



**DEPARTMENT OF HOTEL MANAGEMENT
B.SC. - HOTEL & CATERING MANAGEMENT
CURRICULUM AND SYLLABI
(For students admitted from the academic year 2018-2019)**

UNDER CHOICE BASED CREDIT SYSTEM

**FACULTY OF SCIENCE AND HUMANITIES
SRM INSTITUTE OF SCIENCE & TECHNOLOGY
SRM Nagar
Kattankulathur – 603 203**

B.SC. IN HOTEL AND CATERING MANAGEMENT

FIRST SEMESTER

	Course Type	Subject Code	Subject Title	L	T	P	LTP	Credit
Part 1	Language-1	BHM18108	COMMUNICATION	2	0	0	2	2
	Language-2	BHM18109	FRENCH – I	2	0	0	2	2
Part 2	Core-1	BHM18101	FOUNDATION COURSE IN FOOD PRODUCTION – I	3	0	0	3	3
	Core-2	BHM18102	FOUNDATION COURSE IN FOOD AND BEVERAGE SERVICE– I	3	0	0	3	3
	core-3	BHM18103	FOUNDATION COURSE IN FRONT OFFICE OPERATIONS – I	3	0	0	3	3
	Core-4	BHM18104	FOUNDATION COURSE IN ACCOMMODATION OPERATIONS – I	3	0	0	3	3
	Core-5	BHM18110	FOUNDATION COURSE IN FOOD PRODUCTION – I (PRACTICAL)	0	0	8	8	4
	core-6	BHM18111	FOUNDATION COURSE IN FOOD AND BEVERAGE SERVICE– I (PRACTICAL)	0	0	4	4	2
	Core-7	BHM18112	FOUNDATION COURSE IN FRONT OFFICE OPERATIONS – I (PRACTICAL)	0	0	2	2	1
	Core-8	BHM18113	FOUNDATION COURSE IN ACCOMMODATION OPERATIONS - I (PRACTICAL)	0	0	2	2	1
Part 3	Non-Major Elective-1	BHM18105	ACCOUNTANCY	2	0	0	2	2
	Non-Major Elective-2	BHM18106	HOTEL ENGINEERING	2	0	0	2	2
	Non-Major Elective-3	BHM18107	NUTRITION	2	0	0	2	2
Total				22	0	16	38	30

SECOND SEMESTER

	Course Type	Subject Code	Subject Title	L	T	P	LTP	Credit
Part 1	Language-1	BHM18207	COMMUNICATION – II	2	0	0	2	2
	Language-2	BHM18208	FRENCH – II	2	0	0	2	2
Part 2	Core-1	BHM18201	FOUNDATION COURSE IN FOOD PRODUCTION – II	3	0	0	3	3
	Core-2	BHM18202	FOUNDATION COURSE IN FOOD AND BEVERAGE SERVICE – II	3	0	0	3	3
	core-3	BHM18203	FOUNDATION COURSE IN FRONT OFFICE – II	3	0	0	3	3
	Core-4	BHM18204	FOUNDATION COURSE IN ACCOMMODATION OPERATIONS – II	3	0	0	3	3
	Core-5	BHM18209	FOUNDATION COURSE IN FOOD PRODUCTION - II (PRACTICAL)	0	0	8	8	4
	core-6	BHM18210	FOUNDATION COURSE IN FOOD AND BEVERAGE SERVICE - II (PRACTICAL)	0	0	4	4	2
	Core-7	BHM18211	FOUNDATION COURSE IN FRONT OFFICE - II (PRACTICAL)	0	0	2	2	1
	Core-8	BHM18212	FOUNDATION COURSE IN ACCOMMODATION OPERATIONS – II (PRACTICAL)	0	0	2	2	1
Part 3	Non-Major Elective-1	BHM18205	APPLICATION OF COMPUTERS	1	0	0	1	1
	Non-Major Elective-2	BHM18206	PRINCIPLES OF FOOD SCIENCE	2	0	0	2	2
	Non-Major Elective-3	BHM18213	APPLICATION OF COMPUTERS (PRACTICAL)	0	0	2	2	1
Extension Activities		UNS18201	NSS	0	0	0	0	0
		UYG18201	YOGA	0	0	0	0	0
Total				19	0	18	37	28

THIRD SEMESTER

	Course Type	Subject Code	Subject Title	L	T	P	LTP	Credit
Part - 1	Core - 1	BHM18301	INDUSTRIAL TRAINING (16 Weeks)	0	0	0	0	8

