



SECOND YEAR-THIRD SEMESTER (THEORY) BSCHM-301- FOOD PRODUCTION III

UNIT – I

- Quantity food production – Introduction
- Equipment required for mass/volume feeding
- Heating and Cooling equipment
- Care and maintenance of the equipment
- Modern developments in equipment manufacture.

UNIT – II

- Menu Planning
- Basic principles of menu planning-recapitulation
- Points to consider in menu planning for various volume feeding outlets.
- Industrial, Institutional, Mobile Catering Units.
- Planning menus for School/ College students Industrial workers, Hospitals, Outdoor parties, Theme dinners, Transport facilities, cruise lines, airlines, railway
- Nutritional factors for the above

UNIT – III

- Indenting - Introduction
- Principles of Indenting for volume feeding
- Portion sizes of various items for different types of volume feeding
- Modifying recipes for indenting for large scale catering.
- Practical difficulties while indenting for volume feeding

UNIT – IV

Kitchen planning for Quantity food production.

- Principles of planning a menu for quantity food production with regard to Space allocation
- Equipment requirements, selection of supplier, Installations of the equipment.
- Care and maintenance of the equipment.
- Staff requirements, duty allocations. Quality Purchase and Storage, Introduction to Purchasing system Standard purchase specifications, Purchasing methods.
- Standard storage system.

UNIT – V

- Volume Feeding - Introduction
- Institutional and industrial Catering, Types of Institutional & Industrial Catering
- Problems associated with this type of catering, Scope for development and growth
- Hospital Catering, Highlights of Hospital Catering for patients, staff, visitors Diet menus and nutritional requirements, Off Premises Catering Reasons for growth and development
- Menu Planning and Theme Parties Concept of a Central Production Unit, Problems associated with off-premises catering ,Mobile Catering - characteristics of Rail, Airline (Flight Kitchens and Sea Catering), Branches of Mobile Catering

REFERENCE BOOK

- Quantity Food Production Operations and Indian Cuisine- Textbook by Parvinder S. Bali
- Modern Cookery Vol I&II - Philip Thangam
- Theory Of Cookery – Arora Krishna
- Professional Charcutier – Kinsella John, Harvey David, John Wiley & Sons NY
- Food Preparation & Cooking-Thornes Stanley, Ellenborough House, Wellington
- Street
- Professional; Cooking – Gisselen Wayne; John Wiley & Sons
- Larousse Gastronomique
- Basic Cookery – Stevenson David R; Stanley Thrones Ltd.
- Prashad – Cooking with Indian masters – Indrasingh Kalra
- Professional baking - Gisselen Wayne; John Wiley & Sons
- Understanding Cooking – Lundburge & Kotschevan
- Theory Of Catering - Kinton Cesarani; Hodder & Stoughton
- Basic Cookery–The Process Approach–Daniel R Stevenson; Stanley Thrones Ltd.



BSCHM-302- FOOD & BEVERAGE SERVICE-III

UNIT - I

- Spirits - Introduction & Definition
- Production of Spirit
- Pot-still method, Patent still method
- Production of Whisky, Service standards and brand names, Production of Rum Service standards and brand names, Production of Gin Service standards and brand names
- Production of Brandy Service standards and brand names, Production of Vodka Service standards and brand names, Production of Tequila Service standards and brand names

UNIT - II

- Aperitifs- Introduction and Definition
- Different types of Aperitifs
- Liqueurs - Definition & History
- Production of Liqueurs
- Name of Liqueurs and country of origin & Predominant flavour Service

UNIT - III

- Brunch: Meaning, Menu, service
- Afternoon Tea -Full afternoon tea: Menu, cover, service sequence for full afternoon tea
- High Tea: Menu, cover, service sequence for high tea, India High Tea menu
- Buffet Tea: Buffet set-up, food and beverage arrangement, Staffing.
- Room Service-Introduction, Location and equipment required for room service
- Room service procedure, Mise-en-place for room service, Order taking methods for room service
- Door knob card, Telephone, In person, Execution of Room service order decentralized and centralized system, In-room facilities, Guest satisfaction

