

**Approved in BoS meeting held on 18<sup>th</sup> July 2023  
Scheme of Instructions for BHMCT Program  
(for the admitted batch of 2023-2024)**

**R-23**



**Office of Chairman,  
Board of Studies in Hotel Management  
Osmania University,  
Hyderabad-500 007 (TS)**

**SCHEME OF INSTRUCTION AND EXAMINATION  
(CHOICE BASED CREDIT SYSTEM)  
FOR BHMCT  
(For the Batch Admitted in 2023-2024)**

**FIRST SEMESTER**

Course Code	SUBJECT	Category	Periods / Week (60 MIN)		MARKS		Duration of Exam(hrs)	Credits
			Theory	Practical	CIE	SEE		
BHM 101T	Fundamentals of Food Production-I	DSC	3	-	40	60	3	3
BHM 102T	Introduction to Food & Beverage	DSC	2	-	40	60	3	2
BHM 103T	Room Division Operations -I	DSC	4	-	40	60	3	4
BHM 104T	Communicative English.	AECC	2	-	40	60	3	2
BHM 105T	Hygiene, Sanitation & HACCP	DSE	3	-	40	60	3	3
BHM 151P	Basic Training Kitchen- Lab-I	DSC	-	8	40	60	6	4
BHM 152P	Food & Beverage Service Lab-I	DSC	-	2	40	60	3	1
BHM 153P	Acc. Operations Lab – I	DSC	-	2	40	60	3	1
BHM 154P	Front Office Lab-I	DSC	-	2	40	60	3	1
BHM 155P	Communicative Skills	AECC		2	40	60	3	1
			14	16	400	600		
	Total		30		1000			22

- 1) Discipline Specific Core Course (DSC)
- 2) Discipline Specific Elective Course (DSE)
- 3) Ability Enhancement Compulsory Courses (AECC)
- 4) Skill Enhancement Elective Course (SEC)

Note: Ref. Nos 101T to 103T— are Theory Core Courses  
 Nos 151P to 154P--- are Practical Core Courses  
 Nos. 104T to 105T – are Theory non-Core Courses  
 Nos. 155P – is Practical non-Core Course

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**SECOND SEMESTER**

Course Code	Course Name	Category	Periods / Week (60 MIN)		MARKS		Duration of Exam(hrs)	Credits
			Theory	Practical	CIE	SEE		
BHM 201T	Fundamentals of Food Production-II	DSC	3	-	40	60	3	3
BHM 202T	Fundamentals in Food & Beverage Operations	DSC	2	-	40	60	3	2
BHM 203T	Room Division Operations-II	DSC	4	-	40	60	3	4
BHM 204T	Hotel French	SEC	2	-	40	60	3	2
BHM 205T	Environmental Studies	HS	3	-	40	60	3	3
BHM 251P	Basic Training Kitchen-Lab-II	DSC	-	8	40	60	6	4
BHM 252P	Food & Beverage Operations Lab-II	DSC	-	2	40	60	3	1
BHM 253P	Accommodation Operation Lab-II	DSC	-	2	40	60	3	1
BHM 254P	Front Office Lab-II	DSC	-	2	40	60	3	1
BHM 255P	Personality Development & Soft Skills	AECC	-	2	40	60	-	1
			14	16	400	600		
Total			30		1000			22

**Note:** Discipline Specific Core Course (DSC); Discipline Specific Elective Course (DSE)  
Ability Enhancement Compulsory Courses (AECC); Skill Enhancement Course (SEC)

Note: Ref. Nos 201T to 203T— are Theory Core Courses  
Nos 251P to 254P--- are Practicals Core Courses  
Nos. 204T to 205T – are non-Core Courses  
Nos. 255P – is Practical non-Core Course

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**THIRD SEMESTER**

Course Code	Name of Course	Category	Periods / Week(60 Min)		MARKS		Duration of Exam (hrs)	Credits
			Theory	Practical	CIE	SEE		
BHM 301T	Indian Regional Cuisine	DSC	3	-	40	60	3	3
BHM 302 T	Beverages Service	DSC	3	-	40	60	3	3
BHM 303T	Linen & Laundry Operations	DSC	3	-	40	60	3	3
BHM 304T	Front Office Operations	DSC	3	-	40	60	3	3
BHM 305T	<b>ELECTIVE – I</b> (Discipline Specific Elective)	DSEC	3	-	40	60	3	3
BHM 306T	F&B Management	HS	3	-	40	60	3	3
BHM 351P	Quantity Training Kitchen	DSC	-	8	40	60	6	4
BHM 352P	Beverages Service	DSC	-	2	40	60	3	1
BHM 353P	Laundry Operations	DSC	-	2	40	60	3	1
BHM 354P	Front Office Operations	DSC	-	2	40	60	3	1
		Total	18	14	400	600		25
			32		1000			

**Note:** Discipline Specific Core Course (DSC) ; Discipline Specific Elective Course (DSEC)  
Ability Enhancement Compulsory Courses (AECC); Skill Enhancement Course (SEC)

**ELECTIVE – I: Discipline Specific Elective Course:**

**(Minimum of two courses are to be offered as elective)**

BHM 305TA --Production – Anthropology of Food.

BHM 305TB--Service --- Bar Management

BHM 305TC--Accommodation Operations--Trends in Accommodation Operation

BHM 305TD--Front Office --Front Office Administration

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**FOURTH SEMESTER**

Course Code	Name of Course	Category	No of Weeks	MARKS		Duration of Exam(hrs)	Credits
				CIE	SEE		
BHM 451-IT	Industrial Training	SEC	16	40	60	3	16

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**FIFTH SEMESTER**

Course Code	Name of Course	Category	Hours / Week		MARKS		Duration of Exam(hrs)	Credits
			Theory	Practical	CIE	SEE		
BHM 501T	Advanced Food Production	DSC	3	-	40	60	3	3
BHM 502T	Advanced Food & Beverage Service	DSC	3	-	40	60	3	3
BHM 503T	Interior Design & Flower Arrangements	DSC	3	-	40	60	3	3
BHM 504T	Front Office Accounting Management	DSC	3	-	40	60	3	3
BHM 505T	<b>ELECTIVE -II</b> (Intra Discipline)	IDEC	3	-	40	60	3	3
BHM 506T	Hotel A/c & Financial Mgt.	SEC	3	-	40	60	3	3
BHM 551P	Advanced Training Kitchen	DSC	-	8	40	60	6	4
BHM 552P	Advanced Food & Beverage Services Lab	DSC	-	2	40	60	3	1
BHM 553P	Interior Design & Flower Arrangements Lab	DSC	-	2	40	60	3	1
BHM 554P	Front Office Accounting Management	DSC	-	2	40	60	3	1
			18	14	400	600		25
	Total			32		1000		

**Note:** Discipline Specific Core Course (DSC) ; Discipline Specific Elective Course (DSEC)  
Ability Enhancement Compulsory Courses (AECC) ; Skill Enhancement Course (SEC)  
Intra-discipline Elective Course (IDEC)

**ELECTIVE-II: Intra Discipline Elective Course:**

**(Minimum two courses are to be offered as elective)**

- BHM 505TA -- Bread Art  
BHM 505TB -- Cruise line Operations & Galley Familiarization  
BHM 505TC -- Visual Foods

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**SIXTH SEMESTER**

Course Code	Name of Course	Category	Hours / Week		MARKS		Duration of Exam(hrs)	Credits
			Theory	Practical	Continuou s Internal Evaluation	End Semester Exam		
BHM 601T	Larder & Kitchen Management	DSC	3	-	40	60	3	3
BHM 602T	Food & Beverage Service Management	DSC	3	-	40	60	3	3
BHM 603T	Accommodation Operations Management	DSC	3	-	40	60	3	3
BHM 604T	Front Office Management	DSC	3	-	40	60	3	3
BHM 605T	<b>ELECTIVE -III</b> (Open Elective)	OEC	3	-	40	60	3	3
BHM 606T	Hotel Facility Planning.	DSC	3	-	40	60	3	3
BHM 651P	Larder Kitchen Lab	DSC	-	8	40	60	6	4
BHM 652P	Banqueting & Cold Buffet Lab	DSC	-	2	40	60	3	1
BHM 653P	Project Report	SEC	-	4	40	60	3	2
			18	14	360	540		
	Total			32		900		25

**Note:** Discipline Specific Core Course (DSC); Discipline Specific Elective Course (DSEC)  
Ability Enhancement Compulsory Courses (AECC); Skill Enhancement Course (SEC)  
Open Elective (OEC)

**ELECTIVE – III: Open Elective Courses:**

**(Minimum of two courses are to be offered as elective)**

BHM 605TA	Customer Relationship & Retail Management.
BHM 605TB	Human Resource Management
BHM 605TC	Sales & Marketing with E-Commerce & IOT
BHM 605TD	Six Sigma for Hospitality
BHM 606TE	Entrepreneurship in Culinary & Catering Industry

**Approved Syllabus of FIRST SEMESTER of BHMCT Program  
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**FIRST SEMESTER**

Course Code	SUBJECT	Category	Periods / Week (60 MIN)		MARKS		Duration of Exam(hrs)	Credits
			Theory	Practical	CIE	SEE		
BHM 101T	Fundamentals of Food Production-I	DSC	3	-	40	60	3	3
BHM 102T	Introduction to Food & Beverage	DSC	2	-	40	60	3	2
BHM 103T	Room Division Operations -I	DSC	4	-	40	60	3	4
BHM 104T	Communicative English.	AECC	2	-	40	60	3	2
BHM 105T	Hygiene, Sanitation & HACCP	DSE	3	-	40	60	3	3
BHM 151P	Basic Training Kitchen- Lab-I	DSC	-	8	40	60	6	4
BHM 152P	Food & Beverage Service Lab-I	DSC	-	2	40	60	3	1
BHM 153P	Acc. Operations Lab – I	DSC	-	2	40	60	3	1
BHM 154P	Front Office Lab-I	DSC	-	2	40	60	3	1
BHM 155P	Communicative Skills	AECC		2	40	60	3	1
			14	16	400	600		
		Total		30	1000			22

- 1) Discipline Specific Core Course (DSC)
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Note: Ref. Nos 101T to 103T— are Theory Core Courses  
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 Nos. 104T to 105T – are Theory non-Core Courses  
 Nos. 155P – is Practical non-Core Course

**FUNDAMENTALS OF FOOD PRODUCTION-I**

Course Code: BHM 101T  
Continuous Internal Evaluation (CIE): 40  
Semester End Exam (SEE): 60  
Category: DSC

Periods per week: 3  
Duration of Exam: 3 Hours.  
Nature of Exam: Theory  
Credits: 3

**COURSE OBJECTIVES:**

1. To Gain appreciation for the Culinary history, culture, and to know the aim of cooking also fuels used in the kitchen. Also to know about kitchen brigade.
2. To know the different types cooking techniques and to know the culinary terms used in theory and practicals.
3. To introduce the student to kitchen equipment & Butchery about various cuts of meat
4. To have knowledge on Food Commodities according to their functions and to know about basic cuts of vegetables.
5. To make the student to understand the Basic methods of preparation of Soups, Stocks and Sauces.

