



CHENNAIS AMIRTA

INTERNATIONAL INSTITUTE OF HOTEL MANAGEMENT

&



ANNAMALAI UNIVERSITY

ANNAMALAINAGAR

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

(FULL-TIME)

(2018 Onwards)

**3rd 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
Third Year – Fifth Semester (Theory)								
V	45	BMSHC 501	Food Production Operations - II	Core	3	60	40	100
V	46	BMSHC 502	Food & Beverage Service Operations - II	Core	3	60	40	100
V	47	BMSHC 503	Accommodation Management - I	Core	3	60	40	100
V	48	BMSHC 504	Food & Beverage Management – II	Core	3	60	40	100
V	49	BMSHC 505	Facility Planning – II	Allied	3	60	40	100
V	50	BMSHC 506	Financial Management - II	Allied	3	60	40	100
V	51	BMSHC 507	Tourism Marketing	Allied	2	60	40	100
			Total		20	420	280	700
Third Year – Fifth Semester (Practicals)								
V	52	BMSHC 508	Food Production Operations - II	Core	3	60	40	100
V	53	BMSHC 509	Food & Beverage Service Operations – II	Core	3	60	40	100
V	54	BMSHC 510	Accommodation Management - I	Core	3	60	40	100
			Total		9	180	120	300
Third Year – Sixth Semester								
VI	55	BMSHC 601	IET – 22 Weeks (December– May)	Core	4	-	600	600
			Total		4	-	600	600
			Grand Total		161	3240	2760	6000

Note: Criteria for awarding marks for the IET.

1. Project Report
2. Training Manual
3. Presentation and Viva

SEMESTER-V

BMSHC-501 FOOD PRODUCTION OPERATIONS-II

UNIT-I

- Asian cuisine
- Introduction to influences of cultures on regions,
- Special features with respect to ingredients, methods,
- Presentation styles in the following countries Chinese, Japan, Thai, Indo, Philippine,
- Special ingredients, equipment, tools, preparation and technology involved.
- Mexican, Lebanese, Middle Eastern, Spanish.

UNIT-II

- European cuisine
- Introduction to influences of cultures on regions, special features with respect to ingredients, methods, presentation styles in the following countries
- French, Italy and Germany.
- Special ingredients, equipment, tools, preparation and technology involved,
- Pasta & rice, types and sauces

UNIT –III

- Product Research & Development
- Testing of New Recipes & Equipment,
- Developing new recipe, Food Trials,
- Organoleptic & sensory evaluation

UNIT-IV

- Chocolate Making
- Manufacturing & Processing of Chocolate
- Types, Preparation & Care
- Filling & Toppings
- Presentation and storage

UNIT-V

- Production management - Introduction
- Buying Knowledge, Production planning & scheduling,
- Production quality & quantity control
- Basic stages in preparation of budget, pricing consideration

REFERENCE BOOKS

- Professional Chef, The Culinary Institute of America Published By John Wiley & Sons Inc
- Professional Baking 4th Edition by Wayne Gisslen: John Wiley & Sons Inc
- The Professional Chef (4th Edition) By Le Rol A.Polsom
- Practical Cookery by Kinton & Cessarani
- Theory of Catering By Kinton & Cessarani
- Practical Professional Cookery by Kauffman & Cracknell
- Larder Chef by M J Leto & W K H Bode Publisher: Butterworth- Heinemann
- Larouse Gstronomique by Hamlyn, Publisher Octopus Publishing Group London

BMSHC 502 FOOD & BEVERAGE SERVICE OPERATION -II

UNIT- I

- Introducing Food & Beverage Management
- The Food & Beverage Management,
- Strategic Food & Beverage Management,
- Menu Engineering
- Responsibilities of Food & Beverage Management,
- Constraints on food & Beverage Management,
- Managing Quality in Food & Beverage Operations,
- Approaches to quality Management,

UNIT – II

- Food & Beverage Production Control
- Introduction, Food Production Control: Production controls- Aims, Forecasting- initial/final, fixing standards, standard yield definition, objectives, yield cooking loss, butcher yield test, how to make a standardized recipe, uses, standardization cost, calculation of food cost, Calculating G.O.P, method of food control.
- Beverage Production Control: Beverage Control - Aims, Beverage Cost Control Procedure, Preparing daily/ monthly calculation of beverage Costs, methods of beverage control

UNIT –III

- Storage and inventory control - Food Storage methods, security, stock control, types of store received, records maintained, issuing requisitions, transfer note, stock taking, par-stock, re-order level.