UNIT IV

- Gueridon service – Introduction, Types of trolley, Equipment used on a trolley
- Maintenance of the trolley equipment, General Points while selecting and handling the food
- Mise-en-place for Gueridon service, Food preparation techniques
- Advantages and limitations of Gueridon service, Dishes prepared on the Gueridon: Ingredients, equipment and cover for the dishes given below
Prawn cocktail, Escalope de veau a la crème, Steak Tartare, Entrecote au poivre, Steak Diane, Boeuf stroganoff, Peach flambé, crepes Suzette, Strawberry Romanoff, Sabayon au Marsala

UNIT - V

- Cocktails and Mock tails – Introduction, Components of cocktail, Methods of making cocktails
- Equipment and tools required for making cocktails
- Points to note while making cocktails -Classic styles of mixed drinks, Cocktails and their base
- Mock tails
- Banquet - Function catering – Introduction Banquets, Types of function, Function Staff
- Staff requirement calculations, Function Menus and wine list
- Service methods, Function equipment, Table plans and set-up, Function Booking and Organization
- Organizing the function, Service procedure for formal and informal function

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.



BSCHM-303- FRONT OFFICE OPERATIONS II

UNIT – I

- Front Office Accounting - Introduction
- Duties and Responsibilities of Front Officer Cashier
- Types of Accounts
- Flow of guest accounting process – Creating of Accounts
- Maintenance of Account & Settlement of account
- Documents Generated during accounting process
- Vouchers – Visitors paid out (VPO), miscellaneous charge voucher
- Telephone call voucher, Cash receipt voucher
- Travel agent voucher, Commission voucher, Guest – -allowance, Restaurant / Bar check.

UNIT – II

- Night Auditing - Introduction
- Function of night auditor, Job description of night auditor
- Cross checking, Credit monitoring
- Verify No show and cancellation
- Night auditing process, preparing night auditing report
- Check Out Settlement Process
- Mode of settlement of bills – cash and credit settlement
- Foreign exchange, credit card, Travelers cheque, Personal cheque, Debit card, Credit card payment, Travel agent voucher, Corporate billing.

UNIT – III

- Planning Front Office Operation, Forecasting room availability
- Benefit of fore casting, Data's required for forecasting
- Yield Management - Measuring yield in Hotel Industry
- Elements of yield management
- Benefits of yield management
- Yield management strategies
- Challenges or problems in yield management

UNIT – IV

- Evaluating Hotel Performance
- Methods of measuring hotel performance

- Occupancy Ratio
- Average daily rate
- Average room rate per guest
- Evaluation of hotels by guest

UNIT – V

- Computer Application in Front Office
- Property Management Systems
- Property Management systems in Front Office
- Reservation Module
- Front desk module
- Cashier module
- Night Audit module

REFERENCE BOOKS

1. Jaiashankar.R. Tewari – Hotel Front Office – Operation and Management – Oxford Publication
2. Sudhir Andrews – Hotel Front Office Training Manual – TMH Publication.
3. Dr.Jagmohan Negi – Grading and Classification of Hotel, Tourism and Restaurant – Principles and practices – Kanishka Publication
4. Andrews S., Hotel Front Office Training Manual, Tata Publishing Company limited 1982.
5. D. Collins, Accommodation Operations, Plymouth Macdonald Evans, 1967.
6. Villen Jerome J., Check in check out, Iowa WMC Brown Co., 1976.
7. Tourist Information Series, Publication Division, Ministry of information and broadcasting Government of India, Delhi.
8. Kaul, S.N., Tourist India, International Taj Building Bombay.
9. Robert C. Fisher, India and Nepal Hodder and Stoughton London, 1981.
10. Dr. Singh R.K., Front Office Management, Aman Publication,



BSCHM-304- ACCOMMODATION OPERATIONS-I

UNIT- I

- Laundry Operations – Introduction- Types of Laundry, Laundry equipments
- Laundry agent, Laundering process.
- Stains-Types of stains – removal of stains
- Dry cleaning, Handling of Guest Laundry,Preparation of Hot and Cold Towels
- Uniform - Importance of Uniform, Advantages to management and employees

UNIT-II

- Uniform items, Selection and designing
- Duties and responsibilities of uniform room staff
- Sewing room - Activities in Sewing Room
- Duties and Responsibilities & Seamstress and Tailors,Sewing Room equipment used
- Pest control - Common pest found in hotels,Area of infestation, Prevention and control
- Responsibility of housekeeping in pest control

UNIT - III

- Flower Arrangement- Flower arrangement in Hotels
- Purpose, Equipment and material required
- Different styles of flower arrangement
- Principles of Flower arrangement
- Containers used for Flower arrangement
- Theme decoration – suspended, floor and wall