**UNIT-I: Introduction to art of cookery & Organization structure Brigade.**

**Introduction to art of cookery** -Origin & Evolution of food Production, Culinary History- Origin of Modern Cookery from antiquity to contemporary, cooking as an art and science. Aims and Objectives of Cooking. Various fuels used in the Kitchen, their advantages and disadvantages of each. **Classical Organization Structure** Brigade – Modern Staffing, Liaison of kitchen with other departments. Lay out of a professional five-star hotel kitchen duties- Role of Executive Chef, duties and responsibilities of various chefs of the kitchen, handling different Departments in the kitchen.

**UNIT- II: Cooking Techniques & Culinary terms**

**Cooking Techniques** - Effects of heat on food, Preparation of ingredients - Mise-en-place and methods of mixing, Texture faults and remedies. Methods of cooking - Roasting, grilling, frying, Baking, Broiling, Poaching, Boiling, Steaming, stewing, Braising, Principles and classification, time and temperature, Texture, Precautions to be taken while cooking of each. Culinary terms. (Commonly used culinary terms used in theory and practical).

**UNIT- III: Kitchen Equipment & Introduction to Butchery**

**Kitchen Equipment** –. Knife Handling- Types Of Knives used in Kitchen. Parts of a chef Knife. Top International Brands of Knife. Types of tools used in Butchery. Types of chopping Boards – uses according to the specified color codes safety practices of Knife and Chopping boards. Kitchen equipment and tools/cleaning and maintenance

**Introduction to Butchery** Cuts of Lamb – selection and Storage and their Uses, Cuts of Beef – selection and Storage and their Uses Cuts of Pork – selection and Storage and their uses.

**UNIT-IV–Soups, Stocks & Sauces.**

Soups – Definition, Classification, Basic method of making for Consommés, Broths, Cream, Velouté, Puree, Bisque and Chowders. International soups and their recipes, Stews. Stocks and Sauces – White stock, Brown Stock, Fish stock, vegetable stock, Court Bouillon, Nage, Glaze. Basic Mother Sauces, Thickening Agents, Finishing techniques. Learning five derivatives of each of the basic mother sauces. Butter Sauces, Coulis, Flavored oils, Salsa, Pesto, Relish, Contemporary and Proprietary sauces

### **UNIT-V: Food Commodities & Cuts of Vegetables**

**Food Commodities** - Classification of Commodities: Introduction, classification and uses according to their functions. Cereals, and pulses – kinds and their uses. Seasonings, Condiments, spices and herbs. Fats and Oils– saturated and unsaturated fats, smoking point effect of heat on oil and fats. milk and milk products with special emphasis on international cheeses, **Vegetables and fruits** – classifications Basic Cuts of Vegetables.

### **COURSE OUTCOMES:**

1. The student should aware of the Culinary history, culture, and to should know the aim of cooking also fuels used in the kitchen and Kitchen Brigade
2. The student should gain knowledge on different types cooking techniques and aware of the culinary terms used in theory and practicals.
3. The student should understand the usage of various kitchen equipment and recognize the various cuts of meat.
4. The student should able to understand the Basic methods of preparation of Soups, Stocks and Sauces.
5. The student should gain knowledge on Food Commodities according to their functions and should know about cuts of vegetables.

### **EXAMINATION:**

1. Part-A for 25 Marks (with 10 Questions-**Compulsory**)
2. Part -B for 50 Marks (5 Questions to be answered out of 7 of equal weightage selecting at least one from each **Unit**)

### **TEXT BOOK:**

1. On Cooking-text book of Culinary Fundamentals, Sarah R. Labenskyalan in house- 5th edition—Pearson Education—2010 ISBN-13: 9780137155767 (**ISBN-10:** 013715576X)
2. Modern cookery – Volume 1 – Thangam E. Phillip – 6th Edition, 2010.Orient Longman. (ISBN13: 9788125040446).(ISBN 10:8125040447)
3. Book of Ingredients – Philip Dowell and Sydney. Mermaid books—1988 2nd revised ISBN 071813043X (ISBN13: 9780718130435)

### **RECOMMENDED BOOKS:**

1. Theory of catering – Kinton and Ceserani ELBS with Hodder and Stoughton 11th edition 2007 ISBN- 10: 0340939265 ISBN-13: 978-0340939260
2. Food Production Operations - Parminder S Bali—Oxford Press Publications-2009 ISBN-10: 0198061811 ISBN-13: 978-0198061816
3. Food Preparation Theory-Eva Medwed Prentice Hall—4th edition 2003 ISBN-13: 978-0-916434-24-3, ISBN: 0-916434-24-9
4. Practical Professional Cookery – Crocknell and Kauffmann Macmillan—4th edition 2003. ISBN-10: 1861528736 ISBN-13: 978-1861528735
5. Food Production Principles – AH & LA. ISBN-10: 019945051X , ISBN-13: 978-0199450510 6. Theory of Cookery—Aurora ISBN-10: 8184095031 ISBN-13: 978-8184095036
6. Complete Cookery Manual – Anthony O'Reilly (ELBS)—1994 ISBN 10: 027361336 ISBN 13: 978027361336

**INTRODUCTION TO FOOD & BEVERAGE**

Course Code: BHM 102T

Continuous Internal Evaluation (CIE): 40

Semester End Examination (SEE):60

Category: DSC

Periods per week: 2

Duration of Exam: 3 Hours.

Nature of Exam: Theory

Credits: 2

**COURSE OBJECTIVES:**

- 1) To develop student with the basic knowledge & skills necessary to work in Food & Beverage Service outlets.
- 2) To make the student to understand the duties & responsibilities of Staff.
- 3) To gain in-depth knowledge of the service areas, Ancillary departments and coordination with other departments.
- 4) To gain the knowledge of handling different Service equipment used and its maintenance and to know the knowledge on Current trends.
- 5) To have knowledge about Types of Meals, Types of Services and preparation for service

**UNIT-I:**

**Introduction to Food & Beverage Service.**

History of Hotel, Scope, Career and opportunities -Role of Catering establishments in Travel & Tourism Industry-Classification &Types of Catering establishments- Industrial /Institutional /Transport such as Air, road, rail and sea etc. Classification of commercial, residential/nonprofit. Structure of the catering industry – a brief description of each

**UNIT-II:**

**Departmental Organization & Staffing**

Attributes of F&B Personnel-Hierarchy of F&B Service with French Terms (Small and Large Establishment)-Duties & Responsibilities of F&B service personnel-Coordination with other departments (Kitchen, housekeeping, front office, engineering)-Do's and Don'ts of a waiter. Dining etiquette

**UNIT-III:**

**Food Service Areas-Types of F&B outlets** Coffee Shop-Specialty restaurant-Bar-pubs – Discotheques-Grill room-Fast Food (quick service restaurants)-Steak house -Banquets -In Room Dining-Cafeteria

**Ancillary departments**

Ancillary departments (Still room, Plate room, pantry and Hot Plate.)-Introduction to kitchen stewarding and its functions.

**UNIT-IV:**

**Food Service Equipment & Its Maintenance- & Current trends in F&B service**

Food & Beverage service operating equipment- Crockery- Cutlery- Glass ware- Hollow ware-Special equipment. Capacity, uses, upkeep and maintenance. Bar equipment. French terms related to the equipment, Current trends— (Cashless payments, service of Street foods in Restaurants, Single dish restaurants, Raise of International foods in Restaurants)

**UNIT- V**

**Types of meals, Types of Services and Preparation for Service:**

**Types of meals:** Early Morning Tea, Types of breakfast (English, American, Continental, Indian)-Brunch-Lunch-High tea-Dinner and supper

**Types of Services:** Table-Self-Assisted-Single point - In situ

**Preparation for Service:** Mise-en-Scene- Mise-en-place

**COURSE OUTCOMES:**

- 1) The student should acquire with the basic knowledge & skills necessary to work in Food & Beverage Service outlets.
- 2) The student should understand the duties & responsibilities of Staff.
- 3) Should gain in-depth knowledge of the service areas, Ancillary departments and coordination with other departments.
- 4) Should gain the knowledge of handling different Service equipment used and its maintenance and to gain knowledge on current trends
- 5) The student should be able to gain the knowledge about Types of Meals, Types of Services and preparation for service

**EXAMINATION:**

1. Part-A for 20 Marks (with 10 Questions-**Compulsory**)
2. Part -B for 40 Marks (5 Questions to be answered out of 7 of equal weightage selecting at least one from each **Unit**)

**TEXT BOOK:**

Food and Beverage Service—R. Singaravelavan—Oxford university Press – 2012- ISBN: 9780198065272

**REFERENCE BOOKS:**

- 1) Food and Beverage Service –Dennis Lilli/John Cousins – 9<sup>th</sup> Edition—Hodder Education Publisher- ISBN 1471807959 (ISBN 13: 9781471807954
- 2) Managing Food & Beverage Operations—S.K. Bhatnagar—Frank Bros. & Co.
- 3) Food & Beverage Service and Management – Bobby George/Sandeep Chatterjee —Jaico Publishers
- 4) A Text book of Food & Beverage Service – S.N. Bagchi/Anita Sharma—Aman Publications

**ROOM DIVISION OPERATIONS-I**

Course Code: BHM 103T

Continuous Internal Evaluation (CIE): 40

Semester End Examination (SEE): 60

Category: DSC

Periods per week: 2

Duration of Exam: 4 Hours.

Nature of Exam: Theory

Credits: 4

**Course Objectives**

- 1) Introducing the students to Hospitality & Hotel Industry.
- 2) To introduce the students Room Division Operations and its staff
- 3) To know in detail about Room Designations.
- 4) To know about the Cleaning methods, equipment and agents
- 5) To know about cleaning of Various surfaces.

**UNIT-I- INTRODUCTION TO HOSPITALITY AND HOTEL INDUSTRY & CLASSIFICATION –**

**Introduction to Hospitality Industry** - Industries related to Tourism - Evolution and Growth of Hotel industry in The World, Evolution and Growth of Hotel industry In India Classification of hotels - Need for organization- Vision, Mission, Objective – Hotel Organization - Small, Medium and Large. Major Departments of a Hotel – Major & Minor Revenue Generating Departments in a hotel.

