets.
- Alternate Lodging facilities.

### **UNIT- IV**

- Organizational Structure of Hotels
- Small, Medium, Large, Lobby Arrangements □ □ Layout and equipment in use.
- Handling VIPs.
- Duty Rota and work schedules □ □ Uniformed Service.
- Front Office Organization- Basic Layout and Design.
- Departmental Organizational Structure.

### **UNIT – V**

- Front Office Personnel, Guest history – maintenance and importance, Emergency situations.
- Departmental Hierarchy. Communication – internal and interdepartmental.
- Attitude and Attributes and Salesmanship.
- Job Descriptions and Job Specifications of Front Office Personnel.
- Front Office Operations- The Front Desk- Equipments in use.
- The Guest Room- Types and Status Terminology, Key Controls, Tariff plans.Types of rates.

## BOOKS RECOMMENDED

- 1) Front Office Training Manual – Sudhir Andrews
- 2) Managing Front Office Operations – Kasavana & Brooks
- 3) Front Office – Operations and Management – Ahmed Ismail( Thomson Delmar)
- 4) Managing Computers in Hospitality Industry – Michael Kasavana & Cahell.
- 5) Front Office operations – Colin Dix



## **BMSHC-108 – FOOD PRODUCTION – I PRACTICAL**

### **UNIT- I**

- Proper usage of a Kitchen Knife and Hand Tools.
- Understanding the usage of small equipment.
- Basic Hygiene practices to be observed in the Kitchen.
- Safety practices to be observed in the kitchen.
- First Aid for cuts and burns.

### **UNIT- II**

- Identification of Raw Materials.
- Demonstration of Cooking Methods.
- Basic cuts of Vegetables.- Julienne, Jardinière, Mignonette, Dices, Cubes, Macedoine, Paysanne, Shred, Concasse, Mirepoix.

### **UNIT- III**

- Blanching of Tomatoes, Vegetables.
- Basic Stock preparations.- White, Brown and Fish stock.
- Egg Cookery including Classical Preparations – Boiled, Fried, Poached, Omlette, En Cocotte.

### **UNIT- IV**

- Basic sauce preparations and commonly used derivatives.- Béchamel, Mayonnaise, Tomato, Hollandaise, Veloute.
- Preparation of basic continental cookery – stews, sauces, soups.

### **UNIT- V**

- Basic Continental Dishes based on Vegetables and Meats.
- Preparation of three course simple Indian menus.( simple 3-4 course menus)

## **REFERENCE BOOKS**

1. Modern Cookery Vol I&II - Philip Thangam
2. Theory of Cookery – Arora Krishna
3. Professional Charcutiere – Kinsella John, Harvey David, John Wiley & Sons NY
4. Food Preparation & Cooking–Thornes Stanley, Ellenborough House, Wellington Street
5. Professional; Cooking – Gisselen Wayne; John Wiley & Sons
6. Larousse Gastronomique
7. Basic Cookery – Stevenson David R; Stanley Thrones Ltd.
8. Prashad – Cooking with Indian masters – Indrasingh Kalra
9. Professional baking - Gisselen Wayne; John Wiley & Sons
10. Understanding Cooking – Lundburge & Kotschevan
11. Theory Of Catering - Kinton Cesarani; Hodder & Stoughton
12. Basic Cookery – The Process Approach – Daniel R Stevenson; Stanley Thrones Ltd.

## **BMSHC-109-FOOD & BEVERAGE SERVICE – I PRACTICAL**

### **UNIT- I**

- Service Grooming and Restaurant Etiquettes.
- Mis-en- place and Mis-en-scene
- Identification of equipments
- Food and Beverage service sequence
- Water pouring and seating a guest.

### **UNIT- II**

- Laying and relaying of Tablecloth
- Napkin folds
- Carrying a Salver or Tray
- Rules for laying table - Laying covers as per menus

### **UNIT- III**

- TDH and A la carte cover Layout
- Handling service gear
- Carrying plates, Glasses and other Equipments
- Clearing an ashtray
- Crumbing, Clearance and presentation of bill

### **UNIT- IV**

- Sideboard setup
- Silver service
- American service
- Situation handling

### **UNIT- V**

- Breakfast table lay-up
- Restaurant reservation system
- Hostess desk functions
- Order taking – writing a food KOT, writing a BOT



## REFERENCE BOOKS

- 1) Food and Beverage Service – Lillicrap. D.R. ; Edward Arnold Ltd. London
- 2) Professional Food and Beverage Service Management – Verghese Brian; Macmillan India Ltd.
- 3) Food and Beverage management and Service –Waiter; Barrie & Jenkins London 1965.
- 4) The Waiter – Fuller John & Currie. A.J ; Hutchinson
- 5) Food and Beverage Service- Dhawan Vijay; Franc Bros & Co.