UNIT- IV

- Planning and organization of the Housekeeping Department.
- Area Inventory List –Frequency schedule performance and productivity standard
- Time and motion study standard operating manual

- Job procedure – job allocation and work schedule – calculating staff strength and planning duty rosters, Training and motivation performance appraisal
- Budget and Budgetary Control, Types of Budget, Budget process – planning capital budget operating budget, Controlling expenses – Income statement, Purchasing system – method of buying
- Stock record – Issuing and control

UNIT - V

- Contract Service
- Types of contract service, Advantages and disadvantages of contract services
- Safety and Security- Potential Hazards in House Keeping
- Safety Awareness and Accident prevention, Fire prevention and fire fighting, First Aid
- Dealing with the emergency
- Planning for emergency Dealing with bomb threat, terrorism – fire etc.
- Guest and employee theft prevention measures
- Lost and found procedure
- Disposal of articles not claimed

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.



BSCHM-305 - FOOD & BEVERAGE CONTROL-1

UNIT - I

- Food cost control - Introduction to Cost Control, Definition.
- The Objectives and Advantages of Cost Control, Basic costing, Food costing
- Purchase Control- Introduction, Aims of Purchasing Policy, Job description of Purchase Manager/Personnel, Types of Food Purchase, Quality Purchasing
- Food Quality Factors for different commodities, Definition of yield, Test to arrive at standard yield
- Definition of Standard Purchase Specification, Advantages of Standard Yield and Standard Purchase Specification, Purchasing Procedure, Different Methods of Food Purchasing, Sources of Supply
- Purchasing by Contract, Periodical Purchasing, Open Market Purchasing, Standing Order Purchasing
- Centralized Purchasing, Methods of Purchasing in Hotels, Purchase Order Forms
- Ordering Cost, Carrying Cost, Economic Order Quantity, Practical Problems

UNIT - II

- Receiving control - Introduction
- Aims of Receiving, Job Description of Receiving Clerk/Personnel
- Equipment required for receiving, Documents by the Supplier (including format), Delivery Notes
- Bills/Invoices, Credit Notes, Statement, Records maintained in the Receiving Department
- Goods Received Book, Daily Receiving Report, Meat Tags, Receiving Procedure
- Blind Receiving, Assessing the performance and efficiency of receiving Department
- Frauds in the Receiving Department, Hygiene and cleanliness of area

UNIT - III

- Storing Control – Introduction, Aim of Store Control, Job Description of Food Store Room Clerk/personnel
- Storing Control, Conditions of facilities and equipment
- Arrangements of Food, Location of Storage Facilities, Security, Stock control

- Two types of food received – direct stores (Perishables/nonperishable)
- Stock Records Maintained Bin Cards (Stock Record Cards/Books)
- Issuing Control, Requisitions, Transfer Notes, Perpetual Inventory Method, Monthly Inventory/Stock Taking, Pricing of Commodities, Stock taking and comparison of actual physical inventory and Book value, Stock levels, Practical Problems, Hygiene & Cleanliness of area

UNIT - IV

- Production control – Introduction, Aims and Objectives, Forecasting, Fixing of Standards
- Definition of Standards (Quality & Quantity), Standard Recipe (Definition, Objectives and various tests) Standard Portion Size (definition, Objectives and equipment used Standard Portion Cost (Objectives & Cost Cards,
- Computation of Staff meals

UNIT- V

- Sales control - Sales – ways of expressing selling, determining sales price,
- Calculation of selling price, factors to be considered while fixing selling price,
- Matching costs with sales, Billing procedure – cash and credit sales Cashier's Sales summary sheet.

REFERENCE BOOKS

1. Lillicrap, Food & Beverage Service, seventh edition, Hodder Arnold, Book power ELST.
2. Strianese A. J., Dining Room and Banquet Management.
3. Kotschevu L.H., Management Bar and Beverage operations.
4. Jack, Kivela, J., Purchasing for the hospitality industry.
5. Keister C. Douglas ; Food and Beverage Control, Prentice Hall, Englewood Cliffs.
6. Rey / Wieland, Managing Service in Food & Beverage Operations. The educational Institute of the American Hotel and Motel Association.