**UNIT – II – ROOM DIVISION OPERATIONS**

**RDM Organization & Hierarchy** - Duties and responsibilities of principle staff and their job description. Co-Ordination of RDM with Other Departments - Attributes and Qualities of RD Staff. Lay-outs, Sections & basic functions of Front office and Housekeeping Department, Co-ordination of RDM with other departments, Equipment in front office

**UNIT- III -ROOM DESIGNATIONS**

**Types of Rooms, Room Configurations** - Numbering of rooms - Room status reconciliation - Discrepancy report, Room status codes, room tariff card, Factors affecting Room tariff, Room rate designations, Meal Plans, Hotel Brochure and its importance

**UNIT-IV - CLEANING METHODS, EQUIPMENTS & AGENTS**

**Cleaning Methods** -Hygiene and safety factors in cleaning, Classification of equipment-Care and Maintenance of equipment-Manual and electrical equipment used in hotels- Cleaning agents-introduction-classification-types, uses, storage and safety precautions. Frequency of cleaning daily, periodic special cleaning.

**UNIT- V - CLEANING OF VARIOUS SURFACES-**

**Marble, granite, vitrified tiles-laminated surfaces.** Polishing of metals-steel-brass-copper-. Types of rooms & Guest Satisfaction repeat Business-Importance of the guestroom to a guestroom status-guest floor rules.

**Course Outcomes:**

- 1) students able to know about Hospitality & Hotel Industry.
- 2) students should know about Room Division Operations and its staff
- 3) Students should know in detail about Room Designations.
- 4) Students should know about the Cleaning methods, equipment and agents
- 5) Students should know about cleaning of Various surfaces.

**EXAMINATION:**

- Part-A for 20 Marks (with 10 Questions-**Compulsory**)
- Part -B for 40 Marks (5 Questions to be answered out of 7 of equal weightage selecting at least one from each **Unit**)

**TEXT BOOK:**

1. Hotel Housekeeping Operations and Management By G. Raghubalan. Oxford Univ Press 2015 ISBN: 9780199451746—4<sup>th</sup> Edition.
2. Hotel Front Office –Oxford press- Jatashankar Tewari.-Oxford University Press-2009
3. Hotel Front Office Management & operations – Manoj Kumar Yadav 2010 (ISBN 10: 8182040493) ( ISBN 13: 9788182040496)
4. Front Office Procedures –Michael Kasavana—5th Edition 199

**REFERENCE BOOKS:**

1. Check in Check out by Vallen Jerome, Brown & Company
2. Hotel Front Office Training Manual by Sudhir Andrews. 3e edition 2013(ISBN-10: 1259026930)
3. Hotel Front Office Training Manual by S.G.Ghosh
4. Services Marketing – Valerie Zeithaml – 6th Edition 2012(ISBN-10: 0078112052) (ISBN-13: 978-0078112058)
5. Hotel Front Office Operations and Management 2002– Delmar – Ahmed Ismail

**REFERENCE BOOKS:-**

1. Hotel Housekeeping a Training Manual, Hotel Housekeeping Management & Operation- Sudhir Andrews (The McGraw Hills Companies-2007)
2. Hotel, Hostel and Hospital Housekeeping – Branson, Joan, C& Lennox, Margaret (Holder and Stoughton 2006.
3. The Professional Housekeeper: Schneider, Madeline and Ducker, Georginia (Vanost Reinhold)-2006.

**COMMUNICATIVE ENGLISH**

Course Code: BHM 104T  
Continuous Internal Evaluation (CIE): 40  
Semester End Examination (SEE): 60  
Category: AECC

Periods per week: 2  
Duration of Exam: 3 Hours.  
Nature of Exam: Theory  
Credits: 2

**COURSE OBJECTIVES:**

- 1) The Student will have knowledge about different types of Communications and their types
- 2) The student should know about Speaking skills
- 3) The student should learn Etiquettes & Manners
- 4) The student should learn how to communicate through letters and also should learn interview skills.
- 5) The student should learn about personality determinants and build Positive attitude.

**UNIT-I**

**COMMUNICATION & TYPES** Introduction – Definitions – Interpersonal Communications – Effective Communication,

**Methods of Communication:** Verbal (Oral/Written) Non-Verbal Patterns of Communication – Formal Informal, one way/two way. Barriers to Communication, Communication Mediums, **Types of reading** like skimming and scanning, types of reading same with examples Newspaper, Magazine article, TV, feature and documentary, press release in English, **Listening**, types of listening & Barriers of Listening

**UNIT-II**

**SPEAKING SKILLS**

Tenses in English, Group Communication– Seminar, Conference, etc. Public Relations. Meetings and greetings – first names, handshakes. Introduction – How to introduce/when not to introduce. Some polite expressions/remarks. Apologies/agreement. / Disagreement, Art of Good Conversation, Greetings and dealing with Guests requested complaints, Compliments, Asking permission,

**UNIT-III**

**ETIQUETTE & MANNERS**

Etiquette & Manners: Social Business etiquette: Lobby Manners, Elevator etiquette, Dining etiquette, shopping ethics and travel etiquette

**UNIT-IV**

**COMMUNICATION BY LETTERS & INTERVIEW SKILLS:**

Writing -letter Writing, application letter, resume, personnel correspondence, informal, paragraph writing, introduction to feature and script writing. Need for resume writing, formats, types and tips for creating impressive resumes, new trends of resume – internet & video resume. Getting ready for an interview – importance and impact of professional dress code and body language

## **UNIT-V**

### **PERSONALITY DEVELOPMENT**

Introduction to personality development, know your personality determinants of personality, building positive self-esteem, SWOT analysis handling adversities.

#### **COURSE OUTCOMES:**

- 1) The student should be able to gain knowledge about different types of Communications and their types
- 2) The student should be able to know about Speaking skills
- 3) The student should be able to learn Etiquettes & Manners
- 4) The student should be able to learn how to communicate through letters and also should learn interview skills.
- 5) The student should be able to learn about personality determinants and build Positive attitude.

#### **EXAMINATION:**

Part-A for 20 Marks (with 10 Questions-Compulsory) & Part -B for 40 Marks (5 Questions to be answered out of 7 of equal weightage selecting at least one from each **UNIT**)

#### **TEXT BOOK:**

Effective Communication by Nicolas Harvey, Published by. H.Gill & Company U. C., 11-Apr-2014, ISBN, 0717159760, 9780717159765

#### **RECOMMENDED BOOKS:**

1. Seven habits of highly effective people Stephen Covey (Free Press 1989) - ISBN-13: 978-1455892822
2. Modern Business Correspondence, L. Gartside (ELBS)- ISBN-13: 978-0712113922;
3. Effective Business Communications, Herta A. Murphy, (Tata McGraw Hill Publishing Company)-ISBN-10: 007044398X; ISBN-13: 978-0070443983
4. Write for Business, Michael Doherty, Lee Knapp -ISBN: 9780582748934
5. English Grammar, Scott, Bowley, Brookett, (Heinemann Educational) -ISBN 0582 55339
6. Essentials of English Grammar and Conversation, A. Subba Rao and E. Suresh Kumar. - ISBN-10: 8125041656, ISBN-13: 978-8125041658

**HYGIENE, SANITATION & HACCP**

Course Code: BHM 105T	Periods per week	: 3
Continuous Internal Evaluation (CIE): 40	Duration of Exam	: 3 Hours
Semester End Examination (SEE): 60	Nature of Examination:	Theory
Category: DSE	Credits	: 3

**COURSE OBJECTIVES:**

- 1) To have the knowledge on Hygiene & Sanitation and its role in Hospitality industry.
- 2) To have thorough knowledge on Food contamination & spoilage of Food and its safety measures.
- 3) To know the knowledge on latest procedures in safe food handling, good basic Hygiene and Sanitation requirements, prevention of health hazard situation through unhygienic handling of food.
- 4) To know the different types equipment used in food production and food production work areas to upkeep hygiene conditions.
- 5) To make students to understand the importance of HACCP procedures applicable to non-food related areas such as back areas, banquets halls etc.

**UNIT-I:**

**Hygiene & Sanitation**-Definition of Hygiene – role of Hygiene in the hotel and catering industry – importance of creating the right attitude towards Hygiene. General Hygiene and the cleaning process which applies to all areas of hotel and catering industry.

Personal Hygiene: Definition of personal hygiene, food handlers' health and habits

**UNIT-II:**

**Food Contamination & Spoilage**-Classification of food according to ease with which they spoil, sources and signs of spoilage in fresh, dry processed and preserved foods. Conditions that lead to food spoilage.

Sources of contamination and Cross contamination. Food poisoning Food poisoning organisms. Food Borne diseases, Danger zones, Bacterial growth. Natural toxins in foods. Precautions to be taken by food handlers to prevent food spoilage. Basic inputs about identifying the type of food poisoning-salmonella, staphylococcus, aureus, campylobacter, clostridium perfringens, clostridium botulism, bacillus cereus, listeria monocytogenes. Prevention of food poisoning-strategies and implementation.

**UNIT-III:**

**Food Hygiene and Process Management**-Sanitary procedures to be followed during purchasing, receiving, storage, preparation, cooking and holding food. General guidelines food storage and segregation in storing areas, Basic rules to be observed during food service, special rules for restaurant waiters and busboys, bartenders and bar waiters, protective food display and safe food procedures for cafeterias and fast-food counters, understanding the importance of serving hot food and cold food cold. inputs about thawing, cooking, cooling, reheating and microwaving of food.

**UNIT-IV:**

**Hygiene and Management of Equipment**-General Sanitary requirements for various hotel equipment, differentiating between cleaning and sanitizing, Contamination levels of equipment, keeping equipment clean , cleaning methods .Wash, rinse and sanitize method application to food contact surfaces. Selection and maintenance of equipment – Equipment used for handling, holding food, location of equipment, monitoring and control. Other equipment used for maintaining hygiene. Manual cleaning equipment, mechanical cleaning equipment waste disposal Equipment, equipment for cleaning vessels, cleaning programme/ schedule. Food contact surfaces and their materials and equipment requiring special attention.

