

SYLLABUS FOR

BACHELOR IN HOTEL MANAGEMENT & CATERING TECHNOLOGY

SYLLABUS

HM101 : FRONT OFFICE

Contacts : 3L

Credits - 3

Topics to be covered : -

- Introduction to Hotel Industry
- To Define Target Market & explain intangibility of service and potential
- Advantages & Disadvantages of different types of Hotel Ownerships & Affiliations to describe the Introduction of Automation of Hotels
- To define mission and create organization charts
- Classify the Hotel's functional areas and discuss
- The nature and uses of Job Description/Specification
- Classification of Hotels
- To Describe the various F.O Dept and describe how the organization is likely to differ in large and small hotels
- Types of Rooms
- Tariff Structure & plans
- Sections of F.O and their Importance.

HM191 : FRONT OFFICE PRACTICAL

Contacts: 3P

Credits : 2

Topics to be Covered : -

IDENTIFICATION OF VARIOUS VOUCHERS ---

The students will have to draw one or two of the following vouchers and according to the question (case study) fill up the vouchers (desk work)

- Registration Card
- Reservation Form
- Amendment Slip
- Cancellation Slip
- Arrival/departure notification slip
- VIP amenities voucher
- Miscellaneous charge voucher
- Allowance voucher
- Paid out voucher
- Message slip

Telephone etiquettes and manners. Front desk grooming and other essentials – body language, speech modulation which includes articulation, variation control of pitch and tonal quality

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- Accepting reservation by telephone and recording it
- Answering guest enquiries – case studies

- Project

This project includes a study of the various airlines, capital, currencies of the various countries of the world. The student is required to visit airlines offices and collect the data concerning the above study. They will also have to make use of the colour photographs and pictures collected from journals and magazine for the logo of airlines etc. The student will have to make two copies of the project and submit before the final practical examinations

- Project 2
- This project includes a study of any one tourist destination of world. This would include the geographic location of the place.

HM102 : FOOD PRODUCTION

Contacts : 3L

Credit : 3

Topics to be Covered : -

To Introduce the Historical progression leading to modern cookery

- History of cooking
- Aims & Objective
- Cooking –art or science

To impart knowledge about different kitchen equipment

- Heavy and Light equipment
- Utensils & Knives
- Care & maintenance
- Use

To impart Knowledge of various culinary terms, level of skill, attitude towards work, behaviour & personal hygiene

- Western & Culinary terms
- Personal grooming, hygiene & uniform
- Do's and don'ts while working in the kitchen

To understand the functioning of Food Production Dept.

- Organizational structure
- Layout
- Duties & responsibilities
- Interdepartmental relations

Foundation ingredients & their role in F.P

- Composition of different ingredients & the action of heat on fat, carbohydrates, proteins, vitamins & minerals.

Classification of cooking factors

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- Classification according to function like – fats, raising agents, sweetening agents, egg, liquids/stock flavouring & seasoning, thickening

To understand the methods of Preparation

- Mis-en-place
- Methods of mixing

To understand the texture of cooked food products

- Various textures
- Faults and remedies

HM192 : Food Production Practical

Contacts : 4P
Credits : 3

Topics to be Covered : -

- Identification of equipment. Mis-en-place (cutting, peeling, slicing, chopping, shredding, paring, etc)
- Egg preparation (boiled egg, fried egg, scrambled egg, omlette, poached egg, egg akuri)
- Boiled rice, Masala Dal, Bengal Fish Curry, Cucumber cucumber
- Zeera Rice, Dal Makhani, Vegetable curry, Shahi tukra
- Bread Roll, Sponge Cake, Swiss Roll, Caramel custard
- Bread Roll, Sponge cake, Swiss Role, Bread and butter pudding
- Consomme Brunnoise, Poisson Poach Hollandaise, Cheu Fleur Mornay
- Madras Soup, Fish Meuniere, Courgettes Saute, Pommes Nature, Bavariou Rubanee
- Minestrone Soup, Goan Fish Curry, Cheu Fleur Potato Bhaji, Steamed Rice, Fruit Conde
- Sandwich Bread, Bread stick, Diplomat pudding, Coffee Mousse
- Macedoine Mayonnaise, Fillet de Poisson Duglere, Nouilles Fraiches, Beginets D'aubergines, Crème Caramel
- Assiette de Crudite, Sole Colbert, Pommes Persilles, Puree Cercy, Mousse au Chocolate
- Oeufs Fracis Chimay, Poulet Shahjahani, Pulao a la tomate, Haricot Verte Foogath
- Oeufs Frit Bacon, Fillet de Sole Bonne Femme, Pommes a Rangalaise,
- Epinards a la Crème
- Sweet Buns, Butter Buttons, Doughnuts
- Mulligatwany Soup, Poisson Grille Beurre Blanc, Pommes Vapur, Epinards a la Crème, Pudding Diplomat
- Crème de Vollaile, Gigot D'agneau Roti, Pommes Noisette, Haricot, Bretonne, Charlotte aux Fruits

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HM103 : HOUSEKEEPING AND LAUNDRY OPERATIONS

Contacts :3L

Credit : 3

Topics to be Covered : -

- An overview of the position of H/K in the Hospitality Industry
- List of functions of the H/K Dept.
- H/K working towards 'Customer delight'
- Why is H/K indispensable
- Organisation of the Hotel
- Staff Hierarchy, lines of Authority & areas of responsibility
- Vertical & horizontal coordination within & outside the Dept.
- Areas of responsibility of the H/K Dept.
- Essential qualities in H/K staff
- Effective communications skills, interpersonal skills & good grooming standards
- Duties of staff at the managerial level
- Duties of staff at the Operational level
- Duties of staff at the supervisory level
- Glossary of H/K terms
- Abbreviations commonly used in H/K
- Types of Rooms & suites
- Various status of Rooms
- Amenities provided in standard, superior & deluxe rooms
- VIP amenities
- Items provided on request
- Placement of Supplies in a room
- General principles of cleaning
- Cleaning Schedules
- Daily, weekly & Spring Cleaning
- Morning & evening service
- Second service
- Daily cleaning in a Department room
- Planning a weekly cleaning schedule
- Public area cleaning methods & Schedules

HM193 : HOUSE KEEPING AND LAUNDRY OPERATIONS (PRACTICALS)

Contacts : 3P

Credit : 2

Topics to be Covered : -

- Equipment handling, Care & Cleaning & Identification of Cleaning Equipments (both manual & Mechanical)

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- Maid's Trolley Setting
- Care, Cleaning & polishing of surfaces- metals, glass, floor, Carpets
- Paints, Varnishes
- Daily Cleaning of Rooms and Bath Rooms
- Evening Service
- Weekly Cleaning
- Special/Periodic Cleaning
- Public Area Cleaning
- Message/Departure/Maintenance Register & follow ups

HM104 : Food & Beverage Service

Contact : 3L

Credit : 3

Topics to be Covered :-

INTRODUCTION

- Various outlets of the Departments
- Various sectors of the Department

QUALITY

- Attributes of F&B Service Personnel
- Equipment
- Equipment in a Restaurant

GLASSES

- Types and Capacity of glasses
- Dining Table
- Laying the Dining table

ORGANIZATIONAL CHART

- Drawing
- Duties and responsibilities of waiter –F&B Manager

KITCHEN STEWARDING

- Hierarchy & responsibility

RESTAURANT BRIGADE

- Hierarchy

COURSES OF MENU & FOOD ACCOMPANIMENT

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HM194 : Food and Beverage Practical

Contacts : 3P

Credit : 2

Topics to be Covered:-

- Familiarization of Restaurant Equipment
- Methods of cleaning and upkeep of silver
- Arrangement of sideboards
- Laying of table Linen
- Layout of various meals
- Folding serviettes in various designs

HM105 : SAFETY AND FIRST AID

Contacts : 2L

Credit : 2

Topics to be Covered:-

Aims and objectives of first aid

Qualities and responsibilities of a first aider.

Study of human physical anatomy

- Skeleton system
- Respiratory system
- Circulatory system
- Excretory system
- Nervous system
- Reproductive system

First aid procedure for different accidents.

- Hemorrhage
- Asphyxia
- Shock and unconsciousness
- Cardiac arrest
- Burns
- Insect bite
- Snake bite
- Poisoning
- Injury

Nursing

Preparation of first aid box.

HM106 : FOOD SCIENCE AND NUTRITION

Contacts : 3L

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Credits : 3

Topics to be Covered : -

Introduction to Nutrition

- Definition
- Application of food science and nutrition in different aspects.
- Food and its function

BMR & their effective factors

Carbohydrates

- Introduction, composition, classification, functions, imbalances
- Effect of heat on carbohydrates.