## **BMSHC-110- HOTEL HOUSEKEEPING – I PRACTICAL**

### **UNIT- I**

- Guest Room Layout
- Identification of cleaning agents
- Usage of different cleaning agents

### **UNIT- II**

- Identification of cleaning equipment / cleaning cloths (types & uses)
- Operation procedure of the cleaning equipment.

### **UNIT- III**

- General cleaning
- Different areas of a hotel- Cleaning procedures.

### **UNIT- IV**

- Glass cleaning – procedures for cleaning the glass
- Silver Polish – procedures for silver polishing.

### **UNIT- V**

- Brass Polish – procedures for Brass Polishing.
- Washroom Cleaning – Procedures followed.

### **REFERENCE BOOKS**

- 1) Professional management of Housekeeping operations, Robert J. Martin,; John Wiley & Sons, New York.
- 2) Hotel Hostel & Hospital Housekeeping, John C. Branson/Margaret Lennox,. Edward Arnold Ltd. London (ELBS)
- 3) Hotel Housekeeping Training manual, Sudhir Andrews; Tata Mc Graw Hill – Delhi
- 4) Professional Housekeeping, Tucker Schneider, VNR
- 5) Housekeeping Management for Hotels & Residential Management, Rosemary Hurst; Heinemann
- 6) Accommodation and Cleaning Service Vol. I & II, David / Allen,; Hutchinson.
- 7) Managing H.K. Operations, Margaret Kappa.
- 8) Housekeeping for Hotels, Motels, Hospitals, Clubs & Schools, Grace Brigham; Arnold Hienman, Indiana.

## **BMSHC-111-FRONT OFFICE OPERATIONS – I PRACTICAL**

### **UNIT- I**

- Basic Manners and Attributes for Front Office Operations.
- Communication Skills – verbal and non verbal.

### **UNIT- II**

- Preparation and study of Countries – Capitals & Currency, Airlines & Flag charts, Credit Cards, Travel Agencies etc.
- Telecommunication Skills.

### **UNIT- III**

- Forms & formats related to Front office.
- Hotel visits – WTO sheets.

### **UNIT- IV**

- Identification of equipment, work structure and stationery.
- Procedure of taking reservations – in person and on telephones.

### **UNIT- V**

- Converting enquiry into valid reservations.
- Role play – Check-in / Check – out / Walk-in / FIT / GIT / etc; VIP / CIP / H.G etc..
- Suggestive selling.

### **REFERENCE BOOKS**

- 1) Andrews S., Hotel Front Office Training Manual, Tata Publishing company limited, 1982.
- 2) D. Collins, Accommodation Operations, Plymouth Macdonald Evans, 1967.
- 3) Villen Jerome J., Check in check out, Iowa WMC Brown Co., 1976.
- 4) Tourist Information Series, Publication Division, Ministry of information and broadcasting Government of India, Delhi.
- 5) Kaul, S.N., Tourist India, International Taj Building Bombay.
- 6) Robert C. Fisher, India and Nepal Hodder and Stoughton London, 1981.
- 7) Dr. Singh R.K., Front Office Management, Aman Publication,

## **BMSHC-112-BASICS OF COMPUTER – I PRACTICAL**

### **UNIT- I**

#### **WINDOWS OPERATIONS –PRACTICAL**

Creating Folders □ □ Creating Shortcuts, Copying Files/ Folders □ □ Renaming Files/Folders.  
Deleting Files, Exploring Windows, MS-WORD-PRACTICAL

### **UNIT- II**

#### **CREATING A DOCUMENT**

Entering text, Saving The Document, Editing the document already saved to the disk.  
Getting around the document, Find and replace operations, Printing the document.