FOURTH SEMESTER

	Course Type	Subject Code	Subject Title	L	T	P	LTP	Credit
Part – 2	Core-1	BHM18401	FOOD PRODUCTION OPERATIONS – III	3	0	0	3	3
	Core-2	BHM18402	FOOD AND BEVERAGE OPERATIONS – III	3	0	0	3	3
	Core-3	BHM18403	FRONT OFFICE MANAGEMENT – III	3	0	0	3	3
	Core-4	BHM18404	ACCOMMODATION MANAGEMENT – III	3	0	0	3	3
	Core-5	BHM18410	FOOD PRODUCTION OPERATIONS - III (PRACTICAL)	0	0	8	8	4
	Core-6	BHM18411	FOOD AND BEVERAGE OPERATIONS - III (PRACTICAL)	0	0	4	4	2
	Core-7	BHM18412	FRONT OFFICE OPERATIONS - III (PRACTICAL)	0	0	2	2	1
	Core-8	BHM18413	ACCOMMODATION OPERATIONS - III (PRACTICAL)	0	0	2	2	1
Part - 3	Non-Major Elective 1	BHM18405	FOOD AND BEVERAGE CONTROLS	3	0	0	3	3
	Non-Major Elective 2	BHM18406	HOTEL ACCOUNTANCY	3	0	0	3	3
	Non-Major Elective 3	BHM18407	FOOD SAFETY AND QUALITY	3	0	0	3	3
	Non-Major Elective 4	BHM18408	HUMAN RIGHTS AND RELATIONS EDUCATION	2	0	0	2	2
	Non-Major Elective 5	BHM18409	ENVIRONMENTAL STUDIES	2	0	0	2	2
Total				25	0	16	41	33

FIFTH SEMESTER

	Course Type	Subject Code	Subject Title	L	T	P	LTP	Credit
Part - 2	Core-1	BHM18501	ADVANCED FOOD PRODUCTION OPERATIONS – IV	3	0	0	3	3
	Core-2	BHM18502	ADVANCED FOOD AND BEVERAGE OPERATIONS – IV	3	0	0	3	3
	Core-3	BHM18503	FRONT OFFICE MANAGEMENT – IV	3	0	0	3	3
	Core-4	BHM18504	ACCOMMODATION MANAGEMENT – IV	3	0	0	3	3
	Core-5	BHM18508	ADVANCED FOOD PRODUCTION - IV (PRACTICAL)	0	0	8	8	4
	Core-6	BHM18509	ADVANCED FOOD AND BEVERAGE OPERATIONS - IV (PRACTICAL)	0	0	4	4	2
	Core-7	BHM18510	FRONT OFFICE MANAGEMENT – IV (PRACTICAL)	0	0	2	2	1
	Core-8	BHM18511	ACCOMMODATION MANAGEMENT - IV (PRACTICAL)	0	0	2	2	1
Part - 3	Non-Major Elective 1	BHM18505	FINANCIAL MANAGEMENT	4	0	0	4	4
	Non-Major Elective 2	BHM18506	STRATEGIC MANAGEMENT	2	0	0	2	2
	Non-Major Elective 3	BHM18507	TOURISM MARKETING	2	0	0	2	2
Total				20	0	16	36	28

SIXTH SEMESTER

	Course Type	Subject Code	Subject Title	L	T	P	LTP	Credit
Part-2	Core -1	BHM18601	ADVANCED FOOD PRODUCTION OPERATIONS – V	3	0	0	3	3
	Core-2	BHM18602	ADVANCED FOOD AND BEVERAGE OPERATIONS – V	3	0	0	3	3
	Core-3	BHM18603	FRONT OFFICE MANAGEMENT – V	3	0	0	3	3
	Core-4	BHM18604	ACCOMMODATION MANAGEMENT – V	3	0	0	3	3
	Core-5	BHM18608	ADVANCED FOOD PRODUCTION - V (PRACTICAL)	0	0	8	8	4
	Core-6	BHM18609	ADVANCED FOOD AND BEVERAGE OPERATIONS - V (PRACTICAL)	0	0	4	4	2
	Core-7	BHM18610	FRONT OFFICE MANAGEMENT – V (PRACTICAL)	0	0	2	2	1
	Core-8	BHM18611	ACCOMMODATION MANAGEMENT – V (PRACTICAL)	0	0	2	2	1
	Core-37	BHM18612	RESEARCH PROJECT	0	0	2	2	2
Part - 3	Non-Major Elective 1	BHM18605	FOOD AND BEVERAGE MANAGEMENT	2	0	0	2	2
	Non-Major Elective 2	BHM18606	FACILITY PLANNING	2	0	0	2	2
	Non-Major Elective 3	BHM18607	HAZARD ANALYSIS CRITICAL CONTROL POINT	2	0	0	2	2
Total				18	0	18	36	28