RDA's for different groups

Fats

- Introduction, composition, classification, functions, imbalances.
- Effect of heat on fats.

RDA's for different groups

Water

Vitamins

- Classification
- Fat soluble vitamins
- Water soluble vitamins

Study of few microbes.

- Bacteria
- Yeast

HM107 : PERSONALITY & COMMUNICATION DEVELOPMENT – I

Contacts : 2L

Credits : 2

Topics to be Covered : -

- Structures in Present and present continuous tense
- Structures in past & past continuous tense
- Structure in present perfect & present perfect continuous tense
- Structures in future tense
- Modals : helping verbs
- Prepositions
- Idioms
- Question – answer session
- Speech on a given topic
- Extempore speech

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HM201 : FRONT OFFICE

Contacts : 3L

Credits : 3

Topics to be Covered : -

Reservations

- Feedback
- Cancellation & Amendments
- Identification of Vouchers
- Manual Tabulation ; Ledger and Billing
- Mechanical Ledger. Billing
- Computerised Ledger, Billing
- Tourism
- International Hotel Regulations

HM291 :- FRONT OFFICE (PRACTICAL)

Contacts : 3P

Credits : 2

Topics to be Covered :-

CASHIERING

- Cashiering while check in of VIP's / FIT's / Group
- Cashiering procedure during stay of the guest
- Cashiering while check out

AUDITING

- Night Auditor's job
- Vouchers / Document generated
- Working with National cash Registers

HM202 : FOOD PRODUCTION / COMMODITY

Contacts :-3L

Credits :3

Topics to be Covered : -

Various methods of cooking food

- Dry & wet method
- Basic Rule
- Food Example

Stocks

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- Definition
- Classification
- National/International soups
- Preparation of soups

Sauces

- Definition
- Classification
- Preparation of other sauces
- Derivatives
- Sauces of it's own Class

Understanding the methods of storage

- Refrigeration
- Principles of storage
- Correct Temperature
- Time of Storage

Element of Presentation

- Classical & modern garnish
- Proper accompaniments

INTRODUCTION

- Introduction
- Introduction of various commodities used in food production department

Cereals – Rice , Wheat, Other Cereals , Pulses

- Uses of different types of Pulses
- Tea and processing
- Fresh fruits and vegetables
- Cheese – Classification, Manufacture and uses
- Coffee, processing & uses
- Cocoa – Manufacture of chocolate, processing, cocoa powder
- Herbs and spices – Classification, description and uses procurement and storage

HM292: FOOD PRODUCTION PRACTICAL

Contacts : 4P
Credits : 3

Topics to be Covered : -

- Thenga Buns, Danish Pastry, Short Bread, Fruit Jam
- Danish Pastry, Orange Biscuit, Cherry Buns
- Potage Saint Germaine, Roast Chicken, Roast Gravy, Roast Potatoes, Coffee Bavarois
- Ouefs Brouilles Portugaise, rogan josh, Riz Creol

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- Potage Esau, Steak Saute Bercy, Pommes Mignonette, Petits Pois a la Fraçaise, crepes au Sucre
- Spaghetti Napoletaine, Steak Grill Bearnaise, Pommes Pont Neuf, Bouquetiere de Legumes
- Oeufs Poache Florentine, Escalpoè Vinnoise, Pommes saute, Carrots Vichy
- Muffins, Jam Tart, Chocolate Mousse
- Nankhatai, Croissants, Fruit Custard
- Vegetable Patties, Chicken Patties, Cheese Patties, Egg patties
- Quiche Lorraine, Piece de Boeuf Roti, jardiniere de Legumes, pommes Chateau, Beginettes de fruits
- Madeira Cake, Melting Moment, Fruit Trifle

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HM203 : HOUSE KEEPING , HYGIENE AND SANITATION

Contacts :4L

Credit : 4

Topics to be Covered : -

Identifying Cleaning Equipments

- Classification of Cleaning Equipments
- Functioning and care of Manual Cleaning Equipment
- Functioning and care of Mechanical Cleaning Equipment
- Groups of Cleaning agents
- Use of Detergents
- Use of water, Abrasives, degreasers, acids, organic solvents and drycleaning agents.
- Lost and found procedures / Records maintained for lost and found.
- Floors and floor finishes
- Granolithic and Terrazzo floors
- Wooden flooring / Carpets & Advantages and care of carpets
- Use of Glass fiber, Acoustic Walls
- Various finishes applied to walls
- Register and forms maintained in H/K & Formats of Registers and reports
- Desk control operations / Importance of Desk control
- Personal ,environment hygiene, garbage-safe and correct disposal of garbage.
- Protective clothing
- Pest control
- Personal Environment Hygiene Garbage -safe and correct disposal of garbage

WATER

- Sources of water and hazards of water pollution

AIR

- Sources of air Pollution
- Health effects of air pollution
- Pollution Control

PROTECTIVE CLOTHING

- Protective Clothing in Different Dept.
- Selection of materials care and use
- It's efficiency and comfort
- Care maintenance of Protective Clothing

HANDLING OF FOOD

- Personal hygiene of the food handlers
- Programme of Good Health For Food handlers
- Food Borne Diseases – Roots of Contamination
- Habits and Abuse

PEST CONTROL

- Rodent and Insect Control Technique
- Rats and Cockroaches

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HM293 :- HOUSE KEEPING / HYGIENE & SANITATION (PRACTICAL)

Contacts :3P

Credits : 2

Topics to be Covered :-

- STAIN REMOVAL
- SPECIAL DECORATION
- IDENTIFICATION OF VARIOUS FORMATS & REGISTERS

HM204 : FOOD & BEVERAGE SERVICE

Contacts : 3L

Credits : 3

Topics to be Covered :-

Menu Planning

- Types of service
- Billing systems & cost controls
- Breakfast Service
- Non Alcoholic Beverages

Classify alcoholic beverages

- Beer
- Cidar
- Perry

Tobacco

- Cigar, Cigarettes
- Guest Complaints
- Room Service Operations

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HM294 : FOOD AND BEVERAGE SERVICE PRACTICAL

**Contacts : 4P
Credits : 3**

Topics to be Discussed:-

- Receiving Guest and taking orders
- Soup service.
- Menu wise service.
- Clearance & Crumbing down.
- Service of breakfast.
- Making the extra cover.
- Afternoon tea set up.
- Beer service.
- Cigarette service.
- Loading carrying trays.
- Taking the order by K.O.T.&B.O.T.
- Service of Food
- Service of non alcoholic beverages
- Service of Breakfast
- Loading carrying – trays/trolleys

HM206 : FOOD SCIENCE AND NUTRITION

**Contacts : 3L
Credits : 3**

Topics to be Discussed :-

Protiens

- Introduction
- Composition & Classification
- Functions & Imbalances
- RDA's for different groups

Mineral

- Classification
- Functions

Major & Minor Minerals

- Distribution
- Sources
- Functions
- Imbalances

Balanced Diet

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Menu Planning
Malnutrition
Food borne diseases
Habits and abuses
Methods of food preservation

HM207 : FRENCH

Contacts : 2L

Credits : 2

Topics to be Covered : -

- About the Language
- Alphabet
- Accents
- Orthographic sign
- Linking
- Final consonants
- Syllable
- Pronunciation
- Use of Capital Letters
- Article
- Gender depending on the meaning of the word
- Common French words
- Names of days, months, & seasons
- Cardinal
- Ordinal
- Colour
- Hour
- Auxiliary Verb
- Vegetable
- Fish
- Shell Fish
- Meat
- Fruit
- Poultry & game
- Restaurant
- Equipment
- Miscellaneous
- Phrases
- Feminine of nouns and objectives
- Nouns of two genders
- Formation of plural of nouns and adjectives
- French words
- Translations
- Common French terms related to the hotel industry.