### **UNIT- III**

#### **FORMATTING A DOCUMENT**

Justifying paragraphs, Changing paragraph indents.  
Setting Tabs and margins, Formatting pages and documents.  
Using bullets and Numbering, Headers and Footers, Pegination.

### **UNIT- IV**

#### **SPECIAL EFFECTS**

Print Special effects eg. Bold, underline, superscripts, subscripts.  
Changing Fonts, Changing Case.  
CUT,COPY AND PASTE OPERATION

Marking Blocks, Copying and pasting a block  
Cutting and pasting a block □ □ Deleting a block  
Formatting a Block □ □ Using Find and replace in a block

### **UNIT- V**

#### **USING MS-WORD TOOLS**

Spelling and Grammar, Mail/ Merge □ □ Printing envelopes and labels.  
TABLES- Create □ □ Delete □ □ Format.  
GRAPHICS - Inserting clip arts.  
Symbols ( Borders/Shading) □ □ Word Art.  
Previewing the documents, Printing the whole document  
Printing a selected Page, Printing a selected set □ □ Printing several Documents □ □ Printing more than one copies.

#### **REFERENCE BOOKS**

1. Computer Fundamentals : P.K. Sinha, BPB Publications.
2. Fundamentals of Computers, V. Rajaraman , Printice Hall of India
3. Master in Microsoft Office- Lonnie E, Moulsey and David M. Boodey, BPB Publications

## **SEMESTER II**

### **BMSHC-201- HYGIENE & SANITATION**

#### **UNIT- I**

- Hygiene
- Hygiene ; why it is important?, Personal Hygiene, Kitchen Hygiene, Food Hygiene, Food Safety (General Food Hygiene), Food Hygiene Regulations, Food Safety Act, HACCP & Its terminologies.
- Food Safety- Basic Introduction To Food Safety, Food Hazards & Risks.
- Contaminants and Food Hygiene

#### **UNIT-II**

- Micro organisms in food
- General characteristics of Micro-organism based on their occurrence and structure, Factors affecting their growth in food (intrinsic and extrinsic),
- Common food borne micro-organisms: Bacteria (spores/capsules), Fungi, Viruses, Parasites
- Food borne diseases– Types (Infections and intoxications),
- Common diseases caused by food borne pathogens, Preventive measures

#### **UNIT-III**

- Quality assurance– Introduction to Concept of TQM, GMP and Risk Assessment,
- Relevance of Microbiological standards for food safety,
- HACCP (Basic Principle and implementation)

#### **UNIT- IV**

- General Principles of Food Hygiene, GHP for commodities, equipment, work area and personnel,
- Cleaning and disinfection (Methods and agents commonly used in the hospitality industry), Safety aspects of processing water (uses & standards), Waste Water & Waste disposal

#### **UNIT- V**

- Recent concerns - Emerging pathogens, genetically modified foods,
- Food labelling, newer trends in food packaging and technology,
- BSE (Bovine Serum Encephalopathy)



## REFERENCE BOOKS

1. Food Safety by Bhat & Rao
2. Safe Food Handling by Jacob M.
3. Food Processing by Hobbs Betty
4. Microbiology- Anna K Joshna
5. Handbook of analysis and Quality Control for fruits and vegetables by Rangana S.  
(Publisher: Tata Mc Graw Hill;

## **BMSHC-202- ENGLISH LANGUAGE - II**

### **UNIT-I**

- Communication – Types and process.
- Introduction, definitions, Process of communication,
- Types of communication, upward, downward, horizontal, vertical and diagonal, verbal, nonverbal and oral and written. Interpersonal communication - one way/ two way,
- Mediums of communication.
- Written communication- Business report, business representation, formal letter.
- Drafting effective letter, formats, style of writing, Use of jargons.

### **UNIT-II**

- Interviews - Types and uses.
- Techniques of handling interviews of different types.
- Group discussion, stress interview, Aptitude tests.
- Traits of a good interviewee Resume and Job applications.
- Pronunciation, stress, invocation, rhythm.
  
- Body Language -Greetings, First name, handshakes, some polite expressions, apologies, remarks, etiquette and manners.

### **UNIT-III**

- Speeches- Drafting, a speech, presentation,
- Personal grooming, Paragraphs and creative writing,
- Extempore speaking.

### **UNIT – IV**

- Group presentation
- Realizing the difference between a team and a group.
- Audience orientation, group projects, Planning a presentation - Mind Mapping, Theme, Subject,
- Handling question and feed back.