Total number of credits for all the semesters - 155

Subject Code	Subject Title	L	T	P	LTP	Credit
BHM18101	FOUNDATION COURSE IN FOOD PRODUCTION – I	3	0	0	3	3

OBJECTIVE

- To Introduce professional cookery and food commodities used in catering Industry
- To develop the efficiency for preparing and cooking a wide variety of quality foods in food production department.
- To Facilitate the different techniques used in preparation of foods
- To ensure the different methods of cooking and basic knowledge in kitchen.
- To evoke in-depth knowledge about kitchen brigade.
- To impart knowledge about different kitchen equipment and fuels.

UNIT – 1

INTRODUCTION TO COOKERY

Attitudes and behaviour in the kitchen - Personal hygiene - –
 Uniforms & protective clothing - Safety & Precautions of handling equipments

BASIC CUTS & CLASSIFICATIONS

Classification of food commodities - Classification of vegetables - Classification of fruits -
 Classification of meats - Cuts of vegetable - Cuts of fish - Cuts of Chicken.

AIMS & OBJECTS OF COOKING FOOD

Aims and objectives of cooking food - Various textures - Various consistencies -
 Techniques used in pre-preparation - Techniques used in preparation

CULINARY TERMS

List of culinary terms (common and basic) - Explanation with examples

(8 Hours)

UNIT – 2

HIERARCHY OF KITCHEN DEPARTMENT

Classical kitchen Brigade - Modern staffing in various category hotels - Roles of executive chef -
 Duties and responsibilities of various chefs - Co-operation with other departments

KITCHEN EQUIPMENT AND FUEL

- Heavy and Light equipment • Utensils & Knives • Uses
 Various fuels used in kitchen

(6 Hours)

UNIT – 3

STOCKS

Definition of stock - Types of stock- Preparation of stock- Recipes- Uses of stocks

SAUCES

Classification of sauces- Recipes for mother sauces

- Thickening agents- Types

SALAD

Classification of Salads and salad dressings

SOUPS

Classification with examples - Basic recipes of Consommé with 10 Garnishes- Garnish and Accompaniments - International soups

(6 Hours)

UNIT – 4

METHODS OF COOKING FOOD

Heat Transfers- Methods of cooking- Medium of Oil- Medium of liquid - Dry heat cooking-

Principles of each of the above - Care and precautions to be taken -

Selection of food for each type of cooking

(5 Hours)

UNIT – 5

EGG COOKERY

Introduction to egg cookery- Structure of an egg- Selection of egg-Uses of egg in cookery

BASIC COMMODITIES

Shortenings (Fats & Oils) - Role of Shortenings – Differences between Fats & Oil – Types

Raising Agents

Classification of Raising Agents- Role of Raising Agents

CUISINE

Indian cuisine and continental cuisine

(5 Hours)

REFERENCE BOOK

Theory of Cookery, the Art of Culinary Preparations

Food Production Operations by Parvinder S. Bali

Professional Cooking-Wayne Gisslen

Subject Code	Subject Title	L	T	P	LTP	Credit
BHM18102	FOUNDATION COURSE IN FOOD AND BEVERAGE SERVICE– I	3	0	0	3	3

Objectives

- To introduce the students to the basic of hospitality and catering industry
- To teach them about the departmental staffing and organization
- To make them aware of different food service areas
- To equip them with adequate knowledge of different service equipments
- To enhance their knowledge about the non alcoholic beverages

Unit – 1

THE HOTEL & CATERING INDUSTRY

Introduction to the Hotel Industry and Growth of the hotel Industry in India - Role of Catering establishment in the travel/tourism industry- Types of F&B operations - Classification of Commercial, Residential/Non-residential- Welfare Catering- Industrial/Institutional/Transport such as air, road, rail, sea, etc.- Structure of the catering industry-a brief description of each

(4 Hours)