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HM208 : ENGINEERING

Contacts : 2L

Credits : 2

Topics to be Covered : -

- Plumbing & Sanitation
- Plumbing Terminology
- Storage of Water
- Storage capacity
- Traps
- Plumbing practice
- Safety & precaution
- Sanitary systems
- Fitting
- Water Closets
- System of hot & cold supply
- Electricity
- Fuse
- Lighting
- Fire Precaution
- Fire Prevention
- Types of Extinguishers
- Kitchen equipment
- Stores
- Convection Oven
- Microwave
- Steamers
- Deep fat Fryers
- Refrigerators
- Dish washing Machine
- House Keeping Equipment
- Transfer of Heat
- Gas & Electricity
- Composition & purification of Water
- Hard & Soft water
- Thermostats
- Fuels & Classification

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HM401 : Front Office

Contacts : 3L
Credits : 3

Topics to be Covered :-

- Co- ordination between H/K &F/O.
- Describe the basic positions & functions of the uniformed staff. Explain the role & importance of concierge in hotels.
 - Guest telephone service , voice mail , PBX, PABX , EPBAX& other systems.
 - Role of software packages in telephone systems.
- Handling guest complaint.
- Handling guest mail , difference between handling registered mail/ ordinary mail.
- Function and importance of information section in mail handling.
- Message handling.
- C.In/ C.Out procedure for FIT/ VIP/ Group
 - Registration
 - C. Form.
 - Information.
 - Room shifting
 - C/Out process &records of settlement
 - Night auditing, role of night auditor.

HM491 : Front Office (Practical)

Contacts : 3P
Credits : 2

Topics to be discussed:-

Registration;-

- Pre- arrival procedure.
 - On- arrival procedure
 - Post arrival procedure.
- Mail/ Message Handling
- Guest- VIP'S / CIP'S/ FIT'S/ FFIT'S
 - Staff (general)
 - Executive
 - Voucher oriented during mail/ message handling.
- Bell desk procedure
- Voucher originated
 - Pre- arrival duties
 - On arrival duties
 - Post arrival duties
 - Left luggage handling
 - Ancillary duties of bell desk staff.

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HM402- FOOD PRODUCTION

Contacts : 3L

Credits : 3

Topics to be Covered:-

Culinary Terms

- Indian & Western

Rechaufe cookery

- Basic principles
- Types of salads & different salad dressings

Sandwiches

- Different types. Definition. Preparation. spreads.

Colour pigments

- Types, Effect Of Heat

Poultry , games and birds

- Cuts, Selection, Preparation , Menu Example & garnishes

Meat

- Pre- slaughtering steps, Structure, Factors

Beef Cookery

- Selection, Cuts & joints,Steak Cookery

Pork

- Selection,Cuts,Ham,Bacon,Salami, Saucages

Lamb &Mutton

- Classification, joints

- Use, menu examples

- Selection

Bakery theory

- Principles, Bread making, Faults & remedies
- General idea of cakes,pastries, sponge & icing.

Basic pasta

- Manufacturing types, Description &use
- Convenience food , types & advantages

Food preservation

- Long & short term preservation

Milk &milk products.

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HM492- Food Production Practical

Contacts : 4P

Credits : 3

Topics to be discussed :-

- Masala bhat, Masala Fried Fish ,Carrot cucumber, Srikhand
- Masala Bread ,Coconut Cookies, Jam Ring ,Eggless Cake
- Boiled rice ,Patrani Machchi, Dal Osman, Makai No Dano , Mohanthal
- Vagharelo Bhaat, Bhakari , Fish Patia, Doodhi Nu Muthia, Basundi
- Ghee Bhaat ,Doi Maach, Tooria Posts Charchari, Gulab Jamun
- Bhaat ,Macher Jhal , Panch Phoroner Charchari ,Channar Payesh
- Fruit Cake ,Brioche, Masala Buns, Pudding
- Yakni Pulao, Shikumpur Kebab ,Baghara Baingan ,Double ka Meetha
- Keema Pulao, Chauli Beans Usal, Sweet and Sour Suran, Khaman kakdi, besan laddoo
- Lemon Curd Tart, Baba-au-rum, Vol-au-vent(chicken Mushroom)
- Prawn pulao, Fish Caldeen, Cashew potato curry, Tomato Cucumber
- Poories, Moong dal Khichadi, Mutton Kholapuri, Pakoda Kadi
- Lime Rice, Rasam, Chapati, Muligatwanny Curry, Cabage Thoran
- Boiled rice, Malayali Fish Curry, Ginger Pachadi, Pal Payasam
- Aloo ghobi ki Taheri, Shahi Paneer, Rajma masala, Misse Roti, Jallebi
- Tomato Shorba, Bhaat, Dal Panchmal, Gobi Masala, Doodh Paak
- Black Forest, Show Piece Bread, Marzipan fruit
- Boiled Rice, Sorpotel, Amotik,French beans foogath

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HM403 :HOUSE KEEPING

Contacts : 3L
Credits : 3

Topics to be discussed:-

- Qualities of good linen.
- Standard sizes of bed & bath linen.
- Purchasing linen.
- Hiring linen.
- Establishing par stock.
- Stocktaking & records maintained.
- Activities in the linen room.
- Features of the good linen room.
- Linen Issuing system.
- New for old system, topping up system
- Uniform Section
- Laundry Operations
- Laundry Layout, location, size & equipments
- Functioning of Laundry machines
- Guests' personal laundry
- Classes of stains
- Groups of stains removal agents
- Treatment of unknown & specific stains
- Classification of fibers, weft, warp & selvedge
- Weaves qualities of Textile fibers
- Characteristics & uses of fabrics
- Finishes applied to fabrics
- Common pests encountered
- Effective pest control measures
- Principles of Flower Arrangements
- Styles of Flower Arrangements
- Flowers & foliage, containers stem holders & other accessories
- General guidelines, colour schemes

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HM493: HOUSE KEEPING – PRACTICAL

Contacts : 3P

Credits : 2

Topics to be discussed:-

- Pest Control
- Laundering & Dry Cleaning of Fabrics
- Flower Arrangement
- Care of Plants
- Contract Cleaning

HM404 : FOOD AND BEVERAGE SERVICE

Contacts :3L

Credits :3

Topics to be covered :-

- Grape variety manufacturing process, brand names, classification of wines from different countries
- Food and wine
- Wines of France/ AOC
- Wines of ITALY
- Terms related to wines
- Wines of GERMANY
- Sherry
- Port, Madeira
- Champagne
- Introduction to Spirits

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HM494 : Food and Beverage Service-Practical

Contacts : 4P

Credits : 3

Topics to be covered :-

To develop skills and techniques in the operational activities of food and beverage service particularly in relation in wines, beers and spirits and other alcoholic and non alcoholic beverages and the service of continental and Indian regional dishes.

SPIRIT SERVICE.

- Taking the order for wines.
- Service of White wine.
- Service of Red wines.
- Service of Champagne.

SERVICE OF CONTINENTAL & INDIAN DISHES

SETTING UP AND OPERATING A BAR

HM409 : COMPUTER APPLICATION

Contacts : 2L

Credits : 2

Topics to be Discussed:-

Application & the uses of Information Technology in the Hospitality Industry

- Examples of use of Computers in Front/Outlets etc.

Introduction to different Computer Related terms/concepts

- Different types of Microprocessors & other Hardware Terminology
- Hardware & Software – the distinction

Introduction to different kinds of OS used in case of stand alone PC/Network

- Single user/multi user OS(DOS/UNIX)
- Windows 95/NT/Windows 3.

File Handling Concepts under DOS/WINDOW

- Concept of Computer File & its storage
- Ways of maintaining Files under DOS/Windows
- DOS utilities/File Manager
- Overall windows operation

Introduction to different windows based packages

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- Utilities / Application of MS-Word
- Application of MS- Excel

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HM499 : COMPUTER APPLICATION (PRACTICAL)

Contacts : 2P

Credits : 1

Topics to be discussed:-

- Familiarize with a PC and identify the various components of a Computer.
- Identify the various Input and Output Devices.
- Introduction to DOS – Basic DOS commands.
- DOS continued - File Management Commands.
- DOS commands -External Utilities eg. CHKDISK, EDIT etc.
- DOS commands -An Introduction to the Wildcard Characters of DOS.
- DOS continued - Batch File Processing.
- Batch File Processing Continued.
- Introduction to Windows as an Operating System.
- Getting familiar to Windows Environment.
- Introduction to the various packages of MS-Office.
- Introduction to the Word Processor.
- MS-Word :Entering a document, Editing a Text.
- Word continued - Inserting, replacing and deleting characters. Saving a document.
- Word continued - Opening an Existing Document, and
- changing Page Layout.