BSCHM-306 -COMMUNICATION AND SOFT SKILLS

UNIT-I

- Essentials of Grammar:
- Parts of speech
- Vocabulary Building
- Phonetics

UNIT-II

- Office Management:
- Writing Business letters: Quotation, Orders, Enquiry, Complaint, Circular Memorandum
- Receipt and Dispatch of Mail
- Filing Systems
- Classification of Mail
- Role & Function of Correspondence

UNIT-III

- Letter & resume Writing:
- Practice of writing various types of Letters-Formal / Informal emphasizing the following elements:
- Importance and Function
- Drafting the Applications
- Elements of Structure
- Do's & Don'ts of Resume
- Helpful Hint

UNIT-IV

Presentation Skills Emphasizing the:

- Importance of Presentation Skills
- Capturing Data
- Voice & Picture Integration
- Guidelines to make Presentation Interesting
- Voice Modulation, Audience Awareness
- Presentation Plan, Visual Aids, Forms of Layout, Styles of Presentation

UNIT-V

- Interview Preparation:
- Types of Interview, Preparing for the Interviews
- Attending the Interview, Interview Process, Employers Expectations
- General Etiquette, Dressing Sense, Postures & Gesture, Definition, Process
- Guidelines, Helpful Expressions

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.



BSCHM- 307- FOOD PRODUCTION – III(PRACTICAL)

UNIT- I

- Individual practical for students-10 sets of menu.

UNIT- II

- Rice, cereals & pulses-(minimum of 10 varieties)

UNIT- III

- Various simple dal preparations (minimum of 10 varieties)
- Wheat products like, chapattis, parathas, phulkas, pooris

UNIT- IV

- Composition of basic Indian masalas
- Green. White. Masala. Kadhai

UNIT- V

- Preparation of these and incorporation in simple dishes such as Vindaloo, korma, tikka, safed mas, navrattan korma. (Minimum of 10 varieties)
- Thickening, coloring and souring agents. -Indian sweets (minimum of 10 varieties)

REFERENCE BOOKS

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



BSCHM-308-FOOD AND BEVERAGE SERVICE – III (PRACTICAL)

UNIT- I

- Service of Spirits
- Whisky
- Vodka

UNIT- II

- Rum
- Gin

UNIT - III

- Brandy
- Tequila

UNIT- IV

- Service of different types of Aperitifs
- Service of Liqueurs

UNIT- V

REGIONAL CUISINE-PRACTICAL

- Menu Writing of Regional dishes
- Table Laying of Regional dishes
- Service of Regional dishes

REFERENCE BOOKS

1. Lillicrap, Food & Beverage Service, seventh edition, Hodder Arnold, Book power ELST.
2. Strianese A. J., Dining Room and Banquet Management.
3. Kotschevu L.H., Management Bar and Beverage operations.
4. Jack, Kivela, J., Purchasing for the hospitality industry.
5. Keister C. Donglas ; Food and Beverage Control, Prentice Hall, Englewood

Cliffs.

6. Rey / Wieland, Managing Service in Food & Beverage Operations. The educational Institute of the American Hotel and Motel Association



BMSH-309- ACCOMMODATION OPERATIONS - I (PRACTICAL)

UNIT- I

- Use of checklist for supervision – VIP Room service,
- Pest control (at least 5 situations).

UNIT- II

- Situation handling (Service designing for)
- Airline Crew guest
- Single Lady Guest
- Children

UNIT – III

- Typical HK complaints- water leakage, faucet choked, no hot water supply, A/C not effective.

UNIT- IV

- Inter dept coordination – Room service, Maintenance, Telephone, Security, front office.

UNIT- V

- Window Treatment – 5 types of windows to be treated. Furniture polishing and floor polishing.

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.



BSCHM-310- FRONT OFFICE OPERATIONS II(Practical)

UNIT - I

- Hands on practices of computer application (HOSPITALITY System) related to Front Office procedures such as Reservation, Registration, Guest History,
- Telephones, Housekeeping, Daily transaction)

UNIT - II

- Front Office accounting procedures
- Manual accounting
- Machine accounting

UNIT - III

- Payable, Accounts Receivable, Guest History, Yield Management
- Role Play
- Situation Handling

UNIT - IV

- Suggestive list of Tasks for front office operation system
- How to long on cashier code, how to close a bank at the end of each shift, how to put a routing instruction, how to process charges, how to process a guest check out, how to check out a folio, how to process deposit for arriving guest, how to process deposit for in house guest, how to check room rate variance report, how to process part settlements,

UNIT- V

- How to tally allowance for the day at night, how to tally forex for the day at night, how to pre- register a guest, how to handle extension of guest stay, how to handle deposit and check ins with voucher, how to post payment, how to print checked out guest folio, check out using foreign currency, handle settlement of city ledger balance, handle payment for room only to travel agents, handle of banquet event deposits, how to prepare for sudden system shutdown.