Unit – 2

DEPARTMENTAL ORGANISATION & STAFFING

Organization of F&B department of hotel with elaborate chart- Principal staff of various types of F&B operations
French terms related to F&B staff- Duties & responsibilities of F&B staff- Attributes of a waiter- Inter-departmental relationships (Within F&B and other departments)

(8 Hours)

Unit – 3

FOOD SERVICE AREAS (F&B OUTLETS)

Specialty Restaurants- Coffee Shop- Cafeteria- Fast Food (Quick Service Restaurants)- Grill Restaurants – In Room Dining (IRD) - lounge
Banquets- Bar- Pub- Food courts -Off premises catering- Buffet restaurants- MICE concept-introduction.

ANCILLIARY DEPARTMENTS

Dispense bar- Food pick-up area / hot plate - Store- Linen room- Kitchen stewarding
(12 Hours)

Unit – 4

F&B SERVICE EQUIPMENT

Familiarization & Selection factors of: Cutlery – Crockery- Glassware –Flatware- Hollowware -
Electrical f&b equipments- Buffet ware- All other equipment used in F&B Service
(2 Hours)

Unit – 5

NON-ALCOHOLIC BEVERAGES

Classification (Nourishing, Stimulating and Refreshing beverages)

- A. Tea - Origin & Manufacture- Types & Brands
- B. Coffee - Origin & Manufacture- Types & Brands
- C. Juices and Aerated Beverages
- D. Cocoa & Malted Beverages- Origin & Manufacture
- E. Mocktails

(4 Hours)

REFERENCE BOOKS

1. FOOD AND BEVERAGE SERVICE – R SINGARAVELAVAN
2. PROFESSIONAL FOOD AND BEVERAGE SERVICE MANAGEMENT- BRAIN VERGHESE
3. FOOD AND BEVERAGE TRAINING MANUAL- SUDHIR ANDREWS
4. FOOD AND BEVERAGE SERVICE – VIJAY DHAWAN
5. FOOD AND BEVERAGE SERVICE – DENNIS R LILICRAP

Subject Code	Subject Title	L	T	P	LTP	Credit
BHM18103	FOUNDATION COURSE IN FRONT OFFICE OPERATIONS – I	3	0	0	3	3

Objectives

- On the completion of this 1st semester the students will get awareness of the following
- To bring awareness to the students about the hospitality & tourism industry
- To understand the inevitability of front office functions
- To be familiar with the classifications & operations of the hotel
- To give knowledge about the different positions & responsibilities
- To understand the basic front office role in execution of the hotel.

Unit – 1

Introduction to Tourism, Hospitality and Hotel Industry

Importance of Tourism, Types of Travelers, Reasons for Travelling - Origin of Hospitality- Evolution, and Growth of Hotel Industry- Basic Guest Needs - Single lady traveler- Needs of Disabled Guest **(5 Hours)**

Unit – 2

Classification of Hotels

Size – Star- Location – Clientele- Duration of Guest Stay- Level of Service- Ownership- Franchise- Timeshare- Condominium **(7 Hours)**

Unit – 3

Types of Rooms -

Different types of rooms- Room status terminology

Unit – 4

Front Office Organization

Introduction to Hotel Core Area with a Special Reference To Front Office. - Organizational Chart of Front Office- Duties And Responsibilities- Bell Desk – GRE- Lobby Manager- Concierge- Telephone- Travel Desk- FOM- Reception- Cashier- Night Auditor- Business Centre Personality Attributes - Layout of Lobby- Front Office Equipment **(12 Hours)**

Unit – 5

English

Etiquettes & Manner- Basic conversational phrases & sentences- Listening skills- dos and don'ts of front office associate **(6 Hours)**

Reference Books

Hotel Front Office Operations & Management – Jata Shanker R Tewari

Front Office Procedures – Michael L. Kasavana

Communication Handbook - Alexandra Atepaeva

Subject Code	Subject Title	L	T	P	LTP	Credit
BHM18104	FOUNDATION COURSE IN ACCOMMODATION OPERATIONS – I	3	0	0	3	3

Objectives:

- Identify levels of housekeeping staff and their place in the hierarchy
- Enumerate areas of coordination between housekeeping and other departments
- Demonstrate step by step action plan for the organizational functions of the HKD ensuring efficient, effective and economic operations
- Understand and analyze housekeeping guest room standards