HM410 : ADVANCE ACCOUNTS

Contacts : 2L

Credits : 2

Topics to be Discussed :-

DOUBLE ENTRY BOOK KEEPING

- Introduction, Accounting concepts and conventions

BOOKS & JOURNAL

- Accounts –Classification of Accounts
- Rules for debiting and crediting
- Posting from Books
- Purchase Book
- Sales Book
- Purchase return Book
- Multi Columnar cash Book

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- Petty cash Book
- Postings from subsidiary book
- Trial Balance

FINAL ACCOUNTS

- Preparation of Trading and profit and loss accounts
- Balance sheets

CONCEPT OF COST-ELEMENTS OF CASH AND PROFITS

- Ingredient Costing
- Hotel cost Sheet
- Food cost percentage

HOTEL ACCOUNTS

- Guest Ledger
- Register of coupons issued
- Register of Reservation
- Guest Registration card bill
- Arrival Departure
- Daily Food cost sheets

HM411:- HOTEL ECONOMICS

Contacts : 2L

Credit : 2

Topics to be Covered :-

DEMAND

- Meaning of Demand
- Law of Demand
- Extension and contraction of Demand
- Increase and decrease in Demand
- Survey of Buyers intention

ELASTICITY OF DEMAND

- Meaning of income elasticity of Demand
- Cross elasticity of Demand
- Price elasticity of Demand

PRODUCTION FUNCTION

- Managerial use of production functions
- Law of variable proportions

COST OF PRODUCTION

- Cost concepts- TFC-TVC, TC-AC and MC factors influencing cost of production, opportunity cost, cost and output relation

SUPPLY

- Meaning – Law of supply
- Determinants of Law of Supply
- Elasticity of Law of Supply

SYLLABUS FOR

BACHELOR IN HOTEL MANAGEMENT & CATERING TECHNOLOGY

- Influence on cost of production
- REVENUE ANALYSIS
- Average revenue
 - Marginal revenue
 - Total revenue
- PRICING POLICY
- General considerations involved in formulating pricing policy
 - Objectives of Price policy
- PRICING METHODS
- Cost plus or full cost pricing
 - Going rate policy
 - Pricing for a rate of return

HM501 : FRONT OFFICE

Contact : 2L
Credits : 2

Topics to be Covered:-

- 7 Functions of Management, factors to be considered by establishing room rates, forecasting room availability, preparing room division budget
- Yield Management – Measuring its various formulae, elements of Yield Management – Potential demand tactics, Fields Strategies, Food & Beverage activities/special events
- Human Resource management – Recruiting, Selecting, Hiring, Orienting, Training, Scheduling, Motivation
- Safety & Security of Guests, Employees & assets

HM591 : FRONT OFFICE PRACTICAL

Contacts : 3P
Credits : 2

Topics to be Discussed:-

CASHERING

- Cashing while checking of the VIP's/ FIT's /GROUP
- Cashing Procedures during the stay of the guest
- Cashing while Checkout

AUDITING

- Night Auditors Job
- Vouchers/Documents generated
- Working with National Cash Registers

NIGHT CLERKS REPORT

SYLLABUS FOR

BACHELOR IN HOTEL MANAGEMENT & CATERING TECHNOLOGY

MANAGEMENT GAMES

- Case Studies
- Brain Teasers
- Budgeting

SYLLABUS FOR

BACHELOR IN HOTEL MANAGEMENT & CATERING TECHNOLOGY

HM502 : FOOD PRODUCTION / CATERING & F&B MANAGEMENT

Contacts : 4L

Credit : 4

Topics to be Discussed:-

REGIONAL COOKERY

- North & South Indian
- Mughlai
- Bengali , Goanese & Marathi
- Chinese
- Mexican
- Italian
- Menu Examples and Methods of cooking

MASS COOKING

- Principles
- Advantages
- Definitions & Techniques

RECHAUFE COOKING

- Principles
- Methods

MENU PLANNING

- Types of Menu
- Principles
- Presentation

INVALID COOKERY

- Principles
- Important Points
- Suitable Dishes

FOOD COST

- Yield
- Actual Food Cost
- Position & Cost Control

CULINARY TERMS

STANDARDIZATION OF RECIPES

- Importance, Advantages and Disadvantages

SYLLABUS FOR

BACHELOR IN HOTEL MANAGEMENT & CATERING TECHNOLOGY

Contd...

CYCLE OF CONTROL

- Purchasing . receiving, storing, issuing etc
- Method of operational sources of supply, Specification of Tenders quotation, standardized buying, purchasing order, spot purchase requisition etc)
- Stores and Stock Control (the process of indenting, Store Requisition, Store Receipt, BIN card, Stock Registers, the store keepers Log Book)
- Issuing (Inventory & Inventory Control, Stock Valuation, LIFO, FIFO)

FOOD COST CONTROL

- Objectives of Food Costing, Checks & checking system, analysing costs
- Quality & Quantity Control
- Yield Analysis, Market report standard costing, the Recipe Card

INTRODUCTION TO CATERING MANAGEMENT

Tools of Catering Management for the following organizational

- Top Management
- Middle management / Line Management
- Operational Staff

Management of Resources available to the Catering Manager

Menu :-

- Planning
- Designing
- Analysis / Merchandising

Kitchen Planning

- Area Selection / Space requirement
- Policy formulation
- Setting of equipments
- Maintenance

Food & Beverage Service Area :-

- Planning layout & Designing

Establishing staffing levels :-

- H.R.D in Catering Industry.

SYLLABUS FOR

BACHELOR IN HOTEL MANAGEMENT & CATERING TECHNOLOGY

HM592 : FOOD PRODUCTION PRACTICAL

**Contacts : 4P
Credits : 3**

Topics to be Covered:-

- Yakni, Boiled Rice, Mutton Korma, Aloo Jeera Fry, Dalma Sabat, Mooti Choor Ladoo
- Boiled Rice, Mutton Burani, Mirchi ks Salan, Gille Firdose
- Aam ka pana, Machchli Amritsari, Sarson ki Saag, Dal Maharani, Makki ki Roti, Phirnee
- Vegetable Pizza, Chicken Pizza, Mushroom Pizza, Lemon Soufle
- Malabari Paratha, Chicken Chettinad, Beans Vazhatiyathu, Jangri
- Boiled Rice, Mutton Vindaloo, Cabbage Saute, Dal & Veg. Sorak,
- Chicken Loaf, Veg.Loaf, Nimki, Apple Pie,
- Baked Alaska, Souffle(Milk Less), Floating Iceland
- Chocolate Pastry, Vanilla Pastry, Cheese Cake,
- Cake (Birthday), Nut Corner, Coffee Cake
- Eggless cake, Fruit Cake, Chocolate Cake, Two in One cake
- Bacon & Bamboo Shoot soup, Eggroll, Fried rice, Chicken Chilli, Stuffed Green Pepeer
- Sade Chawal, Murg Do Pyaza, Sukhi Gobi, Panchrati Dal,
- Cream de Vollaile Princes, Tournedo Bearnanise, Pommes de terre, Croquettes, Ratatouille, Cream brulee
- Zuppa Pavese, Lasagne Pasticalle, Osso Buco, Cassata a la sicilienna
- Dhakai Paratha, Achar Gosht, Moolika saag, Tarka Dal, Phirnee
- Tomoto Shorba, Sabz gosht, Punjabi lobia, Vegetable Puloa, Gulab Jamun

HM503 : HOUSE KEEPING

**Contacts : 2L
Credits :2**

Topics to be Discussed:-

- Planning staff Recruitment
- Process of Job analysis
- Job Description
- Job specification
- Duty Rosters
- Induction Procedures
- Training Programs
- Capital & Operational Budgets
- Planning a H/K budget
- Methods of buying

SYLLABUS FOR

BACHELOR IN HOTEL MANAGEMENT & CATERING TECHNOLOGY

- Guidelines for purchasing
- Stores & stock control
- Requisitioning for guest/cleaning supplies
- Some Emergency situations
- Fire Prevention
- Fire Fighting
- Safety Awards
- Accident prevention
- First aid procedures
- Administering first aid
- Layout of Rooms
- Layout of Suits
- Role of Color in Interiors
- Colour Schemes
- Soft Furnishing
- Lighting Systems

HM593 : HOUSEKEEPING PRACTICAL

Contacts : 3P

Credits : 2

Topics to be Covered:-

- Treatment of VIP guest
- Special Amenities provided for VIP's
- Room Inspection
- Stain Removal
- Special Decoration

HM504 : FOOD & BEVERAGE SERVICE

Contacts : 2L

Credits : 2

Topics to be Discussed:-

Introduction to Spirits

Manufacturing process of distilled alcohol

- Whisky
- Vodka
- Rum, Gin, Liquor, Snap, Nogg, etc
- Cocktails

SYLLABUS FOR

BACHELOR IN HOTEL MANAGEMENT & CATERING TECHNOLOGY

Banqueting

- Reservation
- Layouts
- Banquet function prospectus / Generation

- Recruitment policy
- Selection of staff
- Orientation Training
- Employee Motivation
- Scheduling Employees

HM594 : FOOD & BEVERAGE PRACTICAL

Contacts : 4P
Credits : 3

Topics to be Covered :-

To develop Skills and Techniques in the operational activities of Food & Beverage Service, particularly in relation to Wines , Beers & Spirits, & other Alcoholic & Non Alcoholic Beverages & the service of Continental & Indian Regional dishes .