### **UNIT – V**

- Communication
- Importance-Message Component, Communication and Information, Conflict and its Resolution,
- Communication and Empathy,
- Aids and Barriers to Communication, Listening.

## BOOK REFERENCE

1. Bhaskar, W.W.S., AND Prabhu, NS., “ English Through Reading”, Publisher: MacMillan, 1978
2. Business Correspondence and Report Writing” -Sharma, R.C. and Mohan K. Publisher: Tata Mc Graw Hill 1994
3. Communications in Tourism & Hospitality- Lynn Van Der Wagen, Publisher: Hospitality Press
4. Business Communication- K.K.Sinha
5. Essentials of Business Communication By Marey Ellen Guffey, Publisher: Thompson Press
6. Basic Business Communication By Lesikar & Flatley, Publisher Tata Mc Graw Hills
7. Body Language By Allan Pease, Publisher Sheldon Press

## **BMSHC-203- FRENCH**

### **UNIT - I**

- Introduction to the languages
- The letter of alphabet and their pronunciation
- Different accents used in written French
- Self-introduction
- Name, Age, Nationality, Profession, etc –
- Presenting and introducing another person, Greeting - How to reply to greetings.

### **UNIT - II**

- Countries and their nationalities
- Fruits, Vegetables, Meat, Egg, Fish, Etc.
- Utensils used in Kitchen and Restaurant
- Name of the Personnel's in Hotel, Restaurant and Kitchen  
(Specialization from English to French term)

### **UNIT - III**

- Members of the family, Numerical from 1 to 100
- The time of the day, Simple conversation asking for menu card, placing Order for food, asking for wine, Beer, Coffee, Tea, Conversation related to Front Office – Asking for room – enquiring for facilities, asking for rates of room – checkout time – No of Days.

### **UNIT - IV**

- Menu items in French term for Breakfast, Lunch and Dinner
- Compilation of French menu for Breakfast, Lunch and Dinner
- Culinary terms in French - French to English - English to French.

### **UNIT – V**

- Auxiliary Verbs, Adjectives of profession/Nationality, Time
- Ist Group Verbs, Feminine & Phralisation of nouns
- Feminine & Pluralisation of Adjectives, IInd group verb, Formules de Politesse
- Futur and past tense
- Currency/Weights/Measures, Negation & Interrogation
- Adverbs and Pronouns, Basic French conversation with guests.
- IIIrd group verbs

## REFERENCE BOOKS

1. Rajeswari Chandrasekar, Rekha Hangal, Chitra Krishnan - A Votre Service 1- General Book Deport, 1691, Delhi
2. S.Bhattacharya - French for HOSPITALITY and Tourism - Frank Bros and Co. publishers limited.
3. La langue et La civilization Francaises- G. Mauger,; Hachette, 79, Bou levard St. Germain, Paris.
4. Le Fran, cais de l'Hotellerie et du Tourisme – Max DANY
5. Jean Robert la lay, Hachette (part I part II, all the conversational up to pg. 106. This book is to be used for conversation and translations.)

## **BMSHC-204- FOOD PRODUCTION – II**

### **UNIT –I**

- Food commodities- Classification with examples and uses in Cookery
- Game- meaning- types with examples
- Fruits- kinds with examples.
- Nuts- names of nuts commonly used in cooking, Cream- types, description and their uses.
- Yogurt- types
- Cereals- types and uses.
- Pulses used in Indian cooking,
- Herbs- uses of herbs
- Spices & condiments- uses of different spices and condiments
- Coloring and Flavoring Agents: Name, Types and Uses.

### **UNIT-II**

- Basic Indian Masalas & Gravies
- Garam Masala, pulao Masala, curry powder, sambhar powder, rasam powder, chat Masala, Tandoori marination. Gravies - White, red, green and yellow gravies.
- Vegetable Cookery:
- Vegetables -classification of vegetables, importance of vegetables in diet, cooking of vegetables.
- Retention of color, flavor, and nutrients while cooking.
- Potatoes - styles of presenting potatoes and their description, Storage -Principles of Vegetable Storage.