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,
8. Rastogi A.P., Hotel Organization and Front office Management, Anmol Publications.
9. Inlearne Neil,. Hospitality Marketing, Global Books & Subscription services.



SECOND YEAR-FOURTH SEMESTER (THEORY)

BSCHM-401 - FOOD PRODUCTION OPERATIONS - I

UNIT - I

- Introduction of Larder Work, Definition, Equipment found in the larder
- Layout of a typical larder with equipment and various sections
- Larder control - Common terms used in the Larder and Larder control, Essentials of Larder Control
- Importance of Larder Control, Devising Larder Control Systems, Leasing with other Departments, Yield Testing, Duties and responsibilities of the Larder Chef, Functions of the Larder, Hierarchy of Larder Staff
- Sections of the Larder, Duties & Responsibilities of larder Chef

UNIT - II

- CHARCUTIERIE - Sausage
- Introduction to Charcutiere, Sausage – Types & Varieties, Casings – Types & Varieties
- Fillings – Types & Varieties, Additives & Preservatives
- forcemeats, Types of forcemeats, Preparation of forcemeats, Uses of forcemeats
- Brines, Cures & Marinade.
- Types of Brines, Preparation of Brines, Methods of Curing
- Types of Marinades, Uses of Marinades, Difference between Brines, Cures & Marinades

UNIT - III

- HAM, BACON & GAMMON
- Cuts of Ham, Bacon & Gammon, Differences between Ham, Bacon & Gammon
- Processing of Ham & Bacon, Green Bacon, Uses of different cuts
- Galantines - Making of galantines, Types of Galantine, Ballotine
- Pates - Types of Pate, Pate de foie gras
- Making of Pate, Commercial pate and Pate Maison, Truffle – sources, Cultivation and uses and Types of truffle. Mousse & Mousseline. Chaudfroid - Meaning of Chaud froid, Making of Chaud froid & Precautions Types of Chaud froid, Uses of Chaud froid.

UNIT - IV

- Aspic & Gelee - Definition of Aspic and Gelee, difference between the two
- Making of Aspic and Gelee, Uses of Aspic and Gelee. Quenelles, Parfaits, Roulades, Preparation of Quenelles, Parfaits and Roulades.
- Non Edible Displays Ice carvings, Tallow Sculpture
- Fruit & Vegetable Displays, Salt dough, Pastillage, Jelly Logo, Thermacol work.

UNIT - V

- Appetizers & Garnishes – Introduction, Classification of Appetizers. Examples of Appetizers. Historic importance of culinary garnishes Explanation of different Garnishes
- Sandwiches -Parts of Sandwiches - types of filling
- Types of Bread, Spreads & Garnishes
- Classification, Types of Sandwiches, Making of Sandwiches, Storing of Sandwiches
- Use of wine and herbs in cooking- Ideal uses of wine in cooking, Ideal uses of herbs in cooking, Classification of herb

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



BSCHM-402 - FOOD & BEVERAGE SERVICE OPERATIONS-1

UNIT – I

- Planning & Operation of Various F & B Outlets
- Physical layout of functional and ancillary areas, Objective of a good
- Layout, Steps in planning, Factors to be considered while planning
- Calculating space requirement, various set ups for seating
- Planning staff requirement, Menu planning, Constraints of menu planning
- Selecting and planning of heavy duty and light equipment
- Requirement of quantities of equipment required like crockery, Glassware, Steel & silver, suppliers and manufacturers, approximate cost.

UNIT – II

- Planning décor, furnishing and fixtures.
- F&B Staff organization, categories of staff, Hierarchy of a F&B Service department.
- Job description and Job specifications. Duty roaster. Managing f & b outlets – Supervisory Skills, Developing efficiency, Standard operating procedure.

UNIT – III

- Function Catering – Banquets, History, Types, Organization of Banquet department, Sales, Banquet menu, Duties & responsibilities, booking procedures.
- Banquet protocol – Space area requirement, Table plans/ arrangements, Mis en Place, Service.
- Informal Banquet – Reception, Cocktail parties, convention, seminars.
- Exhibition, Fashion show Trade fairs, wedding, outdoor catering.