TROLLEY SERVICE

ROOM SERVICE

MAINTAINING BANQUET FUNCTION PROSPECTUS.

SERVICE OF REGIONAL DISHES

HM510: ADVANCE ACCOUNTING

Contacts : 2L
Credits : 2

Topics to be Discussed:-

- Fund flow Statement
- Sources & application of Funds
- Interpretation of Statement
- Cash Flow Statement
- Sources & application of cash
- Interpretation of Statement
- Ratio Analysis

SYLLABUS FOR

BACHELOR IN HOTEL MANAGEMENT & CATERING TECHNOLOGY

- Calculation & Interpretation
- Capital Budgeting Techniques
- Pay Back
- Average Rate of Return
- Discounted cash Flow
- Profitability Index
- Net Present Value
- Various Forecasting Techniques
- Regression Analysis
- Time Series & Trend Analysis

HM512 :- HUMAN RESOURCE PLANNING AND DEVELOPMENT

Contacts : 2L

Credits : 2

Topics to be Covered :-

- Concepts and process of Human Resource Planning
- Macro-level scenario of Human Resource Planning
- Methods & techniques – demand forecasting
- Job evaluation – concepts, scope & limitation
- Job Analysis & job descriptions
- Job evaluation methods
- Human Resource Information Systems
- Human resource Audit
- Human resource Accounting
- Human resource development – an overview
- Human resource development systems
- Task Analysis
- Human Resource development in service industry
- Organizing for Human resource Development
- Emerging trends & perspective

HM513 : TRAVEL AND TOURISM MANAGEMENT

SYLLABUS FOR

BACHELOR IN HOTEL MANAGEMENT & CATERING TECHNOLOGY

Contacts : 3L

Credits : 3

Topics to be Covered :-

- Tourism Phenomenon
- Geography and Tourism
- Transport Systems
- Travel agencies

HM614 : MARKETING MANAGEMENT

Contacts : 3L

Credits : 3

Topics to be discussed:-

- Development of marketing , definition , role in company and economy.
- Core marketing concepts- needs, wants, types of demand , products, exchange, a market types of competition.
- Marketing system and micro and macro environment which affect company's ability to satisfy customers. Social issues and consumerism. Marketing's inter-relationship with other departments- conflict areas.
- Overview and process of consumer functioning behaviour customer types.
- Personal influences on behaviour including life style, age , personality.
- Psychological determinants, including attitudes beliefs needs, cognition, perception.
- Social influences – family, reference groups, role, free groups.
- Cultural factors, subculture, class.
- Organisational purchasing behaviour-process, influences and problems.
- Appropriate the economic importance of services their characteristics and the need for their proper marketing.
- Definition of service, growth, classification of types of service.

SYLLABUS FOR
BACHELOR IN HOTEL MANAGEMENT & CATERING TECHNOLOGY

NSHM- School of Hotel Management

Semester – FOUR

Subject- CATERING MANAGEMENT

Topics to be discussed:-

Introduction to Catering Management

Principles & functions of catering Management

Tools of Catering Management for the following organizational

- Top Management
- Middle Management
- Line Management
- Operational Staff (workers)

Management of Resources available to the Catering Manager

Menu

- Planning
- Designing
- Analysis
- Merchandising

Kitchen Planning

- Area selection
- Space requirement
- Policy formulation
- Setting of equipments
- Maintenance

Food & Beverage service area:

Planning, Layout & Designing

Establishing staffing levels:

H.R.D. in Catering Industry

SYLLABUS FOR
BACHELOR IN HOTEL MANAGEMENT & CATERING TECHNOLOGY

NSHM- School of Hotel Management

Semester – FOUR

Subject- PERSONALITY AND COMMUNICATION DEVELOPMENT

Topics to be discussed:-

- Historical event connected with general awareness.
- Geographical general awareness.
- Science related awareness.
- Group discussion
- Speech on given topic.
- Extempore speech.
- Technique of writing official letters connected with Hospitality Industry.

SYLLABUS FOR

BACHELOR IN HOTEL MANAGEMENT & CATERING TECHNOLOGY

HM614 : MARKETING MANAGEMENT

**Contacts : 3L
Credits : 3**

Topics to be Covered:-

- Characteristics of a service, their marketing implications, Internal marketing, Marketing and non profit organisation
- Overview of mix components – product, price, promotion, place, people, Independence and Interdependence of Elements, Application to service
- Definition of market segmentation – bases used, conditions, advantages and disadvantages
- Product life Cycle – stages and possible uses
- Scope, process, role of Market Research, Secondary information, sources, range & importance
- Primary data allocation methods including random, quote, observation, experimentation, convenience, postal & telephone
- Advantage & Disadvantages

SYLLABUS FOR

BACHELOR IN HOTEL MANAGEMENT & CATERING TECHNOLOGY

HM601 : FRONT OFFICE

Contacts : 2L

Credits : 2

Topics to be Discussed:-

- Marketing, Mktg. Segments, Product Knowledge, Brain Storm Areas for Promotion, Aids to Improve Selling
- Delivery of Hospitality, TQM, To develop a service Mktg. Program
- Case Studies
- Project work on Management Problems

HM691 : Front Office (Practical)

Contacts : 3P

Credits : 2

Topics to be covered :

- Guest Check-in and check-out procedures for FIT's / GIT's / Crews etc. (The student should be able to handle the entire procedure independently)
- Preparing Guest Folio
- Luggage handling procedures on guest arrival / departure
- Scanty Baggage procedures
- Left Luggage procedures
- Safety locker procedures
- Calculation of various occupancies & revenue
- To be familiar with Front Office computer package
- Practice various records & Performa/ formats (Other sems)
- Apart from the above mentioned practicals the faculty should teach through giving assignments, case studies, situation handling, role plays, quiz, group discussions, public speaking, etc. to enhance the student personality.

HM602 : FOOD PRODUCTION

Contacts : 2L

Credits : 2

Topics to be Discussed:-

SPECIALISED OPERATION

Types of Operation

- Fast Food
- Outdoor
- Theme parties

SYLLABUS FOR

BACHELOR IN HOTEL MANAGEMENT & CATERING TECHNOLOGY

- Others

HM692:-FOOD AND BEVERAGE PRODUCTION (PRACTICAL)

Contacts : 4P

Credits : 3

Topics to be Covered :-

1. To impart knowledge about setting up of a Tandoor and the products related to it
 - a. Tandoori Breads.
 - b. Tandoori Kababs
2. Preparation of menu from Regions of India.
3. Preparation of menu from International cuisine.
4. Preparation of some specialized Indian Sweets
 - a. Milk based
 - b. Cereal based
 - c. Vegetable based
5. Preparation of some specialized bakery items
 - a. Pizza
 - b. Pastry
 - c. Show piece bread

HM603 : HOUSE KEEPING

Contacts : 2L

Credits : 2

Topics to be Discussed:-

- Methods of work with specifications (Task Breakdown)
- Work Schedule & allocation of duty (Job Cards)
- Inspection & standard of work expected (Checklists)
- Method of work & time calculated (Time & Motion study)

Analysis of case studies in H/K

HM693 : Housekeeping (Practical)

Contacts : 3P

SYLLABUS FOR

BACHELOR IN HOTEL MANAGEMENT & CATERING TECHNOLOGY

Credits : 2

Topics to be covered :

- Par Stock management (Student should visit at least 5 hotels and conduct a study on par stock management and prepare a brief report on the same)
- Laundry Management : Laundry & Flow process, Laundry collection systems. (A study on in house and contract laundry has to be done & prepare a project report)
- Case studies with emergencies & situations
- Prepare duty rosters / work schedules
- Planning & staffing for various situations
- Preparation of various Performa / formats
- Basic revision of Semester 1 – 5 Practicals

HM604 : FOOD AND BEVERAGE SERVICE

Contacts : 2L

Credits : 2

Topics to be Covered:-

- **BAR MANAGEMENT**
Introduction
Types
Atmosphere
Layouts, Parts
Equipments
Staffing
- **KITCHEN STEWARDING**
- **GUERIDON SERVICE**
Why
History
Equipment
Staffing
Ingredients
- **BUFFET**
Introduction
Space required
Factors, Types
Equipment and check list
- **STRATEGIC FORECASTING**

SYLLABUS FOR

BACHELOR IN HOTEL MANAGEMENT & CATERING TECHNOLOGY

HM694 :- FOOD AND BEVERAGE SERVICE (PRACTICAL)

Contacts : 4P

Credits : 3

Topics to be Covered :-

- BAR SETUP
- GUERIDON SERVICE – Basic preparation
- BUFFET LAYOUT
- TAKING RESTAURANT AND BANQUET RESERVATIONS

HM615 : PERSONAL AND INDUSTRIAL LAW

Contacts : 3L

Credits : 3

Topics to be discussed:-

Introduction & Legal sources.