### **UNIT-III**

- Indian Regional Cuisine, North and South Indian Regional Cuisine
- Goa – History and menu examples.
- Kashmir - History and menu examples.
- Andhra Pradesh - History and menu examples.
- Karnataka - History and menu examples.
- Tamil Nadu - History and menu examples.
- Bengal - History and menu examples.
- Assam - History and menu examples.
- Gujarat - History and menu examples.
- Punjab - History and menu examples.
- Rajasthan - History and menu examples.
- Ingredients used, traditional preparation methods, utensils and accompaniments.

#### UNIT – IV

- Meat Cookery
- Fish -classification with examples selection & cuts of fish, cooking of fish.
- Poultry- selection of poultry classification bases on size, uses of each type.
- Butchery -selection, cuts size and uses of lamb, mutton, beef, veal & pork
- Bacon, Ham, Gammon and Steaks -Description of steaks from sirloin & fillet.

#### UNIT-V

- Quantity Food Production
- Introduction to Large scale commercial cooking.
- Layout of a large kitchen, staff hierarchy and production workflows.
- Quality Food production, standard purchase specifications. Indent

#### REFERENCE BOOKS

1. Modern Cookery Vol I&II - Philip Thangam
2. Theory of Cookery – Arora Krishna
3. Professional Charcutiere – Kinsella John, Harvey David, John Wiley & Sons NY
4. Food Preparation & Cooking-Thornes Stanley, Ellenborough House, Wellington
5. Street
6. Professional; Cooking – Gisselen Wayne; John Wiley & Sons
7. Larousse Gastronomique
8. Basic Cookery – Stevenson David R; Stanley Thrones Ltd.
9. Prashad – Cooking with Indian masters – Indrasingh Kalra
10. Professional baking - Gisselen Wayne; John Wiley & Sons
11. Understanding Cooking – Lundburge & Kotschevan
12. Theory Of Catering - Kinton Cesarani; Hodder & Stoughton
13. Basic Cookery–The Process Approach–Daniel R Stevenson; Stanley Thrones Ltd.

## **BMSHC-205- FOOD & BEVERAGE SERVICE - II**

### **UNIT-I**

- Room Service- Introduction, General principles, loopholes and pitfalls to be avoided
- Cycle of service, scheduling and staffing
- Room service menu planning
- Forms and formats.
- Order taking, thumb rules,
- Telephone etiquettes, noting orders, suggestive selling and breakfast cards.
- Layout and setup of common meals, use of technology for better room service
- Time management – lead time from order taking to clearance

### **UNIT –II**

- Types of Beverages
- Non-Alcoholic Beverages - Classification (Nourishing/ Stimulating / Refreshing)
- Stimulating-Tea - Origin & Manufacture, Types of Brands, Preparation & Service
- Coffee - Origin & Manufacture, Types of Brands, Preparation.
- Nourishing - Cocoa & malted beverage - Origin & Manufacture, Types of Brands
- Refreshing – Juices, Aerated Drinks, Mixers (Tonic/ Lemonade/ Bitter Lemon), Squashes, Syrups, Mineral Water, Sparkling water/Soda.
- Alcoholic Beverages - Introduction, definition and classification of wines □ □ Classification
- Viticulture and viticulture methods □ □ Vinification – Still, Sparkling, Aromatized and Fortified wines
- Vine diseases

### **UNIT III**

- Wines – France, Italy, Spain, Portugal, South Africa, Australia, India and California
- Food and wine harmony
- Wine glasses and equipment
- Storage and service of wine
- Beers- Introduction
- Ingredients used □ □ Production □ □ Types and Brands, Indian and international
- Service of bottled, canned and draught beers.

### **UNIT IV**

- Other Fermented and Brewed Beverages
- Sake □ □ Cider □ □ Perry □ □ Alcohol free wines.
- Table Cheeses-Introduction, Types, Production, □ Brands and Service, Storage .
- Interpersonal Skills
- Dealing with incidents, spillage, returned food, lost property, illness, alcohol over consumption, recording incidents, customer with special needs



## UNIT V

- Room Service/ In room dining service
- Scheduling and staffing
- Forms and formats, room service menu planning.
- Order taking, suggestive selling.
- Time management- lead time from order taking to clearance
- Kitchen Stewarding
- Introduction to kitchen stewarding & organization structure,
- Layout of kitchen stewarding,
- Wash up-methods used,
- Different kind of chemical used
- Different types of dish washing machines,
- Cleaning method of silver/ EPNS, Stainless Steel, Copper, Brass.