**UNIT-V:**

**Strategies & Policies for Food Hygiene**, The 4 Ps approach

**HACCP** process - principles of HACCP, hazard analysis, identifying and classifying hazards HACCP flow chart, critical control points and critical control tree, documentation. Corrective action, necessity for an efficient HACCP plan. Training and other applications of HACCP for all the departments of the hotel. Audits relating to non-food related areas and effective implementation of the HACCP plan in non-food related areas. Food hygiene policies – general policies statement, key personal involved in maintaining hygiene standards, codes of practice, quality and productivity strategies

**COURSE OUTCOMES:**

- 1) The student will have the knowledge on Hygiene & Sanitation and its role in Hospitality industry.
- 2) The student will have thorough knowledge on Food contamination & spoilage of Food and its safety measures.
- 3) The student should have acquired the knowledge on latest procedures in safe food handling, good basic Hygiene and Sanitation requirements, prevention of health hazard situation through unhygienic handling of food.
- 4) The student should the know the different types equipment used in food production and food production work areas to upkeep hygiene conditions.
- 5) The student should aware of the importance of HACCP procedures applicable to food and nonfood related areas such as back areas, banquets halls etc.

**EXAMINATION:**

1. Part-A for 20 Marks (with 10 Questions-**Compulsory**)
2. Part -B for 40 Marks (5 Questions to be answered out of 7 of equal weightage selecting at least one from each **Unit**)

**TEXT BOOK:**

1. Managing Food Hygiene -Nicholas Johns (Macmillan Publishers. Hongkong –2000)

**REFERNCE BOOKS:**

- 1) Food Hygiene & Sanitation – S. Roday, (Tata Mc-Graw Hill, New Delhi ,1999)
- 2) Food Hazards & Food Hygiene -- Seema Yadav, (Anmol Publications Pvt Ltd, New Delhi, 2006 (ISBN; 8174886850,9788174886859)
- 3) Food Poisoning and Food Hygiene –Betty C Hobbs (British Library Cataloguing in Publication data ,1993 (ISBN; 0340700270, 9780340700273)
- 4) Principles of Food Sanitation-Norman G. Marriott & Robert B. Gravani. Fifth Edition, Cornell University New York 5<sup>th</sup> edition 2006, (ISBN-10; 0387250255) (ISBN-13: 978-0387250250)

**BASIC TRAINING KITCHEN -I**

Course Code: BHM 151P  
 Continuous Internal Evaluation (CIE): 40  
 Semester End Examination (SEE): 60  
 Category: DSC

Periods per week: 8  
 Duration of Exam: 6 Hours.  
 Nature of Exam: Practical  
 Credits :4

**COURSE OBJECTIVE:**

The students should be given training in preparation of Continental and Pastry & Bakery from the following suggested menus.

**Note: Sample Menus may be of the Chefs Choice of Colleges**

<b>Class-1</b> <b>Introduction Kitchen Equipment, Utensils</b>	<b>Class-2</b> <b>Identification of Ingredients</b>	<b>Class-3</b> <b>Basic cuts of Vegetables</b>
<b>Class-4—Stocks</b> Vegetable Stock White Stock Brown Stock Fish Stock Court Bouillon Remouillage Bisque	<b>Class-5-- Basic Mother Sauces</b> Béchamel Veloute Espagnole Tomato Hollandaise Mayonnaise	<b>Class-6-- Mother Sauces (Derivatives)</b> Béchamel Veloute Espagnole Tomato Hollandaise Mayonnaise
<b>Class-7</b> <b>Egg preparations:</b> Scotch egg, Assorted omelets, Oeuf Florentine Oeuf Benedict Oeuf Farci Oeuf Portuguese Oeuf Deur Mayonnaise	<b>Class-8</b> <b>Potato preparations</b> Baked potatoes Mashed potatoes French fries Roasted potatoes Boiled potatoes Lyonnais potatoes Allumettes	<b>Class-9</b> <b>Vegetable preparations</b> Boiled vegetables Glazed vegetables Fried vegetables Stewed vegetables.
<b>Class-10—Simple Salads</b> Cole slaw, Potato salad, Beet root salad, Green salad, Fruit salad,	<b>Class-11 –Sample Menu</b> Ambrosia Mushroom and onion soup\ Chicken al kiev Pannacota	<b>Class-12 –Sample Menu</b> Waldorf salad Corn chowder Fish and chipos Fruit trifle

<p><b>Class-13 –Sample Menu</b>                  Cream of Mushroom                  (Cheese Toast)                  Penne with Pesto sauce                  Vegetable Moussaka                  Crepes with fruits</p>	<p><b>Class-14 –Sample Menu</b>                  Russian salad                  Cream of potato and Leeks                  (Garlic Toast)                  Chicken Maryland,                  Penne alfredo                  Cherry Pudding</p>	<p><b>Class-15 –Sample Menu</b>                  Consommé Julienne                  Pasta Salad                  Roast Leg of lamb with pan jus                  Key Lime pie</p>
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## Pastry & Bakery

**Note: Out of 14 menus recommended, 7 can be taken and 7 will be left to college chef.**

<p><b>Class 1</b>                  Introduction to the Pastry &amp; Bakery Department.                  Hierarchy of the Department.</p>	<p><b>Class 2</b>                  Introduction to Pastry &amp; Bakery Equipment—Major &amp; Minor, understanding how to use and operate</p>	<p><b>Class 3</b>                  Introduction to Bakery Ingredients, Role, Weights &amp; Measures. Recipes</p>
<p><b>Class 4</b>                  Bread Rolls                  Bread Sticks                  Sweet Paste Cookies</p>	<p><b>Class 5</b>                  Fancy Rolls                  Puff Pastry                  Custard Tarts</p>	<p><b>Class 6</b>                  Brown Rolls                  Swiss Rolls                  Macroons</p>
<p><b>Class 7</b>                  Brioche                  Fruit Bread                  Chocochip Cookie</p>	<p><b>Class 8</b>                  Croissants’                  Bulls eye cookies                  Bread &amp; Butter Pudding</p>	<p><b>Class 9</b>                  Dough Nuts                  Sandwich Bread                  Pound Cake</p>
<p><b>Class 10</b>                  Danish Pastry                  Muffins                  Caramel Custard</p>	<p><b>Class 11</b>                  Herb Rolls                  Ice berg Cookies                  Vanilla Mousse</p>	<p><b>Class 12</b>                  French Baguette                  Cheese Straws                  Pine Apple Pastry</p>
<p><b>Class 13</b>                  Chicken Rolls                  French Hearts                  Creme Brulee</p>	<p><b>Class 14</b>                  Tomato rolls                  Melting Moments                  Chocolate Mousse</p>	

### COURSE OUTCOMES:

The Students should be able to prepare the basic dishes as per the menus given above in Continental & Bakery. .

### TEXT BOOK :

1. Modern cookery – Volume 1 – Thangam E. Phillip – Orient Longman. 2010.( 6<sup>th</sup> Edition)  
 (ISBN-10: 8125040447)(ISBN-13: 978-8125040446)

### RECOMMENDED BOOKS :

- 1 Theory of catering – Kinton and Ceserani ELBS with Hodder and Stoughton.11<sup>th</sup> edition  
 (ISBN-10: 0340939265)(ISBN-13: 978-0340939260)
- 2 Food Preparation Theory-Eva Medwed, Prentice Hall.

- 3 Practical Professional Cookery – Crocknell and Kauffmann, Publisher Macmillan 3<sup>rd</sup> edition 2007(ISBN:9781861528735)
- 4 Complete Cookery Manual – Anthony O'Reilly (ELBS).
- 5 Book of Ingredients – Philip Dowell and Sydney. Mermaid Books.

**FOOD & BEVERAGE SERVICE LAB-I**

Course Code: BHM 152P  
Continuous Internal Evaluation: 40  
Semester End Examination: 60  
Category: DSC

Periods per week: 2  
Duration of Exam: 3 Hours.  
Nature of Exam: Practical  
Credits: 1

**COURSE OBJECTIVES:**

- 1) Students will be introduced with basic technical skills of using the Restaurant equipment.
  - 2) Students will be taught the etiquette-standard phrases.
  - 3) Students will teach about procedure for service of a Meal
- Introduction to Food service areas
  - Identifying operating equipment
  - Care & maintenance of equipment
    - Polishing of silver ware
    - Glass ware
    - Wiping of cutlery, crockery and other equipment
  - Mise en place and mise en scene
  - Opening /Closing duties of F&B Personnel
  - Arrangement of side station
  - Laying a table cloth/relaying
  - Basic Technical skills
    - Holding Service Spoon & Fork, carrying a Tray/Salver, Changing a Table Cloth during service
    - Placing meal plates & Clearing soiled plates, Service of Water, Crumbing the table
    - Napkin folding, Changing dirty ashtray, Cleaning and polishing glassware

**PROCEDURE FOR SERVICE OF A MEAL**

1. Receiving and seating the guest,
2. Presenting the menu.
3. Taking the order
4. Serving at a table and clearance
5. Presentation & En-cashing the bill
6. Presentation of guest comments card
7. Seeing off the Guest

**COURSE OUTCOMES:**

- 1) Students will be able to acquire the basic technical skills of using the Restaurant equipment.

- 2) Students will be able use the etiquette-standard phrases.
- 3) Students will be able to serve the meal.

**TEXT BOOK:**

Food and Beverage Service—R. Singaravelavan—Oxford university Press - 2011

**REFERENCE BOOKS:**

- 1) Food and Beverage Service –Dennis Lillicrap/John Cousins – 9<sup>th</sup> Edition 2014—Hodder Education Publisher.  
(ISBN-10: 1471807959)(ISBN-13: 978-1471807954)
- 2) Managing Food & Beverage Operations—S.K. Bhatnagar—Frank Bros. & Co.
- 3) Food & Beverage Service and Management – Bobby George/Sandeep Chatterjee —Jaico Publishers 2008  
(ISBN 10: 8179928845 / ISBN 13: 9788179928844)A Text book of Food & Beverage Service – S.N.Bagchi/Anita Sharma—Aman Publications 2004 ISBN 10 : 8182040035 ISBN 13 : 9788182040038

**ACCOMMODATION OPERATIONS LAB-I**

BHM 153P

Continuous Internal Evaluation (CIE): 40

Semester End Examination (SEE): 60

Category: DSC

Periods per week: 2

Duration of Exam: 3 Hours.

Nature of Exam: Practical

Credits: 1

**COURSE OBJECTIVES:**

To give the students a broad practical knowledge of the work carried out by the House Keeping department including maintenance of the different areas.

1. Introduction to Housekeeping department.
2. Introduction to Cleaning Procedures-Daily, Periodical and spring.
3. Introduction to Cleaning Equipment- Care, Use, Function and Maintenance of Equipment.
4. Introduction of Cleaning Agents-Uses, Precautions, Storage.
5. Cleaning of Areas.
6. Standard Contents of Bedroom, Checklist of guest room.