- Evolution of law.
- Classification of law.

Law of contract

- Definition and Introduction.
- Essentials of contract.
- Time and place of performance.
- Break of contract.
- Contract of Bailment.
- Contract of Pledge.

Hotel Laws.

- Introduction and classification of Hotels and other Establishment- norms.
- Licensing Acts.
- Food Adulteration act Adulteration, Misbranding, Inspectors, Food Analysts.
- Pollution Control Act, 1981(Air Pollution, Water Pollution , Prevention &Control Act, 1986)

SYLLABUS FOR

BACHELOR IN HOTEL MANAGEMENT & CATERING TECHNOLOGY

- Agencies to protect and prevent pollution.
- Shops and Establishment Act.
- Liquor Legislations and orders.

Employment Laws.

- Industrial Disputes Act.
- Payment of wages Act.
- Trade Union Act.
- Contract Labour Act.
- Factories Act, 1948.
- Workmen's Compensation Act, 1923.

HM608 :- ADVANCE ENGINEERING

Contact : 3L
Credits : 3

Topics to be Covered :-

LIFE SAFETY SYSTEMS

- Introduction
- Fire
- Security Systems

WATER SYSTEMS MANAGEMENT

- Introduction
- Sources of water
- Water pumps
- Water & Sewage Charges
- Drainage systems & maintenance
- Swimming Pool

FOOD SERVICE EQUIPMENT MAINTENANCE

- Introduction
- Food service equipment selection factors
- Preventive – maintenance considerations

MANAGEMENT OF LAUNDRY SYSTEMS

- Introduction
- Laundering alternatives & principles
- Economic factors
- Laundry Layout

OTHER AREAS

- Roofing
- Facades
- Windows & doors

SYLLABUS FOR

BACHELOR IN HOTEL MANAGEMENT & CATERING TECHNOLOGY

- Signage
- Landscape & ground management

WASTE & POLLUTION MANAGEMENT

- Solid waste
- Air & water pollution

Semester : SEVEN

Subject : AREA OF SPECIALISATION

PROJECT WORK –II STUDENT CHOICE OF ANY ONE TOPIC IN THE AREA OF SPECIALISATION

Type of Project :-

This project should be based on a field study and independent research leading to the area of specialisation chosen by the student in the fourth year. The student in consultation of the faculty guide should select an appropriate topic which is acceptable to the panel of examiners. The topic should bear relationship to the subject specialisation of the student.

PRACTICALS IN SPECIALISATION

FOOD AND BEVERAGE PRODUCTION

OBJECTIVE :- To be skilled in one particular cuisine and to confident in all aspects of the cuisine from menu planning to preparation of dishes.

FOOD AND BEVERAGE SERVICE

OBJECTIVES :- To ascertain the supervisory skills and management abilities of the students.

FRONT OFFICE

OBJECTIVES :- Comprehensive case studies (a must for specialisation in Front Office)

HOUSEKEEPING

OBJECTIVES :- Case studies and situation on accommodations handling

SYLLABUS FOR
BACHELOR IN HOTEL MANAGEMENT & CATERING TECHNOLOGY

SYLLABUS FOR

BACHELOR IN HOTEL MANAGEMENT & CATERING TECHNOLOGY

HM702:- FOOD PRODUCTION (THEORY)

Contacts : 3L

Cr5edits : 3

SEMESTER :- SEVENTH

1. Popular International Cuisines—Featuring regional classification, ingredients, methods of cooking, courses of menu. (French, Thai, Japanese, Spanish)
2. Garde Manger(larder work)—larder and its essential functions and control.
Garde manger and its function.
Cold food presentation, aspic and chaud froid.
Charcutiere
Appetiser and horsd'oeuvres
Force meat – Sausage making, Galantine, Pate and Terrines.
3. Indian gravies.
4. Leftover cooking.

HM713 : TRAVEL AND TOURISM MANAGEMENT

Contacts : 3L

Credits : 3

Topics to be Discussed :-

- Tourism organizations and associations
- Heritage of India
- Tourism Industry

HM714: SALES AND MARKETING

Contacts : 3L

Credits : 3

Topics to be Covered:-

- Questionnaire design, Interviewing methods
- Marketing information system
- Motivation research & continuous - an overview
- Meaning of Product & Classification
- Product Planning & Range Management including deletion
- New Product development – process, strategies, branding decisions, test Marketing
- Communication Process, Objective, Components
- Advertising – mass media, characteristics, costs, below the line media sales promotion, point of sale material, DMA, Costs

SYLLABUS FOR

BACHELOR IN HOTEL MANAGEMENT & CATERING TECHNOLOGY

- Planning a campaign, budget approaches, measuring effectiveness, Agency relations
- Personal selling-organization, management costs, telephone selling
- Recognised the vertical role played by price, the factors affecting pricing, decisions and the price options open to a company

**HM718 : MANAGEMENT TECHNIQUE
: 6L**

Contact

Credit : 6

Topics to be discussed:-

Productivity , Cost Control, Cost Reduction

- Necessity.
- Elements.
- Process.
- Steps in Establishment control procedure.
- Centralised & Decentralised control.
- Budgets concept and characteristics.

Cost of Poor Quality.

- Explain – goal objective and mission statement.
- Benefits of the organization of well prepared policies.
- Key role within an organization.
- Main responsibilities of P.M.

Leadership

- Concept of style.
- Patterns.
- Role of leadership.
- Type of leader.
- Techniques of leadership.
- Qualities
- Function of leader.
- Process of leadership.

ISO-9000.

- Quality control.

HM704 : FOOD AND BEVERAGE SERVICE

Contacts : 3L

Credits : 3

Topics to be Discussed:-

INTRODUCTION TO FOOD AND BEVERAGE MANAGEMENT

SYLLABUS FOR

BACHELOR IN HOTEL MANAGEMENT & CATERING TECHNOLOGY

Structure ,scope and future of the catering industry – and overview.
Characteristics, classification, importance, size, the consumer, the eating out habits leisure time, employment.
Changing trends in the modern food and beverage department.
Conclusion

FACTORS AND STRATEGIES CONSIDERED AND USED-

With reference to the food and beverage production department.
Theoretical facts and practical decision making.
The team , the circumstances(change) qualities of a good decision making case study.
Reviewing corporate food and beverage operation.
Case studies.
Sales volume and mix analysis and profit margins .
Food and beverage branding strategies .
Expanding and diversifying-franchising, acquisition& contract management.

PLANNING AND DESIGN

Location
Market feasibility
Definitions , reasons, types, stages, advantages of a feasibility study.
Design and layout
The planning process, the team ,stages involved, functions of design and layout, general principles, layout of production and service areas.
Relationship between design and productivity, relation ship between production and service, constraints affecting the planning process.

HM719 : TOTAL QUALITY MANAGEMENT

Contacts : 4L

Credits : 4

Topics to be covered :-

- Philosophy and fundamentals of TQM
- Customer requirements and satisfaction
- ISO – 9000 awareness
- Knowing self / true colour

SYLLABUS FOR

BACHELOR IN HOTEL MANAGEMENT & CATERING TECHNOLOGY

Semester : SEVEN

Subject : PROJECT WORK – MARKET FEASIBILITY OF A PROPOSED HOTEL

Type of project :-

This project should be based on a field study leading to the identification of a site or a proposed new hotel / resort project (3,4,5 Star category) The student should then establish the market feasibility of this proposed hotel based on

- Types of clientele
- Tourism infrastructure

FORMULATION

The length of the report may be 150 double spaced pages (excluding Appendices & Annexure)

10% variation in either side is permitted.