UNIT- IV

- Function catering buffet- Introduction, Area requirement, Factor to plan buffets,
- Planning and organization, Menu planning, Display
- Sequence of food, Types of Buffet,
- Sit down, Breakfast Buffets, Supplies, fork, Finger,
- Cold Buffet, Equipment, Check list

UNIT - V

- Tobacco
- Cigar and Cigarettes
- Terms used to denote the colours of the wrapper
- Brands of Havana Cigar
- Storage of Cigars.
- Service of cigars
- Service of cigarettes

REFERENCE

1. Food and beverage Service: Dennis R. Lillicrap, John A Cousins
2. Modern Restaurant Service, A manual for students & Practitioners - John Fuller - Hutchinson.
3. Food & Beverage Service Training Manual- Sudhir Andrews - Tata McGraw-Hill.
4. The Beverage Book, John Cousins and Andrew Durkan



BSCHM-403- FRONT OFFICE MANAGEMENT

UNIT-I - BELL-DESK & CONCIERGE

- Bell Desk - Functions
- Duties and Responsibilities of Bell Captain, Bell Boy (Luggage Handling, Message Handling, Paging, Wake-up Call)
- Providing information to groups
- Errand Cards (Arrival, Departure, Other Errands)
- Miscellaneous services-(Secretarial services, Messages, Ordering flowers, Baby sitting, Flight confirmation, Airline, Theater & Restaurant reservation, Arranging Transportation)
- Baggage Handling - F.I.T's, G.I.T's, V.I.P's
- Escorting guests to their rooms
- Concierge

UNIT-II - SALESMANSHIP

- ABC of Selling
- Importance of Salesman
- Qualities of Salesman
- Up Selling & Down Selling
- U.S.P (unique selling proposition)
- Knowledge of the Hotel property (Location, Features)
 - Guest Rooms (Number, Types, Size, Rates, Taxes, In-room amenities, Security, Parking Availability, Number of Connecting rooms)
 - Restaurants & Lounges (Number, Size, Capacity, Hours, Menu types, Sample Price, Taxes, Room service availability, House Specialties)
 - Meeting or Banquet Facilities (Number, Size, Banquet Menu, Audio & Visual services and Prices, Floor Plans)
 - Transportation (Distance to Airport, Transports available with Cost, Any local transportation provided by the facility)
 - Recreational Facilities (Types, Locations, Rates and Transfers)
 - Outsides Services (Secretarial Services, Baby sitting, Special Vendors, Shopping nearby, Hair Saloon, Entertainment activities and Local attraction)
 - Guest Mix (Type of Guests, Groups, Market segments the property attracts)
- Prospecting and qualifying pre-approach, presentation and demonstration, handling of objection, closing the sale and post sale activities.

UNIT-III -FRONT OFFICE SERVICES

GUEST SERVICES

- Handling mail & messages
- Telephone services
- Business center
- Wake up calls
- Guest relations
- Identifying and Handling Complaints (Mechanical, Attitudinal, Service related, unusual)
- Follow-up procedures
- Equipment and Supplies

Front Office security functions

- Key Controls, Room key Security system
- Surveillance and Access Control
- Protection of Funds
- Safe deposit Boxes
- Lost & Found
- Emergency Procedures (Medical, Robbery, Fire, Suicide, Death, Bomb threat, Riot)
- Log Book

UNIT-IV - BUDGETING

- Types of budget and budget cycle
- Making Front Office budget
- Factors affecting budget planning
- Capital and operations budget for front office
- Advantages and disadvantages of budgeting

UNIT-V - TOTAL QUALITY MANAGEMENT

- Guest's Perception of quality
- Total Quality Management
- Practices in Total Quality
- Japanese 5'S Practice
- Business Process Re-Engineering
- Quality Control Circles
- Kaizen
- Benchmarking
- Benefits of TQM



BSCHM-404-ACCOMMODATION OPERATIONS-1I

UNIT – I

- Planning & organizing of the Housekeeping department
- Area inventory list
- Frequency Schedules
- Performance and Productivity standards
- Time and Motion study in House Keeping operations
- Standard Operating manuals – Job procedures
- Job allocation and work schedules
- Calculating staff strengths & planning duty rosters, teamwork and leadership in House Keeping