UNIT - 1

INTRODUCTION TO PROFESSIONAL HOUSEKEEPING

Meaning and Definition - Importance of House Keeping - Role & Responsibilities of House Keeping - Layout and Sub- sections of Housekeeping Department - Other Housekeeping Sectors career Opportunity

(6 hours)

UNIT – 2

ORGANISATION CHART OF THE HOUSEKEEPING DEPARTMENT

Hierarchy In Small, Medium, Large And Chain Hotels - Personality Traits of Housekeeping Management Personnel - Job Description, Specification and analyse of HK Staff

(6 hours)

UNIT -3

GUEST ROOMS

Guest Rooms (Types and Layout of Guest Room) - Front-Of-The-House Areas, Heart-Of-The House Areas , Guest room status , Guest floor rules , Standard contents of guest room , Furniture and fittings

(4 hours)

UNIT – 4

Cleaning guest rooms

Standards of cleaning , cleaning procedure – Manual and Mechanised Frequency of cleaning , step by step cleaning procedures

(7 hours)

UNIT -5

HOUSE KEEPING INVENTORIES

Cleaning Agents – types – selection and storage

Cleaning equipments – types – selection and storage

(7 hours)

Reference Books

Hotel Management and Operations – OXFORD – Smritee Raghubalan,

HOTEL HOUSE KEEPING - Malini Singh

THE PROFESSIONAL HOUSEKEEPER – Wiley.

Subject Code	Subject Title	L	T	P	LTP	Credit
BHM18105	ACCOUNTANCY	2	0	0	2	2

Objectives

- To introduce fundamental principles and practices of accounting;
- To develop skills and attitudes useful in a dynamic business environment;
- To provide a foundation for further studies in accounting.

On completion of the syllabus, students should

- Develop skills in applying accounting principles and procedures to business situation.
- Grasp the significance of accounting as a tool for effective control.
- Appreciated the use of accounting practice as a tool for effective business management.
- Have the ability to identify and interpret financial data that will facilitate proper decision users of accounting information

Unit-I

Introduction

Meaning and definition – Book – Keeping – Accounting - Objectives & Process of Accounting - Accounting cycle - Users of accounting information - Branches of accounting - Basic accounting terms - Concepts & Conventions of accounting-meaning and definition of double entry system-accounting equation approach - Type of account- Generally Accepted Accounting Principles (GAAP)

(8 Hours)

Unit- 2

Journal

Meaning & Definition- Format - Rules-Opening entry, simple & compound entries - Practical problems –Ledger Meaning & Definition - Format - Postings- Practical problems.

(8 Hours)

Unit- 3

Subsidiary books

Purchase book - Sales book - Returns books - bill books - Cash book & types - Petty cash book-practical problems

(10 Hours)

Unit- 4

Trial balance

Trial balance - Meaning & Definition – Methods - Advantages – Limitations -Practical problems.

(9 Hours)

Unit – 5

Final accounting

Introduction- Parts of final accounting-trading account - Profit & loss account - Balance sheet - Preparation of final account (without Adjustments) - Difference between Trading Accounts, Profit & Loss Accounts and Balance Sheet..

(10 Hours)

REFERENCE BOOKS:

- Fundamentals of Advanced Accounting. Author : RSN Pillai, Bagavathi, & Uma. Publication: S.Chand & Company. Third Revised Edition 2012.
- Introduction of Financial accounting Horngren, Sundem, Elliott. Publisher : Prentice Hall 7th Edition.
- Financial Accounting by A.Mukherjee & M.Hanif. Publisher :MC Graw Hill Education.

Subject Code	Subject Title	L	T	P	LTP	Credit
BHM18106	HOTEL ENGINEERING	2	0	0	2	2

OBJECTIVE:

To understand the function of the Engineering department and its integration in the overall operation and management of the hotel.

Unit – 1

MAINTENANCE:

Types of maintenance, Preventive and breakdown maintenance, comparisons - Roll & Importance of maintenance department in the hotel industry- Organization chart of maintenance department **of large Hotel & Small Hotels according to number of rooms**, duties and responsibilities of maintenance department. **BMS System**

(5 Hours)

Equipment replacement policy:

Equipment failure pattern, suddenly failing & gradually failing equipments, Examples.

Circumstances under which equipment are replaced. - Replacement policy of items which gradually deteriorates.