**COURSE OUTCOMES:**

The students should able to carry out by the House Keeping department activities including maintenance of the different areas.

**TEXT BOOK**

1. Hotel Housekeeping Operations and Management by G. Raghubalan. 2<sup>nd</sup> (edition) 2009, Oxford University Press: ISBN 10: 0198061099 ISBN 13: 9780198061090

**REFERENCE BOOKS: -**

1. Hotel Housekeeping a Training Manual, Hotel Housekeeping Management & Operation- Sudhir Andrews (The McGraw Hills Companies-2007) PUBLISHED 2013- ISBN 10: 1259026914 ISBN 13: 9781259026911

**FRONT OFFICE LAB-I**

Course Code: BHM 154P  
Continuous Internal Evaluation (CIE): 40  
Semester End Examination (SEE): 60  
Category: DSC

Periods per week: 2  
Duration of Exam: 3 Hours.  
Nature of Exam: Practical  
Credits: 1

**COURSE OBJECTIVES:**

To understand the role of Front Office Department in Hotels and to improve on Hospitality skills.

- Hotel visits-project presentation
- Local area information -tourist places -city- restaurants-festivals-special events.
- Roles and responsibilities of Front office , various section of Front Office
- Impart knowledge on Vision, Mission, Goals, Mile stones and CSR initiatives of prominent Hotel chains.
- Brand Segmentation of Hotels., Identifying hotel Brands to its Chain
- Grooming, Personality, Attributes of front office staff,
- Golden Telephone Rules
- Standard phrases-receiving-greeting-apologizing -agreeing,- disagreeing,- complimenting guests
- Role play-telephone etiquette, conversation and manners
- Brochure Designing
- Identification of equipment, work structure and stationary-forms and formats used in front office
- Meal Plans and Packages
- Current affairs, State Capitals, Cabinet Ministers
- Country/capital/currency/INR Equivalent

**COURSE OUTCOMES:**

The student will have the knowledge on the role of Front Office staff in Hotels and also he should able to improve on Hospitality skills.

**TEXT BOOK**

- 1) Hotel Front Office-Oxford Press s- Jatashankar Tewari- Oxford Press -2009  
ISBN 10: 019569919X ISBN 13: 9780195699197

**REFERENCE BOOK:**

1. Front Office Procedures –Michael Kasavana (8<sup>th</sup> Edition) 2009 Richard M Brooks, AH & LA, USA ISBN 10:0866123385 ISBN: 978066123389
2. Check in check out by J Vallen Jerome, Brown and company. (2<sup>nd</sup> edition) 1980 ISBN 10 : 0697084124 ISBN 13 : 9780697084125
3. A Manual of Hotel Reception by Beavis and Medlik Evans Publications

## **COMMUNICATION SKILLS-Lab-I**

Course Code: BHM 155P

Continuous Internal Evaluation (CIE): 40

Semester End Examination (SEE): 60

Category: AECC

Periods per week: 2

Duration of Exam: 3 Hours.

Nature of Exam: Practical

Credits: 1

### **COURSE OBJECTIVES:**

To give the students training in a broad Communicative skill in different areas

- 1) How to speak to communicate
- 2) How to listen and respond
- 3) How to write different types of letters
- 4) How to express positive attitude

### **Practical-I: SPEAK TO COMMUNICATE**

JAM, Extempore, Picture & Objective Description, Conversation

### **Practical- II: LISTEN AND RESPOND**

Listening Comprehension, Story Review, Sound Recognition (Phonemes and Morphemes), Paraphrase Challenge

### **Practical- III: WRITTEN COMMUNICATION**

Dialogue writing, Paper Presentation, Types of Letter Writing – Formal & Informal, PPT Presentation

### **Practical-- IV: POSITIVE ATTITUDE**

Self-Introduction, Polite expressions, Pair work, SWOT Analysis

### **COURSE OBJECTIVES:**

After completion of the course the students should able learn Communicative skill in different areas

- 1) Able to speak to communicate
- 2) Able to listen and respond
- 3) Able to write different types of letters
- 4) Able to express positive attitude

### **Text Book:**

1. Communication Skills—Rajesh K. Lidiya—Oxford University Press. Second edition.

### **Reference Book:**

1. Communication Skills—A workbook—Sanjay Kumar & Pushp Lata—Oxford University Press

**Approved Syllabus of SECOND SEMESTER of BHMCT Program  
(for the admitted batch of 2023-2024)**

**R-23**



**Office of Chairman,  
Board of Studies in Hotel Management  
Osmania University,  
Hyderabad-500 007 (TS)**

**SCHEME OF INSTRUCTION AND EXAMINATION  
(CHOICE BASED CREDIT SYSTEM)  
FOR BHMCT  
(For the Batch Admitted in 2023-2024)**

**SECOND SEMESTER**

Course Code	Course Name	Category	Periods / Week (60 MIN)		MARKS		Duration of Exam(hrs)	Credits
			Theory	Practical	CIE	SEE		
BHM 201T	Fundamentals of Food Production-II	DSC	3	-	40	60	3	3
BHM 202T	Fundamentals in Food & Beverage Operations	DSC	2	-	40	60	3	2
BHM 203T	Room Division Operations-II	DSC	4	-	40	60	3	4
BHM 204T	Hotel French	SEC	2	-	40	60	3	2
BHM 205T	Environmental Studies	HS	3	-	40	60	3	3
BHM 251P	Basic Training Kitchen-Lab-II	DSC	-	8	40	60	6	4
BHM 252P	Food & Beverage Operations Lab-II	DSC	-	2	40	60	3	1
BHM 253P	Accommodation Operation Lab-II	DSC	-	2	40	60	3	1
BHM 254P	Front Office Lab-II	DSC	-	2	40	60	3	1
BHM 255P	Personality Development & Soft Skills	AECC	-	2	40	60	-	1
			14	16	400	600		
Total			30		1000			22

**Note:** Discipline Specific Core Course (DSC); Discipline Specific Elective Course (DSE)  
Ability Enhancement Compulsory Courses (AECC); Skill Enhancement Course (SEC)

Note: Ref. Nos 201T to 203T— are Theory Core Courses  
Nos 251P to 254P--- are Practicals Core Courses  
Nos. 204T to 205T – are non-Core Courses  
Nos. 255P – is Practical non-Core Course

**FUNDAMENTALS OF FOOD PRODUCTION -II**

Course Code: BHM 201T  
Continuous Internal Evaluation (CIE): 40  
Semester End Examination (SEE): 60  
Category: DSC

Periods per week: 3  
Duration of Exam: 3 Hours.  
Nature of Exam: Theory  
Credits: 3

**COURSE OBJECTIVE:**

1. To know about basic cookery of Egg, Potato, Wheat Kernel and Pasta
2. To introduce the student to understand the Fish & Poultry cooking
3. To make the student learn about the principles of meat cookery.
4. To introduce the student to know about Menu Planning & Standard Recipe.
5. To make the student aware of complete knowledge of Bakery.

**UNIT- I: Egg Cookery, Potatoes, Wheat Kernel & Pasta**

**Egg Cookery** – Composition of Eggs, Applying various cooking methods. **Potatoes** - Identification, applying various cooking methods, learning 20 classical potato preparations Grains-Identification, The **wheat Kernel**, Cracking, Grinding, Hulling and Pearling, Cooking Methods- Boiling, Simmering, Pilaf method, Risotto Method. **Pasta** – Identification, Types, Basic Pasta dough, Pasta sauces.

**UNIT- II: Understanding Fish & Poultry.**

**Understanding Fish** and Shellfish – classification, Identification, Various cuts and popular dishes – Fresh water fish, Sea Water fish, Flat Fish, Oily fish, Crustaceans, Mollusks, cephalopods, Univalve, Bi valve. **Understanding Poultry** - classification, Identification, Various cuts, Storage and popular dishes- Chicken, Duck, Turkey, Geese, Pheasant, Quail, pigeon.

**UNIT- III: Principles of Meat Cookery**

**Principles of Meat Cookery** - Muscle Composition, Preparing Meats, Wet Aging, Dry Aging Applying various cooking methods, determining doneness- Very Rare, Rare, Medium Rare, Medium, Medium Well Done, Marbling, Rigor Mortis, Green Meat, Marinating, Tenderizers, Larding, Barding. Understanding the Primal and Sub Primal cuts of Beef, veal, lamb and Pork.

**UNIT- IV: Menu & Standard Recipe**

**Menu & Standard Recipe**- Menu-types, planning & its functions, Principles of menu planning, menu pattern designs, weights and measures. Conversion of weights and measures. Understanding a recipe and brief inputs on yield, portion and its control, standard purchase specifications, indent, costing. Creating and recording SRC (standard Recipe Card).

**UNIT- V: Bakery**

Flour – types, uses and storage, different dough used in bakery. Raising agents, leavening agents, Flavorings and coloring agents, essences and concentrates. Role of flour, yeast in bread making. Methods of bread making. Faults in bread making. Yeast and its uses. Sugar –types, uses and storage, different stages of sugar, its application in bakery. Effect of temperature and different temperatures used in bakery for different products. Role of egg, fat and leavening agents in bakery products. Methods of cake making – different methods, faults and their remedies. Understanding the basic culinary terms of a bakery and pastry department.