UNIT – IV

- Revenue Control
- Control systems- Operating Ratios
- Introduction, manual system: sales check, machine system: pre checking system, ECRs, POS Control system, micro computers, Operating yardsticks used in controlling:
- Total F& B Sales, departmental profit, average spending power, sales mix, pay roll cost, productivity index, stock turnover

UNIT – V

- Food & Beverage management in hotels and quality restaurants Basic policies- financial, marketing and catering
- Control and performance measurement
- Food & Beverage management in function catering,
- Industrial catering and hospital catering

REFERENCE BOOKS

1. Food & Beverage Management- Bernard Davis, Andrew Lockwood, Sally Stone, Publisher:Elsevier
2. Food & Beverage Management By Richard Kotas & Chandana Jayawardena, Publisher Hodder& Stoughton
3. Food & Beverage Management & Cost Control – D. Antony Ashok Kumar
4. The Menu Food & Profit By Fuller J & Walker K
5. Food and Beverage Operation, Cost Control & System Management By Charles Levinson, Publisher: Prentice Hall
6. The Management of Food Service Operations By Petre Jones, Publisher: Cassell

BMSHC-503 ACCOMMODATION MANAGEMENT –I

UNIT – I

- Design and types of design
- Elements of design (line, shape, form, colour, size, texture, direction, value),
- Principles of design (scale, composition, harmony, rhythm proportion, balance, focal point) colour and colour scheme – uses, factor affecting the colour scheme of a guest room

UNIT – II

- Light and light fitting
- Types of lighting and sources windows and window treatments, blinds, curtains; pelmet, valence, swag and tail beds and bedding types of bed and sizes, types of mattress and pillow with sizes.

UNIT III

- Furniture and fittings
- Types of furniture (built-in, free standing, fitted), uses, care and maintenance
- Wall coverings – wall papers, wood paneling, glass wall covering, metal wall covering, leather (hide) wall covering, selection, care and uses.

UNIT IV

- Floor and floor covering
- Composition, types, uses, care and maintenance
- Carpet – types of carpet (woven – Wilton, ax minster, Brussels and cords, oriental; non woven – tufted, pile, needle punched and electro-statically locked), uses, care and maintenance.

UNIT V

- Soft furnishing
- Curtains, upholstery, loose covers, cushions, and bedspreads – Care and use.
- Special provisions for handicapped elderly, children, overseas visitors.
- Guest room – added feature and modification
- Public area – washrooms, restaurants, main entrance.

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-504 FOOD & BEVERAGE MANAGEMENT –II

UNIT - I

- Managing f & b outlets
- Indenting and maintaining par-stocks of supplies,
- Advertisement/selling techniques.
- Garbage disposal,
- Situations handling,
- Fire and emergency procedure, Employee requirement,
- Setting up operational procedures,
- Training programmes,
- Employee evaluating / performance appraisal.

UNIT-II

- Restaurant planning and operation
- Types of Restaurant, Location or site,
- Sources of finance,
- Design consideration,
- Furniture, lighting and décor, equipment required, records maintained, Licenses required

UNIT - III

BAR OPERATIONS

- Types of Bar- Cocktails, Dispense, Floating/ Cash bar,
- Area of bar - Front, Under, Back. Bar equipment,
- Bar stocks of-alcoholic, mixers, Non-alcoholic, Perishable & dry stores.
- Staffing and their job description, inventory & controls systems.
- Liquor Licenses

UNIT – IV

EVENT MANAGEMENT & FUNCTION CATERING-MICE

- Theory of Event Management, Event Administration, Event Coordination, Event Marketing, Concept & Planning for MICE segments, Role of sales and marketing.