Contract maintenance:

Necessity of contract maintenance, advantages and disadvantages of contract maintenance Essential requirements of a contract, types of contract, their comparative advantages and disadvantages.

Unit – 2

Fuels used in catering industry:

Types of fuel used in catering industry; calorific value; comparative study of different fuels - Induction Cooking

Gas-Heat terms and units; method of transfer- LPG and its properties; principles of Bunsen burner, precautions to be taken while handling gas.

Fire Triangle, Fire prevention and fire fighting system: Classes of fire, methods of extinguishing fires (Demonstration) - Fire extinguishers, portable and stationery-Fire detectors and alarm-Automatic fire detectors cum extinguishing devices.

(6 Hours)

Unit – 3

Electricity:

Fundamentals of electricity, insulators, conductors, current, potential difference resistance, power, energy concepts; definitions, their units and relationships, AC and DC; single phase and three phase and its importance on equipment specifications - Electric circuits, open circuits and close circuits, series and parallel connections, short circuit, **Earth fault**, fuses; **Types of Fuses**, MCB, earthing, reason for placing switches on live wire side- Calculation of electric energy consumption of equipment, safety precaution to be observed while using electric appliances- Types of lighting, different lighting devices, incandescent lamps, fluorescent lamps, other gas discharged lamps, illumination, and units of illumination- External lighting -Safety in handling electrical equipment.

Audio visual equipments:

Various audio visual equipment used in hotel - Care and cleaning of overhead projector, slide projector, LCD and power point presentation units - Maintenance of computers- Care and cleaning of PC, CPU, Modem, UPS, Printer, Laptops- RFID system

(7 Hours)

Unit – 4

Water systems:

Types of water, soft water & hard water- temporary hardness & permanent hardness, portable water, water distribution system in a hotel- Cold water systems in India- Hardness of water, water softening, base exchange method (Demonstration)- Cold water cistern swimming pools- Hot water supply system in hotels- Flushing system, water taps, traps and closets.

(6 Hours)

Waste disposal and pollution control:

Solid and liquid waste, **Garbage** and sewage, disposal of solid waste- Sewage treatment- Pollution related to hotel industry- Water pollution, sewage pollution- Air pollution, noise pollution, and thermal pollution

Unit – 5

Refrigeration & Air-conditioning:- Basic principles, latent heat, boiling point and its dependence on pressure, vapor compressor system of refrigeration and refrigerants, **Schematic Diagram**- Care and maintenance of refrigerators, defrosting, types of refrigerant units, their care and maintenance. (Demonstration)- Conditions for comfort, relative humidity, humidification, de-

humidifying, dew point control, unit of air conditioning- Window type air conditioner, central air conditioning, **Split AC, Inverter AC** -Vertical transportation, elevators, escalators.

(6 Hours)

REFERENCE BOOKS:

1. Practical maintenance and equipment for hoteliers, Licenses and Caterers by D.C. Gladwell – Barrie and rockliff London.
2. Maintenance and Engineering for lodging and food service Facilities by M R Frank D Borcnik –John Wiley and sons, New York.
3. The management of Maintenance and Engineering Systems in Hospitality industry by Frank D Borcnik –John wiley and sons, New York.
4. Management operations Research –M Satyanarayan & Lalitha Raman – Himalaya Publishing House, Bombay, 400004.
5. Managing Hospitality Engineering Systems by Michael H Redlin and David M Stipnuk – The Educational institute of the American Hotel & motel Association.
6. Energy and Water Resources Management by Robert E Aullach –The Education Institute of the American Hotel & Motel Association.

Subject Code	Subject Title	L	T	P	LTP	Credit
BHM18107	NUTRITION	2	0	0	2	2

- To enable the students to understand the basics of nutrition
- To enhance their knowledge about various nutrients and its uses
- To make them aware on the importance of balanced diet
- To update them on the benefits of eating right

Unit -1

Basic Aspects

Definition of the terms Health, Nutrition and Nutrients-Importance of Food – (Physiological, Psychological and Social function of food) in maintaining good health - Classification of nutrients, Balanced Diet, food Groups

Balanced Diet

Definition - Importance of balanced diet - RDA – Significance of RDA

(3 Hours)

Unit – 2

Macro Nutrients

Carbohydrates – Definition – Classification (mono, di and polysaccharides)- Dietary Sources- Functions

Lipids – Definition – Classification – Dietary Sources – Functions

Proteins – Definition – Classification based upon amino acid composition – Dietary sources – Functions