**COURSE OUTCOMES:**

- 1) The student should know the basic cookery of Egg, Potato, Wheat Kernal and Pasta
- 2) The student should able to understand the Fish & Poultry cooking.
- 3) The student should know the principles of meat cookery
- 4) The student should able to know the menu planning & about standard recipe.
- 5) The student should have complete knowledge about Bakery

**Examination:**

1. Part-A for 20 Marks (with 10 Questions-Compulsory)
2. Part -B for 40 Marks (5 Questions to be answered out of 7 of equal weightage selecting at least one from each Unit)

**TEXT BOOK:**

- 1) On Cooking-text book of Culinary Fundamentals, Sarah R. Labenskyalan in house- 5rd edition—Pearson Education—2010 ISBN-10: 013715576X (ISBN-13: 978-0137155767)
- 2) Modern cookery – Volume 1 – Thangam E. Phillip – 6th Edition, 2010.Orient Longman. ISBN- 10: 8125040447(ISBN-13: 978-8125040446)

**RECOMMENDED BOOKS:**

1. Theory of catering – Kinton and Ceserani ELBS with Hodder and Stoughton 11th edition 2007 ISBN-10: 0340939265 ISBN-13: 978-0340939260
2. Food Production Operations - Parminder S Bali—Oxford Press Publications- 2011 ISBN-10: 0198061811 ISBN-13: 978-0198061816
3. Food Preparation Theory-Eva Medwed Prentice Hall—4th edition 2003 ISBN-13: 978-0-916434- 24-3, ISBN: 0-916434-24-9
4. Practical Professional Cookery – Crocknell and Kauffmann Macmillan—4<sup>th</sup> edition 2007. ISBN- 10: 1861528736 ISBN-13: 978-1861528735
5. Book of Ingredients – Philip Dowell and Sydney. Mermaid books—1988 2nd revised ISBN 071813043X (ISBN13: 9780718130435)
6. Food Production Principles – AH & LA. ISBN-10: 019945051X ISBN-13: 978-0199450510
7. Theory of Cookery—Aurora frank bros.& co.(publisher)-6<sup>th</sup> edition 2007. ISBN-10: 8184095036 ISBN-13: 978-8184095036
8. Complete Cookery Manual – Anthony O’Reilly (ELBS)—1993 ISBN 10: 0273033875 ISBN 13: 9780273033875

**FUNDAMENTALS IN FOOD & BEVERAGE OPERATIONS**

Course Code: BHM 202T  
Continuous Internal Evaluation (CIE): 40  
Semester End Examination (SEE): 60  
Category: DSC

Periods per week: 2  
Duration of Exam: 3 Hours.  
Nature of Exam: Theory  
Credits: 2

**COURSE OBJECTIVES:**

- 6) To develop student with the Menu, Menu knowledge and Menu Planning.
- 7) To introduce the students about preparation of Non-Alcoholic Beverages and their service
- 8) To know the importance of In Room Dining in Hotel and its activities.
- 9) To gain the knowledge on Control system in Food & Beverage Outlets.
- 10) To know the knowledge of Tobacco and its service.

**UNIT – I**

**Menu, Menu Knowledge and Menu Planning:** Origin & COURSE OBJECTIVES of Menu - Types of Menus- Planning and compilation, factors to be taken into consideration, Golden rules for planning a menu. Different courses of French classical menu-Food and its accompaniments— Examples with cover.

**UNIT – II**

**Non-Alcoholic Beverages**

Introduction to Non-Alcoholic Beverages -Classification of Non-Alcoholic Beverages (Nourishing, Stimulating and refreshing beverages)-Types of Tea & Coffee-Different methods of Tea/coffee making. Juices soft drinks (Aerated & Non-Aerated). Cocoa & malted Beverages. Golden rules of making Tea/Coffee

**UNIT –III**

**Room Service/In Room Dining:** Introduction, Concept of Room Service/ In Room Dining, their salient features, understanding Guest Expectations in Room Service, Room Service Equipment, set up of Trays & Trolleys, Upkeep and storage, Service Tools, Clearance, Presentation of Bills—types of Bill settlement. Room Service Dos & Dont's. Mini Bar Management in Guest Rooms, Guest Interaction – Have and Have not's - Food Pickup Procedure- Importance of Clearance— and IRD Co-Ordination with House Keeping & Front Office

**UNIT – IV**

**Sale Control System:** Scope and importance-Types of KOT and BOT, (Sufficient, en-place, Complimentary, Accidental Etc.)- Duplicate and Triplicate and single order sheet-Checking methods-Methods of payment- Role of Cashier-Record keeping - Sales summary sheet and consumption sheet.

**UNIT -V**

**Service of Tobacco:**

History, Processing for Cigarettes, pipe tobacco & Cigar - Cigarettes-Types & Brand Names. Pipe Tobacco- Types & brand names. -Cigars- Shapes, colors & brand names - Care & Storage of Cigarettes & Cigars.

**COURSE OBJECTIVES:**

- 1) The student should be able to write the Menu based on Menu knowledge and Menu Planning.
- 2) The students should be aware of preparation of Non-Alcoholic Beverages and their service.
- 3) The student should know the importance of In Room Dining in Hotel and should be able to carry on its activities.
- 4) The student should be able to Control systems in Food & Beverage Outlets.
- 5) The student should know the knowledge of Tobacco and its service.

**EXAMINATION:**

1. Part-A for 20 Marks (with 10 Questions-**Compulsory**)
2. Part -B for 40 Marks (5 Questions to be answered out of 7 of equal weightage selecting at least one from each **UNIT**)

**TEXT BOOK:**

Food and Beverage Service—R. Singaravelavan—Oxford university Press – 2012  
ISBN- 0198065272,9780198065272

**REFERENCE BOOKS:**

- 5) Food and Beverage Service –Dennis Lilli crap/John Cousins – 9<sup>th</sup> Edition— 2014 ISBN: 9781471807954 Hodder Education Publisher.
- 6) Managing Food & Beverage Operations—S.K. Bhatnagar—Frank Bros. & Co.
- 7) Food & Beverage Service and Management – Bobby George/Sandeep Chatterjee —Jaico Publishers 1<sup>st</sup> edition 2008 ISBN 10: 8179928845 ISBN 13: 978819928844
- 8) A Text book of Food & Beverage Service – S. N. Bagchi/Anita Sharma—Aman Publications 2004 ISBN10:8182040035

**ROOM DIVISION OPERATIONS-II**

Course Code: BHM 203T

Periods per week: 2

Continuous Internal Evaluation (CIE): 40

Duration of Exam: 4 Hours.

Semester End Examination (SEE): 60

Nature of Exam: Theory

Category: DSC

Credits: 4

**Course Objectives**

- 6) Introducing the students about Guest Cycle and Reservations
- 7) To introduce the students about Registration process of a Guest
- 8) To know in detail about Guest Services and Planning of Housekeeping Operations
- 9) To know about the Servicing of Guest Rooms and Public Areas.
- 10) To know about Safety and Security in a hotel and to introduce about OSHA

**UNIT-I: GUEST CYCLE AND RESERVATIONS**

**Guest Cycle and its stages** – Pre-arrival, arrival, stay, departure. Reservations – Importance of reservation to hotel and guests, Types, modes and sources of reservation, processing reservation requests – Confirming, amendments and cancellations.

**UNIT-II: REGISTRATION**

Pre-registration, registration, registration records, registration process, check-in procedures – Manual/ semi-automated systems, , fully automated check-in , check –in of guests with confirmed reservation, walk-in guests, VIP, Domestic and international groups or crews, Scanty baggage guest, Black listed guest- procedure adopted ,Foreign guests.

**UNIT-III: GUEST SERVICES AND PLANNING OF HOUSEKEEPING OPERATIONS**

Role and importance of guest history card, Room change procedure, types of guest complaints – wakeup call procedure, left luggage services, handling guest complaints and difficult situations, Planning for housekeeping operations, HK control desk, forms, formats, records and registers in Rooms division.

**UNIT-IV: SERVICING OF GUEST ROOMS AND PUBLIC AREAS**

Chamber maid's trolley, types of beds, mattresses and pillows, servicing of guest rooms- Occupied/ Vacant/Departure/ Under maintenance/VIP, bed making and turn down procedures. Public area cleaning – Entrances, lobbies, elevators, staircase, corridors, banquet halls, restaurants, bars and public rest rooms

**UNIT-V: SAFETY AND SECURITY – INTRODUCTION TO OSHA (OCCUPATIONAL SAFETY AND HEALTH ADMINISTRATION)**

Safety awareness – safety management program and 3E's of Safety, Role of housekeeping in Safety, Accident prevention – Causes of accidents, guidelines for prevention of accidents,

procedures to follow in case of accidents, First-aid – Principles and Procedures, Fire prevention – classification, prevention, fire warning systems and firefighting equipment, Situation handling - sickness, death and dealing with emergencies.

**Course Outcomes:**

- 1) Students should understand Guest Cycle and Reservation system
- 2) The students should well aware of Registration process of a Guest
- 3) The student should know detail about Guest Services and Planning of Housekeeping Operations.
- 4) The student should know about the Servicing of Guest Rooms and Public Areas.
- 5) The student should aware of Safety and Security in a hotel and should know about OSHA

**EXAMINATION:**

3. Part-A for 20 Marks (with 10 Questions-**Compulsory**)
4. Part -B for 40 Marks (5 Questions to be answered out of 7 of equal weightage selecting at least one from each **UNIT**)

**TEXT BOOK:**

1. Hotel Front Office –Oxford press- Jatashankar Tewari. -Oxford University Press-2009
2. Hotel Front Office Management & operations – Manoj Kumar Yadav 2010 (ISBN 10: 8182040493) (ISBN 13: 9788182040496)
3. Front Office Procedures –Michael Kasavana—5th Edition 199

**REFERENCE BOOKS:**

1. Check in Check out by Vallen Jerome, Brown & Company
2. Hotel Front Office Training Manual by Sudhir Andrews. 3e edition 2013(ISBN-10: 1259026930)
3. Hotel Front Office Training Manual by S.G.Ghosh
4. Services Marketing – Valerie Zeithaml – 6th Edition 2012(ISBN-10: 0078112052) (ISBN-13: 978-0078112058)
5. Hotel Front Office Operations and Management 2002– Delmar – Ahmed Ismail

TEXT BOOK

Hotel Housekeeping Operations and Management By G.Raghubalan. Oxford Univ Press 2015  
ISBN: 9780199451746—4<sup>th</sup> Edition

REFERENCE BOOKS:-

1. Hotel Housekeeping a Training Manual, Hotel Housekeeping Management & Operation- Sudhir Andrews (The McGraw Hills Companies-2007)
2. Hotel, Hostel and Hospital Housekeeping – Branson,Joan, C& Lennox,Margaret (Holder and Stoughton 2006.
3. The Profesional Housekeeper: Schneider, Madeline and Ducker, Georgia(Vanost Reinhold)-2006.

**HOTEL FRENCH**  
(FRANÇAIS POUR HÔTELLERIE)

Course Code: BHM 204T	Periods per week :2
Continuous Internal Evaluation (CIE): 40	Duration of Exam : 3 Hours
End Semester Examination (SEE) : 60	Nature of Exam : Theory
Category : SEC	Credits : 2

**COURSE OBJECTIVES:**

**Students should be able to understand basic phrases used in various departments of the hotel, which would help them to interact with the guests and handle basic conversations.**

1. To enable the students to present themselves in French language, understand and speak basic conversations, use new words while framing sentences, identify numbers for general use.
2. To understand general terms and phrases pertaining to the front office in a hotel, identification of colors, and terms related to general conversations.
3. To understand general terms and phrases pertaining to the housekeeping department in a hotel and its usage.
4. To understand general terms and phrases pertaining to the food and beverage department in a hotel, handling basic queries of guests.
5. To understand general terms and phrases pertaining to the culinary department in a hotel and handling basic queries of guests.