## REFERENCE BOOKS

1. Food & Beverage Service - Dennis R.Lillicrap. & John .A. Cousins. Publisher: ELBS
2. Food & Beverage Service Management- Brian Varghese
3. Modern Restaurant Service – John Fuller, Publisher: Hutchinson
4. The Restaurant ( From Concept to Operation)- Publisher: Lipinski
5. Introduction F& B Service- Brown, Heppner & Deegan
6. Professional Food Service- Sergio Andrioli & Peter Douglas, Publisher: Heinemann Professional
7. The Waiters Hand book-Grahm Brawn Karon Hebner, Publisher: Global Books & Subscription services, New Delhi
8. Design & Equipment for Restaurants & Food Service By Costas Katsigris & Chris Thomas Published by Wiley & Sons
9. Catering Management By Nancy Loman Scanlon Published by Wiley

## **BMSHC-206- HOTEL HOUSEKEEPING – II**

### **UNIT – I**

- Housekeeping Supervision
- Importance of Inspection
- Checklist for Inspection
- Typical Areas usually neglected where special attention is required.
- Self Supervision Techniques for Cleaning Staff
- Degree of Discretion / Delegation to Cleaning Staff

### **UNIT – II**

- Linen / Uniform / Tailor Room Layout
- Types of Linen, Sizes, and Linen Exchange Procedure
- Selection of Linen □ □ Storage Facilities and Conditions
- Par Stock : Factors affecting Par Stock, Calculation of Par Stock
- Discard Management □ □ Linen Inventory System
- Uniform Designing : Importance, Types, Characteristics, Selection, Par Stock
- Function of Tailor Room □ □ Managing Inventory
- Par level of linen, uniform, guest loan items, machines & equipment, cleaning supplies & guest supplies □ □ Indenting from stores.

### **UNIT- III**

- Cleaning Procedure & frequency schedules – Guest room
- Prepare to clean □ □ Clean the guest room (bed making)
- Replenishment of Supplies & linen □ □ Inspection
- Deep cleaning □ □ Second service □ □ Turn down service
- Lobby, Lounge, Corridors, Pool area.
- Elevators, Health club, F&B outlet, Office areas.
- V.I.P Handling

### **UNIT- IV**

- Special Cleaning Programme
- Daily, Weekly, Fortnightly and Monthly Cleaning
- Routine cleaning, spring cleaning, deep Cleaning.
- Floor Operations, Rules on the Guest Floor
- Key Handling Procedure - types of keys
- Grand master, floor master, sub master or section or pass key, emergency key, room keys, offices and store keys, computerized key cards.
- Key control register- issuing, return, changing of lock, key belts, unusual occurrences.

## UNIT-V

- Care and Cleaning of Metals
- Brass – Care and Cleaning procedures.
- Copper – Care and Cleaning procedures.
- Silver – Care and Cleaning procedures.
- EPNS - Care and Cleaning procedures.
- Bronze - Care and Cleaning procedures.
- Gun Metal – Care and Cleaning procedures.
- Chromium pewter – Care and Cleaning procedures.
- Stainless Steel- Care and Cleaning procedures.
- Types of tarnish, cleaning agents and methods used.
- Cleaning of Different Types of Floor Surfaces
- Special Services - baby sitting, second service, freshen up service, valet service

## REFERENCE BOOKS

1. Hotel Hostel and Hospital Housekeeping – Joan C Branson & Margaret Lennox (ELBS).
2. Managing Housekeeping Operations – Margaret Kappa & Aleta Nitschke
3. Hotel House Keeping – Sudhir Andrews Publisher: Tata McGraw Hill.
4. The Professional Housekeeper – Tucker Schneider, Publisher: VNR.
5. Professional Management of Housekeeping Operations- Martin Jones, Publisher:  
Wiley & sons

## **BMSHC-207 - HOTEL ENGINEERING**

### **UNIT-I**

- Hotel Maintenance Management
- Introduction & Scope in Hotels
- Classification and Types
- Maintenance Programmes.
- Engineering Department
- Organization & Setup of the Department
- The Staff – Duties and Responsibilities
- Requirement of Engineering Workshops.