UNIT- V

- Outdoor catering – Introduction, Staff briefing process, need and importance,
- Use of checklist, advantages,
- Equipment needed, handling procedures, theme dinner, food festival,
- Trade fair, convention, conference and seminar,
- Wedding, fashion shows

REFERENCE BOOKS

- a. Food & Beverage Management By John Cousines, David Foskett, Publisher: Pearson Education
- b. Profitable Food & Beverage Management-By Richard Kotas & Chandra Jaywardana, Publisher: Hodder & Stoughton
- c. Food & Beverage Management- Bernard Davis, Andrew Lockwood, Sally Stone, Publisher: Elsevier
- d. Food & Beverage Service - Dennis R. Lillicrap. & John .A. Cousins. Publisher: ELBS
- e. Food Service Operations , Peter Jones, Cassel
- f. Food & Beverage Service By Ronald F Cichy, Paul E Wise, Publisher: Educational Institution AHMA

BMSHC-505- FACILITY PLANNING –II

UNIT – I

- Planning of staff facilities areas
- Time office, cloak room, staff cafeteria,
- Uniform exchange, laundry area,
- EDR, Co-operative canteen.

UNIT – II

- Planning of service support areas
- Planning of material management
- Area-receiving, stores, bar stores, cellar,
- Beverage store, cold room,
- Banquets utility area, furniture storage area,
- Garbage disposal,
- Gas bank,
- Maintenance area, fire exits.

UNIT – III

- Renovation
- Reasons to renovate, the life cycle of a Hotel
- Types of Renovation,
- The Renovation Process,
- Other Renewal Issues

UNIT – IV

- Stores- layout and design
- Necessity for energy conservation
- Methods of conserving energy in different area of operation of a hotel
- Developing and implementing energy conservation program for a hotel
- Car parking
- Calculation of car park area for different types of hotels

UNIT- V

- Safety in hotel industry
- Classification of fire, causes of fire, methods and types of fire extinguishers (Portable & stationery),
- fire detector (smoke and temperature),
- fire prevention, fire notification

REFERENCE BOOKS

- 1) Hospitality Facility Management & Design – David M Stipanuk & Harold Roffmann, Published: Educational Institute, AHMA
- 2) Food Service Planning: Layout & Equipment – Lendal H Kotschevar, Margaut E Terrell
- 3) The Management of Maintenance and Engineering System in the Hospitality Industry By
- 4) Frank D Borsenik & Alan T. Stuts, Publisher John Willey & Sons Inc NY
- 5) Design & Layout of Food Service Facilities, Second Edition By John C. Birchfield and Raymond T Sparrowe, Publisher John Willey & Sons Inc NY

BMSHC-506- FINANCIAL MANAGEMENT – II

UNIT – 1

- Budget & Budgeting control
- What is Budget? Budget Centers.
- Compiling a Budget,
- Controlling a Plan, Flexible Budget,
- Use of Computers, Zero Based Budgeting, Installing the System.

UNIT – II

- Costing and internal pricing
- Standard Costing, Fixing a Standard, Cost Control through Variance Analysis
- Marginal Costing, Break Even Graphs, Make or Buy,
- Treatment of Fixed Production Expenses for Financial Statement Preparations, Internal Pricing.
- International money management, Domestic Cash Management,
- International Cash Management, International Liquidity Management

UNIT – III

- Cash forecasting and control
- Timing for Cash Plans, Monthly Cash Forecast and Control, Short term Cash Forecast, Source and Applications of Funds,
- Short Term Cash Control, Long Term Cash Forecast, Dynamic Aspects, International Aspects

UNIT – IV

- Equity rights issue
- Issue Methods for quoted Companies raising money on the Stock Exchange,
- Rights Issue Method, Timing of External Funding & Rights Issued, Right Issued Costs, Setting the Terms and the Under Writing Decisions, Marketing Reaction to right Issue,
- Raising Equity at Existing Market Prices
- Presentation of external financial reports, Profit & Loss Account, Balance Sheet,
- Funds Statements, Director's Report, Current Cost Accounts

UNIT – V

- Internal auditing
- Organization, Staffing, Planning, Audit Programs, Audit Review,
- Reporting, Auditing of Computer Systems,
- Benefits V/s Costs.