**LEÇON – 1**

**Faire Connaissance Avec Quelqu'un**

<p><u>Dialogue</u></p> <ul style="list-style-type: none"> <li>- Présentation</li> <li>- Phrases Simples</li> </ul> <p><u>Grammaire</u></p> <ul style="list-style-type: none"> <li>A. L'alphabet</li> <li>B. Les Nombres</li> <li>C. Les Profession</li> <li>D. Les Articles</li> <li>E. Les Verbes Et Leurs Conjugaisons</li> <li>F. Au Present (ÊTRE, Avoir)</li> </ul>	<p><u>Dialogue</u></p> <ul style="list-style-type: none"> <li>- Introduction</li> <li>- Simple Phrases</li> </ul> <p><u>Grammar</u></p> <ul style="list-style-type: none"> <li>a. Alphabet</li> <li>b. Numbers</li> <li>c. The Profession</li> <li>d. Articles</li> <li>e. The Verbs &amp; Their Conjugations In present tense</li> </ul>
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**LEÇON – 2**

**À La Réception (Est-ce que je peux ...)**

<ul style="list-style-type: none"> <li>- Dialogue</li> <li>- Front Office</li> <li>- Phrases Simples</li> </ul>	<ul style="list-style-type: none"> <li>A. Le Dialogue</li> <li>B. Les verbes et leurs conjugaisons Au present (S'appeler, Pouvoir)</li> <li>C. Les Souhaits Du Jour</li> <li>D. Les Formules De Politesse/ Les Salutations</li> <li>E. Les Jours De La Semaine / Mois De L'année</li> <li>F. Les Termes Et Ses Terminologies (Front office)</li> </ul>
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**LEÇON – 3**

**Au Ménage (A Votre Service)**

<ul style="list-style-type: none"> <li>- Dialogue</li> <li>- House Keeping</li> </ul>	<ul style="list-style-type: none"> <li>A. Les Verbes Et Leurs Conjugaisons (Faire, Parler, Cuisiner)</li> </ul>
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- Phrases Simples	B. Les Vêtements C. C. Les Choses De La Chambre
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#### LEÇON - 4

##### Dans L'hôtel

- Dialogue - Restaurant/Bar - Phrases Simples	A. Les Couleurs B. Les temps – L'horloge C. Les Termes Et Ses Terminologies
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#### LEÇON - 5

##### Dans La Cuisine

- Dialogue - Culinaire - Phrases Simples	La Grammaire a. L'Adjectif Interrogatif b. La Négation c. Les Termes Et Ses Terminologies (Dans la cuisine) {Les Légumes, Les fruits, Les Ustensiles De Cuisine, / Les appliances de cuisine, Les Differentes, Types De La Viande: General French cooking words, French cooking Verbes}
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#### COURSE OUTCOMES:

- 1) The students should be able to understand and speak basic conversations, identify numbers for general use. To enable the students to understand and speak guest related conversations, along with basic grammar.
- 2) The students should be able to understand and speak phrases pertaining to the front office in a hotel, identify colors, and understand terms related to general conversations.
- 3) The students should be able to understand and speak phrases pertaining to the housekeeping department in a hotel.
- 1) The students should be able to understand and speak phrases pertaining to the food and beverage department in a hotel, handling basic queries of guests.
- 4) The students should be able to understand and speak phrases pertaining to the culinary department in a hotel and handle basic queries of guests.

#### EXAMINATION:

As per the model paper given below;

##### MODEL PAPER FOR FRENCH :

**60 MARKS**

- |   |      |
|---|------|
| 1. Lisez le dialogue et répondez aux questions.   | (10) |
| 2. Reconstituez les phrases suivantes             | (5)  |
| 3. Mettez en ordre le dialogue / Les Conjugaisons | (5)  |
| 4. Traduisez en français                          | (10) |
| 5. Traduisez en anglaise                          | (10) |
| 6. Écrivez les nombres en mots                    | (5)  |
| 7. Présentez – vous (5 phrases)                   | (5)  |
| 8. Traduisez les mots en anglaise / français      | (10) |

#### REFERENCE BOOKS:

- 1 French for Hospitality—R.Sudha-Jayanthi Balan—P.Ranjith Kumar—I.Rahul—Oxford University Press.
- 2 French for Beginners – Usborne Internet- linked, Angela Wilkes.5
- 3 Je parle français – I, II, III – Abha Mehta, Abhay Publications, New Delhi.

**ENVIRONMENTAL STUDIES**

Course Code: BHM 205T

Continuous Internal Evaluation (CIE): 40

Semester End Examination (SEE): 60

Category: HS

Periods per Week: 3

Duration of Exam: 3 Hrs

Nature of Exam: Theory

Credits: 3

**COURSE OBJECTIVES:**

- 1) To guide the students about guiding principles for imparting knowledge of environmental studies education are to help social groups and individuals acquire awareness and sensitivity to the total environmental and its allied problems.
- 2) To know about the eco-systems and energy resources.
- 3) To have knowledge on Biodiversity
- 4) To have knowledge on Environmental various pollutions and about environment protection Act.
- 5) To foster clear awareness on social Issues of environment and on Disaster Management.

**UNIT-I**

**Environmental studies:** Definition, scope and importance, need for public awareness. Natural resources: Water resources, use and over utilization of surface and ground water, floods, drought, conflicts over water, dams - benefits and problems. Effects of modern agriculture, fertilizer-pesticide problems, water logging salinity.

**UNIT-II**

**Ecosystems:** Concept of an ecosystem, structure and function of an ecosystem, producers, consumers and decomposers, energy flow in ecosystem, food chains, ecological pyramids, aquatic ecosystem (ponds, streams, lakes, rivers, oceans, estuaries).

**Energy Resources:** Growing energy needs, renewable and non-renewable energy sources. Land Resources, land as a resource, land degradation, soil erosion and desertification.

**UNIT-III**

**Biodiversity:** Genetic species and ecosystem diversity, bio-geographical classification of India. Value of biodiversity, threats to biodiversity, endangered and endemic species of India, conservation of biodiversity.

**UNIT-IV**

**Environmental Pollution:** Causes, effects and control measures of air pollution, water pollution, soil pollutions, noise pollution, thermal pollution and solid waste management.

**Environment protection act:** Air, Water, forest and wild life acts, enforcement of environmental legislation.

**UNIT-V**

**Social Issues and the Environment:** Water conservation, watershed management, and environmental ethics. Climate change, global warning, acid, rain, ozone layer depletion.

**Disaster management:** Types of disasters, impact of disasters on environment, infrastructure, and development. Basic principles of disaster mitigation, disaster management, and methodology, disaster management cycle, and disaster management in India

**COURSE OUTCOMES:**

- 1) The student should be able to know the basic knowledge of the environmental Studies.
- 2) The student should know about the eco-systems and energy resources.
- 3) The student should know the knowledge on Biodiversity
- 4) The student should be aware of knowledge on Environmental various pollutions and about environment protection Act.
- 5) The student should be aware on social Issues of environment and on Disaster Management.

**EXAMINATION:**

1. Part-A for 20 Marks (with 10 Questions-**Compulsory**)
2. Part -B for 40 Marks (5 Questions to be answered out of 7 of equal weightage selecting at least one from each **UNIT**)

**TEXT BOOKS:**

- 1) A Text Book of Environmental Studies for U.G. Course, Erach Bharucha, Universities Press, 2013 publisher orient black swan ISBN 10: 8173718628 ISBN 13: 9788173718625
- 2) E.P. Odum, Fundamentals of Ecology, W.B. Saunders Co., USA. 5<sup>th</sup> edition 2004 ISBN : 0534420664 ISBN 13: 9780534420666
- 3) M.N. Rao and A.K. Datta, Waste Water Treatment, Oxford and IBH Publications 3<sup>rd</sup> edition 2008 ISBN 10: 8120417127
- 4) Benny Joseph, Environmental Studies, Tata McGraw-Hill, 2005 ISBN: 0070590923
- 5) V.K. Sharma, Disaster Management, National Centre for Disaster Management, HPE, Delhi, 1999.

**BTK -LAB-II**

Course Code: BHM 251P  
 Continuous Internal Evaluation (CIE): 40  
 Semester End Examination (SEE): 60  
 Category: DSC

Periods per week: 8  
 Duration of Exam: 6 Hours.  
 Nature of Exam: Practical  
 Credits: 4

**COURSE OBJECTIVE:**

The Students should be given training in preparation of Continental and Pastry & Bakery from the following suggested menus.

**Note:** Out of 14 menus recommended, 7 can be taken and 7 will be left to college chef.

<b>Menu-1</b> Carrot and leek Broth Waldorf Salad Macaroni a l pesto Macedoine de legumes	<b>Menu-2</b> Cream of Spinach Soup Tapenade stuffed mushrooms Pan seared fish Lemon butter sauce	<b>Menu-3</b> Consommé julienne Devilled eggs Classic roast chicken (with velouté sauce) Rosemary potato wedges
<b>Menu -4</b> Chicken and tomato bouillon Hungarian Bean Salad Baked lasagna with bechamel sauce Parmesan grilled asparagus	<b>Menu – 5</b> Puree de carottes Baked chicken liver pate Poulet sauté Maryland Grilled corn on the cob	<b>Menu -6</b> Asparagus Velouté Veg. Croquettes c sour cream dip Classic beef pot roast (espagnole sauce) Rosemary pilaf
<b>Menu-7</b> Crab bisque Scotch eggs Spaghetti Bolognese ( tomato concasse) Parmesan Crackers	<b>Menu-8</b> Shrimp chowder Sweet corn and cottage cheese salad Herb crusted chicken (hollandaise sauce) Lyonnaise potato	<b>Menu-9</b> Gazpacho Fishcakes with sour cream Irish lamb stew pilaf
<b>Menu-10</b> Consommé quenelle Shrimp cocktail eggplant moussaka Garlic buttere3d rice	<b>Menu-11</b> Beef and mushroom broth Niçoise salad Penne arabiata Marinated roast bell peppers	<b>Menu-12</b> Rosemary and lamb bouillon Am brosia salad Beef stroganoff with mushroom coulis Wine roasted potatoes
<b>Menu-13</b> Puree of black beans soup Caesar Salad Chicken ala king Assorted grilled vegetables	<b>Menu-14</b> Minestrone soup Russian salad Roast pork chops with espagnole sauce Duchess potatoes.	