### **UNIT –II**

- Fuels
- Types of Fuels available
- Gases
- Precautions while using them - Heat Parts, BTU, Thermal & Calorific values
- Calculation of heat requirements, Fuel Requirement
- Principle of Bunsen burner
- Construction of an Industrial Gas Range: Parts & Functions, striking back, causes and remedies of problems.

### **UNIT-III**

- Electricity-Meaning and use,
- Advantage as a type of energy, conductors and non conductors,
- Meaning of ampere, volt, ohm and their relationship, ohm's law,
- AC & DC- their differences, advantages and disadvantages, signs and signals, closed and open circuits, causes and dangers, importance of earthing.
- General layout of circuits including service entrance, distribution panel boards, calculation of power requirements, meter reading and bin calculations.

### **UNIT- IV**

- Water Management System
- Sources of water and its quality
- Methods of removal of hardness, description of cold water
- Supply from mains and wells, calculations of water requirements and capacity of storage, systems.
- Sanitary Systems, Sinks, basins, Water closet, bidets and their fittings
- Use of water traps and water seals, water pipes and soil pipes
- Inspection chambers- blockages and leakages and their remedies.

## UNIT – V

- Refrigeration- Principle uses of refrigeration in hotel and catering industries
- Basic scientific principles □ Different types of refrigeration systems and refrigerants
- Walk in coolers and freezers, care and maintenance of these systems.
- Air-conditioning, Classification, Types of systems, Layout of AC Plant.
- Condition for comfort Air movement, humidity control, ventilation.
- How to select a suitable air-conditioning system.
- Transport Systems, Passenger elevators, freight elevators
- Dumb waiters □ □ Escalators and side walks - their operation and maintenance.
- Fire Prevention & Protection, Different types of fires, Fire alarms, Different types of extinguishers, Fire hazards.

## RECOMMENDED BOOKS

1. Text book of Hotel Maintenance – N.C.Goyal & N.C.Goyal
2. Hospitality Facilities Management and Design -David M. Stipanuk, Harold Roffmann;  
Publication: Educational Institute, AHMA
3. How Things Work – The Universal Encyclopedia of Machines, Volume 1 and 2
4. The Management of Maintenance and Engineering Systems in the Hospitality Industry -  
Frank D. Borsenik , Alan T. Stutts, John Wiley & Sons Inc., New York.
5. Air Conditioning Engineering; W. P. Jones, English Language Book Society
6. Refrigeration and Air Conditioning - Domkundwar
7. A Text Book of Hotel Maintenance- Goyal and Arora



## **BMSHC-208- FOOD PRODUCTION – II PRACTICAL**

### **UNIT- I**

- Awadh
- Bengal
- Goa

### **UNIT- II**

- Gujarat
- Hyderabad
- Kashmiri

### **UNIT- III**

- Maharashtra
- Punjabi
- Rajasthan
- South India (Tamilnadu, Karnataka, Kerala)

### **UNIT- IV**

- Simple Breads: - Bread rolls, loaf.
- Simple Cakes: - Sponge, Genoise
- Fatless, Swiss roll
- Fruit cake, Rich Cake Madiera Cake.
- Pastry: - Short crust (Jam Tarts, Turn overs)

### **UNIT- V**

- Laminated (Palmiers, Khara Biscuit)
- Danish pastry, Choux Pastry (Éclairs, Profit rolls)
- Simple cookies - Nan Khatai, Golden Goodies
- Melting moments, Swiss tarts.
- Tri colour Biscuits, Chocolate chips Biscuits.
- Chocolate cream fingers, Bachelors' buttons.

## REFERENCE BOOKS

1. Modern Cookery Vol I&II - Philip Thangam
2. Theory Of Cookery – Arora Krishna
3. Professional Charcutiere – Kinsella John, Harvey David, John Wiley & Sons NY
4. Professional Cooking – Gisselen Wayne; John Wiley & Sons
5. Basic Cookery – Stevenson David R; Stanley Thrones Ltd.
6. Prashad – Cooking with Indian masters – Indrasingh Kalra
7. Professional baking - Gisselen Wayne; John Wiley & Sons
8. Theory Of Catering - Kinton Cesarani; Hodder & Stoughton
9. Basic Cookery–The Process Approach–Daniel R Stevenson; Stanley Thrones Ltd.