HM701 : Front Office (Theory)

Contacts : 3L

Credits : 3

Topics to be Covered :

- Computers in Front Office
 - Introduction
 - Role of computers in Front Office Operations
 - Room reservations through computers
 - Other technological developments and changing trends
- Selling Techniques
 - Reception as a sales department
 - Purpose of selling / the hotel product
 - Selling methods
- Yield Management in Front Office
 - Occupancy Percentage
 - Average daily rate
 - History of yield management
 - Use of yield management / Applications of yield management

SYLLABUS FOR

BACHELOR IN HOTEL MANAGEMENT & CATERING TECHNOLOGY

HM791 : Front Office (Practical)

Contacts : 4P

Credits : 3

Topics to be discussed :

- Computers in Front Office
And handling PMS
Generation of reports / Night audit
Internet / E- Commerce
Websites of our hotels and other hotels
Collect addresses of search engines for browsing & updates
Working knowledge of computers to assist in installation of software related to Front Office
- Charting credit policies / floor limits and billing procedures
Handling Travellers cheques, foreign currencies, credit cards, fake currencies & procedures
- Front Office Statistics
Budget estimates of revised budgets
Marketing & hotel sales statistics
MIS and related graphs / Segmentation
SWOT Analysis and action plan
Mock report generation

HM703 : Housekeeping (Theory)

Contacts : 3L

Credits : 3

Topics to be Covered :

- Planning Trends in Housekeeping
- Planning Guest Rooms
- Bathrooms
- Suites
- Lounges
- Planning for the provision of leisure facilities for a guest
- Colour schemes
- Lighting concepts & planning
- Handling case studies and situations on accommodation handling

SYLLABUS FOR

BACHELOR IN HOTEL MANAGEMENT & CATERING TECHNOLOGY

HM793 : Housekeeping (Practical)

Contact : 4P

Credits : 3

Topics to be discussed :

- Basic revision of Semester 1 to 5
- Designing Concepts
- Interior designing – using various elements of art, principles of design.
- Designing of
 - a. Lobby
 - b. Guest Rooms
 - c. Restaurants
 - d. Ethnic restaurants, etc.

(Visit to various hotels / establishments to study interiors should be encouraged by the faculty) Students should design any one prepare a report)

- Case studies and situations on accommodation handling (students should be able to analyse case studies and situations and arrive at solutions.

N.B. Case studies and situation handling would form integral part in practical examination.

HM792 :-FOOD PRODUCTION (PRACTICAL)

Contacts : 4P

Credits : 3

SEMESTER :- SEVENTH

SPECIALIZATION

COOKERY(HOT and COLD KITCHEN)

To be skilled in various particular course of menu, regarding region, characteristics, ingredients used, method of cooking, recipes, presentation forms etc.

HORS D'OEUVRE—Sandwich, Cold cuts, Salads, Force meat preparation.

POTAGE—Stress to be put on National and International soups.

OEUF

FARINEUX

POISSON

ENTRÉE

RELEVÉ

SORBET

ROTI

LEGUME

SYLLABUS FOR

BACHELOR IN HOTEL MANAGEMENT & CATERING TECHNOLOGY

ENTREMETS
SAVOUREAUX
DESSERT

ADVANCED BAKERY and CONFECTIONERY

Different types of paste
Different types of tarts
Exclusive cake item
Exclusive bread roll

HM709 :- COMPUTER APPLICATIONS

Contacts : 2L

Credits : 2

TOPICS TO BE Covered :-

MS-POWERPOINT

- Slide enhancements, changing defaults, Slide shows.

INTRODUCTION TO INTERNET

- Identify the Internet Browser and learn to browse
- E-mails – how to send and receive
- Download from the Net.

MANAGEMENT INFORMATION SYSTEMS

- MIS designs and functions
- Managing multi processor environments, MIS security issues

HOTEL INFORMATION SYSTEM

- The HIS concept, terminology, HIS hardware
- HIS Software modules :-
 - a. Reservation.
 - b. Guest Accounting
 - c. Room Management

COMPUTER BASED RESERVATION SYSTEM

- Central reservation systems (CRS)
- Property level Reservation systems :-
 - a. Reservation enquiry.
 - b. Determination of availability
 - c. Confirmation of reservation
 - d. Generation of reports, Reservation through Internet.

ROOM MANAGEMENT APPLICATIONS

- Room status, Room and rate assignment

SYLLABUS FOR

BACHELOR IN HOTEL MANAGEMENT & CATERING TECHNOLOGY

- In house guest information functions, House Keeping functions
- Generation of reports

GUEST ACCOUNTING MODULE

- Types of accounts, Posting entries to accounts
- Night audit routine, Account settlement
- Generation of Reports

HM799 :- COMPUTER APPLICATIONS (PRACTICALS)

Contacts : 4P

Credits : 3

TOPICS TO BE COVERED :-

MS-POWERPOINT

- Slide enhancements
- Changing Defaults
- Viewing Slide shows

INTRODUCTION O INTERNET

- Identify the Internet Browser and learn how to browse
- E-mails – how to send and receive
- Download from the Net

FAMILIARIZE WITH HOTEL SOFTWARE

- How to handle any hotel software
- Bookings and Reservations through Hotel software
- Reservation of Hotels through Internet.

HM804 : FOOD AND BEVERAGE SERVICE

Contacts : 3L

Credits : 3

Topics to be Discussed:-

MANAGING FOOD AND BEVERAGE OPERATIONS

Quality management in food and beverage operations.

Operating research:-

SYLLABUS FOR

BACHELOR IN HOTEL MANAGEMENT & CATERING TECHNOLOGY

Forecasting menu analysis, profitability, productivity improvement.
Marketing and merchandising techniques
Advertising and promotion
Advanced menu planning for food festivals, major events, different types of diets, catering system .
Special guest catering .
Head of state ,hi-prolific individuals.
Managing large scale events.
Food and beverage purchasing and receiving .
Functions, ordering, requisitions, receiving .
Managing restaurants.
Managing bars.
Managing kitchens.
Managing stores.

FOOD AND BEVERAGE CONTROL OPERATIONS

Planning and budgeting.
Food cost control and production control.
Beverage cost control.
Food and beverage cost calculation and evaluation.
Determining standards.
Inventory control.
Purchasing and receiving control.
Stores control .
Bar control.
Management information systems .
Monitoring customer satisfaction (use of computers in cost control)

HM814 :- SALES & MARKETING

Contacts : 3L

Credits : 3

Topics to be discussed :-

DEFINING CUSTOMER VALUE AND SATISFACTION

- Customer value / Customer satisfaction
- Stake holders
- Process
- Resources
- Value chain
- Value Delivery network

ATTRACTING AND RETAINING CUSTOMERS

- Attracting customers
- The need of customer retention

SYLLABUS FOR

BACHELOR IN HOTEL MANAGEMENT & CATERING TECHNOLOGY

- Key to relationship marketing
- Customer profitability / Structural Ties
- Implementing Total Quality Management

BUSINESS STRATEGIC PLANNING

- Business Mission
- SWOT Analysis / Goal formulation / Strategic Formulation
- Programme Formulation
- Implementation / Feedback and Control

BUYER BEHAVIOR IN THE CONSUMER MARKET

- Cultural factors / Social Factors / Social Factors / Psychological Factors
- Buying Roles / Buying behavior
- Problem Recognition

THE PRODUCT AND THE PRODUCT MIX

- Product Levels / Hierarchy / Classification / Mix

SETTING THE PRICE

- Objective / Determining Demand / Estimating Costs / Analysis competitors cost
- Prices and offers / Pricing method and final price / Adoption of pricing
- Discounts and allowances / promotional pricing / Discriminative pricing

RETAILING AND WHOLESSELLING

- Growth and Benefit of Direct Marketing
- Marketing in the 21st century – E commerce
- Online Consumer / Online marketing / Advantages and Disadvantages
- Promise and challenges of Online marketing

HM801 : Front Office (Theory)

Contacts : 3L

Credits : 3

Topics to be discussed :

- Interpersonal Skills and handling conflicts
 - Transactional analysis
 - Ego states
 - Life positions
 - Conflict handling techniques
- Communications in accommodation management
 - Meaning & definition
 - Channels of communications
 - Overcoming barriers
 - Effective communications

SYLLABUS FOR

BACHELOR IN HOTEL MANAGEMENT & CATERING TECHNOLOGY

- Trends in Operations in the Hotel Industry
New hotel chains and concepts world wide
Eco-friendly hotels
Time Share concepts
Palace on wheels
The changing trends in Front Office
- Glossary of terms in Front Office

HM891 : Front Office (Practical)

Contacts : 4P

Credits : 3

Topics to be discussed :

- Comprehensive case studies (a must for specialization in Front office)
Claims in travellers cheques
Extra occupant in the room at odd hours
Fire on floors / bomb scare
Overbooking
- Drafting of Business letters
- Special rates and agreements for accommodations
- Notifications / Interdepartmental communication
- In depth knowledge of competitors, their profile, constant update of their business strategies, SWOT analysis
- Providing & making itenary to guest regarding tourists interests
- Protocols of VVIP , VIP's and CIP's & traditional welcome amenities (Ministers, Dignitaries, Govt. Officials, Foreign delegates and others)
- Development of rapport with clientele
- Preparing Company's vision & mission statements
The purpose of opening the firm
Company's / our commitment towards the guest.
- Front Office inventory & stationeries used
- A week as a Front Office Manager – mock session.