UNIT – II

- Training in Housekeeping department - Devising training programmes for Housekeeping staff
- Inventory level for non recycled items
- Budget and budgetary controls
- The budget process

UNIT- III

- Planning capital budget – advantages.
- Planning operation budget – advantages.
- Operating budget – controlling expenses – income statement
- Purchasing systems – methods of buying
- Stock records – issuing and control

UNIT – IV

- Contract services
- Types of contract services

- Guidelines for hiring contract services
- Advantages & disadvantages of contract services
- Safety and security
- Safety awareness and accident prevention
- Fire safety and fire fighting
- Crime prevention and dealing with emergency situation

UNIT – V

- Fibres & Fabrics Fibre-Introduction – Classification of Fibres
- Origin & characteristics of Fibre
- Methods of Construction
- Knitting, Weaving (Plain, Twill, Satin, Figured, Pile, Cellular) Finishes given to Fabrics.

REFERENCE BOOKS

1. Hotel Hostel and Hospital Housekeeping – Joan C Branson & Margaret Lennox Publisher: ELST.
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



BSCHM-405 FACILITY PLANNING

UNIT - I

- Hotel Design
- Design Considerations - Attractive appearance, Efficient plan, Good location, Suitable materials,
- Good workmanship, Sound financing, Competent management,
- Evaluations of accommodation need, thumb rules,
- Ensuring that the hotel must combine the integrated functions of housing, Feeding, entertainment
- Rentals, services, maintenance and light manufacture.

UNIT - II

- Planning considerations- Introduction
- Flow process and flow diagrams,
- Space relationships, Architectural consideration,
- Difference between carpet area and plinth area,
- Approximate cost estimation,
- Class room exercises.

UNIT - III

- Star Classification of Hotels
- Criteria for star classification of hotels.
- Various licenses
- Statutory approvals required as per municipal bylaws for starting a hotel
- Statutory approvals required as per municipal bylaws for running a hotel
- Statutory approvals required as per municipal bylaws for starting & running catering services.

UNIT - IV

- Planning of offices /meeting room
- Planning of management areas - Factors to be considered while planning décor.
- General Manager's Office - Factors to be considered while planning décor.
- Offices of all H.O.D's - Factors to be considered while planning décor.
- Other services related to it like meeting room, toilets etc.

UNIT – V

- Planning of F & B Service outlet areas
- Planning of physical layouts of function and supporting area.

- Production area - Pre-preparation, preparation, kitchen stewarding, stores, hot-plate, Chef's
- Office.
- Service Area - Reception and waiting lounge, dinning area, pantry, dish washing, pick -up
- Bar, Room Service Area, Service Bar.

- Factors to be considered while planning décor.

REFERENCE BOOKS

1. Production Management – S.K. Hajra Choudhry
2. Hospitality Facility Management & Design – David M Stipanuk & Harold Roffmann, Publised: Educational Institute, AHMA
3. Building Construction By Sushil Kumar, Published: Standard Publishers Distributors, Delhi
4. Systematic layout planning – Richard Muther Cahners
5. Food Service Planning: Layout & Equipment – Lendal H Kotschevar, Margaut E Terrell
6. Management operations and Research – N.Sathyanarayana
7. The Management of Maintenance and Engineering System in the Hospitality Industry By Frank D Borsenik & Alan T. Stuts, Publisher John Willey & Sons Inc NY
8. Design & Layout of Food Service Facilities, Second Edition By John C.
9. Bi rchfield and Raymond T Sparrow, Publisher John Willey & Sons Inc NY



BSCHM-406-LIFE SKILLS AND PERSONALITY MANAGEMENT

UNIT-I: LEARNING TO KNOW

Problem solving skills: Meaning of Problem and Problem solving-Causes and Consequences, steps in problem solving-Five W's(5why) and 1H(How) frame work.

Critical thinking skills: Concept of Critical thinking –Characteristics and steps in involved in critical thinking-Strategies required for critical thinking.

UNIT-II: LEARNING TO BE

Stress Management: Meaning of stress-Factors causing stress-Positive and negative type stress-Effects of stress on body and mind-stress removal techniques

Interpersonal Skills: Meaning of interpersonal skills-Need to develop Interpersonal skills-Components of Interpersonal skills-Techniques required to improve skills-Benefits of effective interpersonal skills.