### Pastry & Bakery

<b>Class -1</b> Onion & Garlic Loaf Profit rolls Chocolate crackle	<b>Class -2</b> Focaccia Chocolate eclairs Almond cookies	<b>Class -3</b> Swirl bread Chocolate Tea cake Apple struddle
<b>Class -4</b> Whole wheat bread Marble tea cake Tutti frutti cookies	<b>Class -5</b> French baguette Chocolate brownie Vol-au-vents	<b>Class -6</b> Vegetable patties Mousse bomb Sally lunn
<b>Class -7</b> Spinach loaf Set souffle Claw danish	<b>Class -8</b> Vegetable pizza English muffins Fruit savarin	<b>Class -9</b> Fatless sponge Baked apple Rye bread
<b>Class -10</b> Chocolate cake Cinnamon danish Scottish morning rolls	<b>Class -11</b> Tutti frotti bread Hot chocolate souffle	<b>Class -12</b> Sandwich load Brandy snap
<b>Class -13</b> Pamettone Tulip	<b>Class -14</b> Braided bread Chocolate tempering	

**Note:** Out of 14 menus recommended, 7 can be taken and 7 will be left to college chef.

#### **COURSE OUTCOMES:**

The students should be able to prepare the dishes as per the menus given above in continental and Pastry & Bakery.

#### **TEXT BOOK:**

- 1) Modern cookery – Volume 1 – Thangam E. Phillip – Orient black swan . 2010.( 6<sup>th</sup> Edition) ISBN 10: 8125040447 ISBN 13 : 9788125040446

#### **RECOMMENDED BOOKS:**

- 1) Theory of catering – Kinton and Ceserani ELBS with Hodder and Stoughton. (11<sup>th</sup> edition) 2007 ISBN 10: 0340939265 ISBN 13: 9780340939260
- 2) Food Preparation Theory-Eva Medwed, Prentice hall.1986 ISBN 10 : 0133230643 ISBN 13: 9780133230642
- 3) Practical Professional Cookery – Crocknell and Kauffmann Macmillan. (3<sup>rd</sup> edition) 1999 ISBN: 9780333778906
- 4) Complete Cookery Manual – Anthony O'Reilly (ELBS). 1994 ISBN 10: 0273613332 ISBN 13: 9780273613336
- 5) Book of Ingredients – Philip Dowell and Sydney. Mermaid Books. (2<sup>nd</sup> edition) 1988 ISBN 10: 071813043X ISBN 13: 9780718130435

**FOOD & BEVERAGE OPERATIONS LAB –II**

Course Code: BHM 252P  
Continuous Internal Evaluation (CIE): 40  
Semester End Examination (SEE): 60  
Category: DSC

Periods per week: 2  
Duration of Exam: 3 Hours.  
Nature of Exam: Practical  
Credits :1

**COURSE OBJECTIVES:**

- 4) Students will be introduced with basic technical skills of table lay-up & Service of different meals
- 5) Students will be taught procedure for service of Non-Alcoholic Beverages.
- 6) Students will be taught about the social skills.
- 7) Student will be taught about the procedure involved in Room Service
- 8) Student will be taught about the service of Cigars & Cigarettes

**Table lay-up & Service**

- 1) A'la carte
- 2) Table d' hote
- 3) Breakfast
- 4) Lunch
- 5) High-tea
- 6) Dinner
- 7) Indian Breakfast Cover
- 8) Continental Breakfast Cover
- 9) American Breakfast Cover
- 10) High Tea Cover

**SERVICE OF NON-ALCOHOLIC BEVERAGES**

- Service and preparation of Tea/Coffee
- Preparation and service of mock tails
- Preparation and service of cocoa and Malted Beverages

**Social skills—**

- 1) Dining etiquette
- 2) Complaint handling

**IRD (Room service)**

- 1) Taking room service order on telephone
- 2) Trolley/tray set up for room service

**Service of Tobacco**

- 3) Cigars & Cigarettes

**COURSE OUTCOMES:**

- 1) Students should be able to lay the table & Service for different meals
- 2) Students should know procedure for service of Non-Alcoholic Beverages
- 3) Students should know about the social skills.
- 4) Student should know the procedure involved in Room Service
- 5) Student should know the service of Cigars & Cigarettes

**TEXT BOOK:**

Food and Beverage Service—R.Singaravelavan—Oxford university Press – 2011 ISBN 10 : 0198065272 ISBN 13 : 9780198065272

**REFERENCE BOOKS:**

1. Food and Beverage Service –Dennis Lillicrap/John Cousins – 9<sup>th</sup> Edition 2014— Hodder Education Publisher. ISBN 10 : 1471807959 ISBN 13 : 9781471807954
2. Managing Food & Beverage Operations—S.K. Bhatnagar—Frank Bros. & Co.
3. Food & Beverage Service and Management – Bobby George/Sandeep Chatterjee — Jaico Publishers 2008 ISBN 10: 8179928845 ISBN 13 : 9788179928844
4. A Text book of Food & Beverage Service – S.N.Bagchi/Anita Sharma 2004 —Aman Publications ISBN 10: 8182040035 ISBN 13 : 9788182040038

**ACCOMMODATION OPERATIONS LAB –II**

Course Code: BHM 253P  
Continuous Internal Evaluation (CIE): 40  
Semester End Examination (SEE): 60  
Category: DSC

Periods per week: 2  
Duration of Exam: 3 Hours.  
Nature of Exam: Practical  
Credits :1

**COURSE OBJECTIVE:**

To give the students a broad practical knowledge of the work carried out by the housekeeping department including maintenance of the different areas

- Bed Making Procedure- Day and Evening Service
- High rise cleaning (Only Information)
- Room cleaning- occupied, vacant and departure room
- Cleaning of public areas- Elevators, Banquet Halls, Lobby, Restaurants, Bar
- Sample Layout of guest room's single room, double room, twin room, and suite
- Chamber Maid Trolley and its contents.

**COURSE OUTCOMES:**

The students should be able to carry out by the House Keeping department activities including maintenance of the different areas.

**TEXT BOOKS:**

1. Hotel Housekeeping Operations and Management By G. Raghubalan (2<sup>nd</sup> edition) 2009  
ISBN – 10: 0198061099, ISBN-13: 9780198061090

**REFERENCE BOOKS:**

1. Hotel Housekeeping a Training Manual, Hotel Housekeeping Management & Operation- Sudhir Andrews (The McGraw Hills Companies-2007) (3<sup>rd</sup> edition 2013) ISBN 10 :1259026914, ISBN 13: 9781259026914

**FRONT OFFICE LAB- II**

Course Code: BHM 254P

Continuous Internal Evaluation (CIE): 40

Semester End Examination (SEE): 60

Category: DSC

Periods per week: 2

Duration of Exam: 3 Hours.

Nature of Exam: Practical

Credits: 1

**COURSE OBJECTIVES:**

To understand the role of Front Office Department in Hotels and to improve on Hospitality skills.

- Handling and processing of reservation received through various modes.
- Case studies pertaining to reservations
- Handling enquiries, converting an enquiry into valid registration.
- Preparing and filling of registration forms
- Role play-Guest check-in-procedure-walk-in,
- Check-in - confirmed reservation guest,
- Check-in foreign national,
- Check-in VIP, SPATT
- Check-in scanty baggage guest
- Handling different guests services procedure for receiving message
- paging of guests
- Procedure for change of room,
- Handling wake up call
- Guest enquiry – Recording and Follow up
- Requests and complaints
- Handling-black listed guests.

**COURSE OUTCOMES:**

The student will have the knowledge on the role of Front Office staff in Hotels and also he should able to improve on Hospitality skills.

**TEXT BOOK:**

1. Hotel Front Office –Oxford press- Jatashankar Tewari. -Oxford University Press-2009  
ISBN 10 : 019569919X ISBN 13 : 9780195699197
2. Hotel Front Office Management & operations – Manoj Kumar Yadav, 2010 Aman  
publishers ISBN 10: 8182040493 ISBN 13: 9788182040496
3. Front Office Procedures –Michael Kasavana—5<sup>th</sup> Edition 1998

**REFERENCE BOOKS:**

- 1) Check in Check out by Vallen Jerome, Brown & Company (9<sup>th</sup> edition) 2012, ISBN 10:  
0132706717 ISBN 13 : 9780132706711

- 2) Hotel Front Office Training Manual by Sudhir Andrews, 3<sup>rd</sup> edition 2013, ISBN 10: 1259026930 ISBN 13 : 9781259026935
- 3) Hotel Front Office Training Manual by S. G. Ghosh
- 4) Services Marketing – Valerie Zeithaml – 6<sup>th</sup> Edition 2012, ISBN 1: 0078112052 ISBN 13: 9780078112058
- 5) Hotel Front Office Operations and Management 2002– Delmar – Ahmed Ismail, ISBN 10 :0766823431, ISBN 13 : 9780766823433

**PERSONALITY DEVELOPMENT & SOFT SKILLS**

Course Code: BHM 255P

Continuous Internal Evaluation (CIE): 40

Semester End Examination (SEE): 60

Category: AECC

Periods per week: 2

Duration of Exam: 3 Hours.

Nature of Exam: Practical

Credits :1

**Course objectives:**

- 1) The students should know about personality attributes
- 2) The students should know about interpersonal skills
- 3) The students should know about leadership skills
- 4) The students should know about speech fluency.
- 5) The students should know about different placement traits

**1. PERSONALITY ATTRIBUTES**

- Communication skills: Verbal & Nonverbal, Active Listening, Assertiveness  
Social skills, Negotiation skills

**2. INTERPERSONAL SKILLS**

- Networking through Conversation, Team Building Activities, Collaboration & Coordination Activities, Role-play, Audio-Visual activities

**3. LEADERSHIP SKILLS**

- Decision Making, Problem Solving, Creative Thinking, Conflict: Process & Resolution, Building Rapport

**4. SPEECH FLUENCY**

- News Report, Book Review, Public Speaking, Group Discussion, Debate

**5. PLACEMENT TRAITS**

- Resume Making, Formats for creating Impressive resumes, New trends of Digital resume, Preparation of Mock Interview, Kinesics (Body Language)

**Course Outcomes:**

- 1) The students should aware of personality attributes
- 2) The students should aware of interpersonal skills
- 3) The students should development leadership skills
- 4) The students should able to give speech fluency.
- 5) The students should aware of different placement traits

**Text Book:**

Personality Development and Soft Skills—Barun K. Mitra—Oxford University Press.

**Reference Books:**

- 1) Soft Skills for Hospitality – Amitabh Devendra—Oxford University Press
- 2) Communication Skills –A Work Book –Sanjay Kumar & Pushp Lata—Oxford University Press.
- 3) Communication Skills – Rajesh K. Lidiya – Oxford University Press.