REFERENCE BOOKS

- 1) Hotel Operations and Auditing Manual By Gail Sammons, Patrick J. Moreo,
- 2) Ozi A. D'cunha & Gleson O.D'cunha, Hotel Accounting & Financial Control, The Dicky's Enterprise, Mumbai.
- 3) D.K. Mittal & Luv Mittal, Cost Accounting; Galgotia Publishing Company, New Delhi,
- 4) R.K. Sharma & Shashi K. Gupta, Management Accounting; Kalyani Publishers, H.O. Ludhiana,
- 5) S.C. Kuchhal, Financial Management; Chaitanya Publishing House Allahabad.

BMSHC-507 TOURISM MARKETING

UNIT – I

- Introduction to tourism
- What is Tourism, Definition and meaning or concept of tourism and tourist
- Nature of Travel & Tourism Industry
- Importance or significance of tourism, Multiplier Effect
- Inter relationship between Travel, Tourism and Hospitality,
- Basic knowledge of city and knowledge of historical places of India.
- Reasons for Traveling: Business Travel, Pleasure Travel, and Group Travel Buying Influences, Multicultural Awareness

UNIT-II

- Vacation ownership (Time share)
- Vacation ownership Industry, Classification of vacation ownership (Time Share) resorts
- The tourism organizations
- Domestic Organizations: TAAI, FHRAI, IATO
- International Organizations: WTO, IATA, PATA

UNIT – III

- Growth of Tourism – Tourism Development (Sea, Road, Rail, Air)
- An Account of Famous Travellers
- Role of Industrial Revolution
- Concept of Holiday and Paid Holiday
- Modern Era of Tourism after World War – II
- Functions and Types of Travel Agency – Tour Operators – Accommodation and Attractions

UNIT – IV

- Planning in Tourism – Need, Process (Micro & Macro Level Planning)
- Impact of Tourism (Culture, Society, Economy and Ecology – Both Positive and Negative).
- Government Organisations and their functions in Tourism
- ITDC, TTDC, IATA, TAAI – Role of United Nations Organization in Tourism

UNIT- V

- Importance of Public relation
- Qualities of public relation personnel
- Public relation in an organization
- Internal and external public relation
- Public relation in crisis

REFERENCE BOOKS

- 1) Tourism Management, Principles and Practices, A.K.Bhatia, Sterling Publisher Pvt. Ltd.
- 2) International Tourism Management, A.K.Bhatia, Sterling Publisher Pvt. Ltd.
- 3) Black Sam, Practical Public Relation, Sir Issar Pitman and Sons Ltd. London 1970.
- 4) Andrews s., Hotel Front Office Training Manual, Tata McGraw Hill 1982.
- 5) Dukes Peter, Hotel Front Office Management and operation, 3rd edition Jowa Prown, 1970.
- 6) Robert C. Fisher FODOR, India and Nepal, Hodder and stroughton London 1987.
- 7) Rawat G.S. Elements of Hotel Accountancy Rawat Publication, New Delhi 1972.
- 8) Kaul S.N. Tourist India, Tourist India International Taj Building, Bombay.