SYLLABUS FOR
BACHELOR IN HOTEL MANAGEMENT & CATERING TECHNOLOGY

HM803 : Housekeeping (Theory)

Contacts : 3L
Credits : 3

Topics to be Covered :

- Energy conservation methods & eco-friendly concepts in Housekeeping
- Study on cases & situations energy conservation.
- Trends in the operations in the hotel industry
- New hotel chains and concepts world wide
- The changing trends in Housekeeping operations
- The changing trends in Housekeeping Management
- Concept of recruitment, selection and training
- Training & Selection methods
- Employee separation / employee counseling
- Performance appraisals techniques
- Principles of Human relations
- PMS handling related to Housekeeping
- Glossary of terms in Housekeeping

HM893 : Housekeeping (Practical)

Contacts : 4P
Credits : 3

Topics to be Covered :

- Energy conservation & eco-friendly concepts – students should be given assignments to work on these concepts and trends in housekeeping
- Study on cases & situations energy conservation.
- Budgets : Basic knowledge on preparation of budgets based on a mock data of housekeeping department
- Application of ideas related to Training & Selection methods , Employee separation / employee counseling
- Practice with mock sessions of interviewing candidates
- Application of motivation trends & principles of Human relations
- Practice with computer & PMS handling related to Housekeeping

N.B. Case studies and situation handling would form integral part in practical examination.

SYLLABUS FOR
BACHELOR IN HOTEL MANAGEMENT & CATERING TECHNOLOGY

Semester : EIGHT

Subject : PROJECT WORK – FINANCIAL VIABILITY OF A PROPOSED HOTEL

Type of project :-

This project should be based on a field study leading to the identification of a site or a proposed new hotel / resort project (3,4,5 Star category) The student should then establish the market feasibility of this proposed hotel based on

- Amount of capital to be invested
- Net / Gross financial potential from target audiences
- Implementation & development in a phase or at once, etc.

FORMULATION

The length of the report may be 150 double spaced pages (excluding Appendices & Annexure)

10% variation in either side is permitted.

HM816 : ENVIRONMENTAL STUDY AND FACILITIES PLANNING

Contacts : 3L

Credits : 3

Topics to be covered :-

- Product purchase
- Indoor Air Quality
- External Air emission
- Noise
- Hazardous materials
- Ecotels
- Buildings of the future
- Planning of Hotel entrances – lobbies, internal transport, cloak rooms
- Guest rooms and suites – planning, dimensions, furniture & servicing
- Public Facilities
- Back of the house – good entrance, employee facilities, food preparation & storage

SYLLABUS FOR

BACHELOR IN HOTEL MANAGEMENT & CATERING TECHNOLOGY

HM802 :- FOOD AND BEVERAGE PRODUCTION (THEORY)

Contacts : 3L

Credits : 3

SEMESTER :- EIGHTH

1. Pastry and Bakery
 - a. Ice creams and sorbets
 - b. Bake shop production
 - c. Rolled in doughs
 - d. Cake formula
 - e. Icings and toppings
 - f. Chocolate work
2. Food production cost control
 - a. Standard purchase specification.
 - b. Dealing with suppliers
 - c. Store organization.
 - d. Stock control
3. Establishing and evaluation of standard recipe cuts
 - a. Developing, assessing and testing new recipes.
 - b. Sales monitoring
 - c. Flash food cost control
 - d. Stock taking methods.
4. Food cost Reconciliation sheets
 - a. Food cost percentage
 - b. Analysis of results with study of cause and remedies.

HM892 : FOOD AND BEVERAGE PRODUCTION (PRACTICAL)

Contacts : 4P

Credits : 3

SEMESTER :- EIGHTH

SPECIALIZATION

COOKERY(HOT and COLD KITCHEN)

To be skilled in one particular cuisine and to be confident in all aspects of the cuisine from menu planning to preparation of dishes.

- a. Regional aspects
- b. Characteristics

SYLLABUS FOR

BACHELOR IN HOTEL MANAGEMENT & CATERING TECHNOLOGY

- c. Ingredients used
- d. Courses of menu
- e. Methods of cooking
- f. Meal plans
- g. Recipes
- h. Menus
- i. Presentation
- j. Working knowledge of butchery

Areas to be included—Regional aspects,
Western/Continental—French, Italian, Spanish, German, American, Mexican,
Indian--Moghlai, Tandoor, Dum Pukht, Handi, Chettinad, Andhra, Malabar, Goan, Coorg

ADVANCED BAKERY AND CONFECTIONERY

Exclusive Cookies
Different types of icings
Carving
Swiss roll, Dutch roll and its variation.

HM809:- COMPUTER APPLICATIONS

Contacts : 2L
Credits : 2

TOPICS TO BE COVERED :-

PROPERTY MANAGEMENT SYSTEM INTERFACES

- Point of sale systems (POS)
- Cash Accounting systems (CAS), Guest Information Systems

FOOD & BEVERAGE MANAGEMENT APPLICATIONS

- Recipe Management / Sales Analysis

FOOD AND BEVERAGE APPLICATIONS

- POS Order – Entry Units
- Key Boards and monitors , Touch Screen Terminals
- POS Software

ACCOUNTS APPLICATIONS

- Accounts Receivable Module
- Payroll Module Inventory Module

SYLLABUS FOR

BACHELOR IN HOTEL MANAGEMENT & CATERING TECHNOLOGY

SELECTING AND IMPLEMENTING COMPUTER SYSTEMS

- Analyzing current information needs
- Collection Information of Computer systems
- Installation factors.

HM899 :- COMPUTER APPLICATIONS (PRACTICALS)

Contacts : 3P

Credits : 2

TOPICS TO BE COVERED :-

FRONT OFFICE SYSTEMS

- Reservations
- B. Reservations
- Billing
- Front office management – Information.
- Guest History Guest Relation

FOOD AND BEVERAGE COSTING

- Food costing
- Liquor Costing
- Recipe costing
- Sales analysis

BANQUET MANAGEMENT

- Reservation
- Function Prospectus tracking
- Reports
- Hall Chart Maintenance
- Challan / Bill Printing

Semester : SEVEN

Subject : ENVIRONMENTAL STUDIES & FACILITIES PLANNING

Topics to be Discussed:-

Introduction and development of environmental message to

- Staff
- Business
- Guests

SYLLABUS FOR

BACHELOR IN HOTEL MANAGEMENT & CATERING TECHNOLOGY

- Community

WASTE MANAGEMENT

ENERGY AND WASTE CONVERSION

WATER

- Water and the Environment
- Improving water quality
- Case Studies

PRODUCT PURCHASE

FACTORS AFFECTING

Semester : FIVE

Subject : PRINCIPLES AND PRACTICES OF MANAGEMENT

Topics to be Discussed:-

- Management by objective
- Problem Solving tools
- Managerial Effectiveness
- Handling Customer Complains

HM894 :- FOOD & BEVERAGE SERVICE (PRACTICALS)

Contacts : 4P

Credits : 3

To ascertain the supervisory skills and management abilities of the students.

Students has to do things which are enlisted below :

Staff scheduling

Maintaining various types of registers

Conducting briefing, hand over of the shift

Making sales report of different F&B outlets

Guest complain handling, Solving interdepartmental problems in operations.

Preparing requisitions for purchasing and storage

SYLLABUS FOR

BACHELOR IN HOTEL MANAGEMENT & CATERING TECHNOLOGY

Requisition for the kitchen stewarding unit.
Preparing bills.

The student will be assigned a team , according to the requirement, to conduct operations for a particular outlet in the F&B service department.