## **BMSHC-209- FOOD & BEVERAGE SERVICE – II PRACTICAL**

### **UNIT- I**

Room service tray and trolley lay up and service  
Room service amenities  
Set-up in rooms

### **UNIT- II**

Functional and floor layouts for room service  
Conducting briefing and de-briefing for F&B Outlets

### **UNIT - III**

Beverage order-taking  
Service of Beer  
Service of Sake  
Service of Other fermented and brewed beverages

### **UNIT- IV**

Service of sparkling wines.  
Service of aromatized wines.  
Service of fortified wines.

### **UNIT- V**

Service of Still wines.  
Table set-up with wines on the menu

### **REFERENCE BOOKS**

1. International Bartender's Guide- Bartender
2. The New York Bartender's Guide, Berk, S.A.
3. Wine regions of the world, David Burroughs and Norman Bezzant; Butterworth, Heinemann.
4. Cocktail Guide, A.C.P. Publishing Pvt. Ltd.
5. The Australian Bar attendant's handbook, Ellis. G.
6. Sotheby's World Wine Encyclopedia, Tom Stevenson, Dorling Kindersley.
7. Bar Companion (Mixed drinks), Jones Bridget
8. The World guide to Whisky, Jackson M.
9. Managing Bar and Beverage operations, Kot schevu L.H.
10. The encyclopedia of world beers, Myers. B.



## **BMSHC-210- HOTEL HOUSEKEEPING – II PRACTICAL**

### **UNIT- I**

- Identification of Cleaning Equipments (Manual)
- Identification of Cleaning Equipments (Mechanical)
- Scrubbing – Polishing, Wiping, Washing, Rinsing, Swabbing, Sweeping, Mopping, Brushing – Buffing

### **UNIT- II**

- Handling Different Types of Fabrics
- Use of Abrasives

### **UNIT- III**

- Polishes / Chemical Agents
- Room Attendant Trolley / Maid's Cart

### **UNIT- IV**

- Bed Making
- Turndown Service
- Cleaning of Guestroom
- Cleaning of Public Area

### **UNIT- V**

- Brass Polishing / Silver Polishing
- Forms and Formats used

### **REFERENCE BOOKS**

1. Professional management of Housekeeping operations, Robert J. Martin,; John Wiley & Sons, New York.
2. Hotel Hostel & Hospital Housekeeping, John C. Branson/Margaret Lennox,., Edward Arnold Ltd. London (ELBS)
3. Hotel Housekeeping Training manual, Sudhir Andrews; Tata Mc Graw Hill – Delhi
4. Professional Housekeeping, Tucker Schneider, VNR
5. Housekeeping Management for Hotels & Residential Management, Rosemary Hurst; Heinemann
6. Accommodation and Cleaning Service Vol. I & II, David / Allen,; Hutchinson.
7. Managing H.K. Operations, Margaret Kappa.
8. Housekeeping for Hotels, Motels, Hospitals, Clubs & Schools, Grace Brigham; Arnold Hienman, Indiana.

## **BMSHC-211 – BASICS OF COMPUTER – II PRACTICAL**

### **UNIT- I**

#### **MS-EXCEL-PRACTICAL**

- How to use Excel
- Starting Excel
- Parts of Excel screen
- Parts of the worksheet
- Navigating in a worksheet

### **UNIT- II**

- Getting to know mouse pointer shapes
- Internet and e-mail practical
- Creating Table in MSWORD
- Formatting Documents
- Mail-Merge

### **UNIT - III**

- Enter data, Changing row heights column width, Formatting the data, sorting the data.
- Function in Excel (ABS, SQRT, LEN, SUM, ROUND, AVG, COUNT)
- Inserting Charts, Inserting Pictures

### **UNIT- IV**

- Creating Simple presentations-Saving, Opening an existing presentation-creating a presentation using auto Content Wizard and Template.
- Using Various Auto Layouts, Charts, Table, Bullets and Clip Art

### **UNIT- V**

- Slide View-Outline View, Slide View, Slide show View and Slide sorter view
- Creating Organization Chart for a Hotel Industry.

### **REFERENCE BOOKS**

1. Computer Fundamentals : P.K. Sinha, BPB Publications.
2. Fundamentals of Computers, V. Rajaraman , Printice Hall of India
3. Master in Microsoft Office- Lonnie E, Moulsey and David M. Boodey, BPB Publication