UNIT-III: LEARNING TO LIVE TOGETHER

Assertive communication: Meaning of assertive communication-Five W's (who, whom, what, when and why) and 1H(HOW) framework- Different communication styles-Strategies of assertive communication-Techniques of assertive communication.

Team Building: Meaning of team –Difference with the group-Qualities of a team-Stages of team development-Effective team building.

UNIT-IV

Self- Awareness: Meaning of self-awareness-Components-Improving self-awareness-Benefits of Understanding self

Goal setting: Meaning of goal and goal setting-Short, medium, and long term goals-Importance of goal setting-Choices/selection of setting goals-Steps for setting-SMART goals.

UNIT-V

Time Management: What and Why of Time Management-Necessity and benefits of time management-Tools of time management-How to manage time wisely

Leadership Development: Meaning and Importance-Types of Leadership styles

REFERENCE BOOKS

- 1.Vikas (Life skills Manual) : Published by : Member Secretary & Executive Director, Karnataka JnanaAayoga(Karnataka Knowledge Commission) Govt of Karnataka.
- 2.Manika Ghosh, "Positivity- Away of Life", Published by Orient Blacswan Pvt Ltd
3. Swami Vivekananda, " Personality Development", Published by Ramakrishna Math and Ramakrishna Mission(2011)



BSCHM-407 FOOD PRODUCTION OPERATIONS -1 (Practical)

UNIT- I

- French Cuisine
- Oriental cuisine

UNIT - II

- Chinese cuisine
- Thai cuisine

UNIT- III

- Decorated Cakes
- Gateaux

UNIT - IV

- International Breads
- Sorbets, Parfaits

UNIT - V

- Hot/Cold Dessert

REFERENCE BOOKS

1. Modern Cookery Vol I&II - Philip Thangam
2. Theory Of Cookery – Arora Krishna
3. Professional Charcutier – Kinsella John, Harvey David, John Wiley & Sons NY
4. Food Preparation & Cooking – Thornes Stanley, Ellen borough House, Wellington Street
5. Professional; Cooking – Gisselen Wayne; John Wiley & Sons, Larousse Gastronomique
6. Basic Cookery – Stevenson David R; Stanley Thrones Ltd.
7. Prashad – Cooking with Indian masters – Indrasingh Kalra
8. Professional baking - Gisselen Wayne; John Wiley & Sons

9. Understanding Cooking – Lundburge & Kotschevan
10. Theory Of Catering - Kinton Cesarani; Hodder & Stoughton
11. Basic Cookery – The Process Approach – Daniel R Stevenson; Stanley
Thrones Ltd.



BSCHM-408 FOOD & BEVERAGE SERVICE OPERATIONS -1 (PRACTICAL)

UNIT - I

- Function organisation of Banquet -
- compiling menu for special occasions.
- Association- social,
- drawing of table plan

UNIT - II

- Seating arrangements, formal service, informal service, clearance, rearranging.

UNIT -III

- Buffet service,
- Table service,
- VIP service,
- Gueridon service.

UNIT - IV

- Inventory,
- check list,
- Bar equipments,
- crockery and cutlery.

UNIT - V

- Setting up the bar,
- Stocking of alcoholic beverages,
- Stocking of non alcoholic beverages.

REFERENCE BOOKS

1. Lillicrap, Food & Beverage Service, seventh edition, Hodder Arnold, Book power ELST.
2. Strianese A. J., Dining Room and Banquet Management.

3. Kotschevu L.H., Management Bar and Beverage operations.
4. Jack, Kivela, J., Purchasing for the hospitality industry.
5. Keister C. Douglas ; Food and Beverage Control, Prentice Hall, Englewood Cliffs.
6. Rey / Wieland, Managing Service in Food & Beverage Operations.
The educational Institute of the American Hotel and Motel Association.



BSCHM-409 ACCOMMODATION MANAGEMENT - I (PRACTICAL)

UNIT – I

- Layout of room and standard supplies
- Identification of cleaning equipment

UNIT – II

- Bed making, second service and turn down service
- Cleaning of rooms, bathroom.

UNIT – III

- Room attendant trolley/Maid's cart
- Room inspection- Check List
- Public Area cleaning

UNIT – IV

- Layout of furniture arrangement in lobby, restaurant guest room, banquet Halls, floor plans of rooms, corridors, restaurants.

UNIT –V

- Conception and designing of guest room including making floor plans, wall elevations, use of principle and elements of art

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.