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BMSHC- 508 – FOOD PRODUCTION OPERATIONS – II PRACTICAL

UNIT - I

- Microwave Menu (6 Course)
- 2 menus Snacks & fast Food- 2 menus

UNIT - II

- Pizzas- 2 varieties
- Breakfast Cookery-2menus

UNIT -III

- Demo on Non- Edible display
- Bread-enriched dough

UNIT - IV

- Chocolate- filled Chocolates& chocolate decorations
- Fondant – as icing, and as filling

UNIT - V

- Mousse/ Soufflés – 5 varieties
- Sugar boiled candy
- Pizzas- 2 varieties

REFERENCE BOOKS

- 1) Theory of cookery - Krishna Arora
- 2) Professional Charcutiere - John Kinsella, David Harvey; John Wiley & Sons NY
- 3) Food preparation & Cooking - Stanley Thornes; Ellenborough House Wellington street
- 4) Professional Cooking - Wayne Gisselen / John Wiley & Sons.
- 5) Professional Grade Manager- David Paul / John wiley & Sons
- 6) Larouse Gastronomique
- 7) Basic Cookery - David R. Stevenson ; Staneley Thornes Ltd.
- 8) Prashad – Cooking with Indian Master - Inder Singh Kalra
- 9) Understanding Cooking - Lundburge & Kotschevar
- 10) Professional Baking - Wayne Gisselen / John Willey & Sons
- 11) Theory of Catering - Kinton Cesarani / Hodder & Stoughton
- 12) Basic Cookery - The Process Approach - Daniel R. Steven son / Stanley Thornes



BMSHC-509 FOOD & BEVERAGE SERVICE OPERATIONS-II PRACTICAL

UNIT – I

- Crepe Suzette
- Banana au Rum

UNIT – II

- Peach Flambé
- Rum Omlette

UNIT – III

- Steak Diane
- Pepper Steak

UNIT - IV

- Designing and setting the bar

UNIT- V

- Preparations of different cocktails.

REFERENCE BOOKS

- Food and Beverage Service – Lillicrap
- Food and Beverage Control, Keister C. Douglas; Printice Hall, Inglewood Cliffs, New Jersey.
- Modern Restaurant Service, John Fuller; Hutchinson London
- Food and Beverage Management and Service, The Educational Institute of the American Hotel and Hotel Association
- The restaurant- Concept to Operation ; Walker J.R
- Restaurant Management, Sudan A.S
- Design and Equipment for Restaurants and Food Service
- Food Service Facilities Planning – Edward A.; kazarian VI Publishing Co., Westport, Connecticut.

BMSHC-510 ACCOMMODATION MANAGEMENT-I PRACTICAL

UNIT - I

- Furniture arrangement in different rooms.
- Flower arrangements in different areas and occasions- Banquets, buffets parties, lounges, bedrooms etc

UNIT - II

- Different types of fabrics,
- Furniture designing and accessories,
- Wall & floor covering
- Carpet Shampooing

UNIT – III

- Model guestroom designing
- Creating three dimensional model of a guest rooms/ Public areas with interior decoration/ themes

UNIT - IV

- Making of schedule and routine checking, Resort Hotel (Beach/ Hill), commercial Hotel (400 rooms)
- Medium sized hotel (100-150 rooms)

UNIT - V

- Special decorations- planning, estimating and area
- Christmas
- New Year
- Anniversary of Hotel
- Food Festival (At least 2)

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.

SEMESTER VI

VI		BSC HM& CS 601	IET – 22 Weeks (December– May)	600
			Total	600

Note: Criteria for awarding marks for the IET.

- 1. Project Report – 200 Marks**
- 2. Training Log Book – 200 Marks**
- 3. Presentation and Viva – 200 Marks**

- 1) Students will be sent for the Hotel Training for the duration of 6 months.
- 2) Students should get exposed to all the core departments of the Hotel during his/her Training.
- 3) Once the training is completed, student has to report back to the institute for his Examinations based on his training.
- 4) Student has to submit the Training log book which will be issued by the Institute. The student should complete his/her training log book in all aspects while presenting it for the final submission duly signed by the HOD'S of the concerned department of the Hotel where he/ she has undergone his/her training.
- 5) Student has to prepare a detailed project report based upon his training exposure and the same should be submitted to the head of the institute.
- 6) Student has to present his training experience through presentation which will be observed by the Internal Examiners and viva will be asked based on his presentation. The marks for the same will be awarded as per his/her performance.