Methods of improving quality of protein in food (special emphasis on Soya proteins and whey proteins)

Energy –Definition of Energy and Units of its measurement (Kcal) –Energy contribution from macronutrients (Carbohydrates, Proteins and Fat) – Factors affecting energy requirements- Concept of BMR,SDA

Dietary sources of energy –Concept of energy balance and the health hazards associated with Underweight, Overweight

Water – Definition – Dietary Sources (visible, invisible) – Functions of water – Role of water in maintaining health (water balance)

(10 Hours)

Unit – 3

Micro Nutrients

Vitamins –Definition and Classification (water and fats soluble vitamins)-Food Sources, function and significance of: Fat soluble vitamins (Vitamin A, D, E, K) – Water soluble vitamins (Vitamin C, Thiamine, Riboflavin, Niacin, Cyanocobalamin, Folic acid.

Minerals –Definition and Classification (major and minor) – Food Sources, functions and significance of:

Calcium, Iron, Sodium, Iodine & Flourine.

(8 Hours)

Unit – 4

Digestion & Absorption - Mechanical & Chemical break down of food.

Food Allergy – Types of Reactions, Food as Allergens

(4 Hours)

Unit – 5

Menu Planning

Planning of nutritionally balanced meals based upon the three food group system - Factors affecting meal planning - Critical evaluation of few meals served at the Institutes/Hotels based on the principle of meal planning -

(5 Hours)

REFERENCE BOOKS

1. Food & Nutrition –Dr.Swaminathan
2. Food Science & Nutrition – SunetraRoday
3. Dietetics –B.Srilakshmi

Subject Code	Subject Title	L	T	P	LTP	Credit
BHM18108	COMMUNICATION	2	0	0	2	2

Objectives:-

- To make the students learn the importance of Communication.
- To enable them to understand the necessity of keen listening.
- Making them to prepare their own Resume.
- To understand the different etiquettes while using Social Media.
- To make them understand about the various cultures and the way to show hospitality.

Unit – 1

BUSINESS COMMUNICATION

LSRW METHOD

Need

Purpose

Barriers to communication-

Overcoming the barriers

(6 Hours)

Unit – 2

Listening on the job

Definition-

Levels and types of listening-

Listening barriers-

Guidelines for effective listening-

Listening skills and note taking

(6 Hours)

Unit – 3

Restaurant and hotel English-

Polite and effective enquiries and responses-

Addressing a group

Essential qualities of a good speaker-

Audience analysis

Defining the purpose of a speech,

Organizing the ideas and delivering the speech

(6 Hours)

Unit – 4

Non Verbal Communication

Definition,

Its importance and its inevitability

Kinesics: Body movements, facial expressions, posture, eye contact etc.-

Proxemics: The communication use of space-

Paralanguage: Vocal behaviour and its impact on verbal communication-

Communicative use of artifacts – furniture, plants, colours, architects etc.

(6 Hours)

Unit – 5

Speech Improvement

Pronunciation, stress, accent-

Important of speech in hotels-

Introduction to frequently used foreign sounds

Using the Telephone

The nature of telephone activity in the hotel industry-

The need for developing telephone skills

(6 Hours)

REFERENCE BOOKS

Business Communication by Sathya Swaroop

Communication for Business and the Professionals Strategies and Skills by Pearson

Soft Skills for Hospitality by Amitabh Devendra

Subject Code	Subject Title	L	T	P	LTP	Credit
BHM18109	FRENCH – I	2	0	0	2	2

Objectives:-

1. To Enhance students proficiency in French language
2. To enable the students to think in French
3. To enable students to speak French in exact accent
4. To equip students with the awareness and strategies needed to enable the study of French as a lifelong process.

Unit – 1

Introduction to Language

Salutations – greetings:-

French Alphabets and their Pronunciation –
Distinction between vowels and consonant words
Different accents

Self – Introduction:

Introducing oneself

Introducing another person

Greetings – Ways of greeting

Replying to the greeting.

(6 Hours)

Unit – 2

Dialogue:

Dialogue between a guest and a Receptionist

Dialogue between a guest and the waiter of a Restaurant

(6 Hours)

Unit – 3

List of Names in French

Professions
Countries and their nationalities
Fruits, cheese, wine and Vegetables
Numbers from 1 to 100.
The time of the day
Members of the family
Days of the week
Months of the year

(6 Hours)

Unit – 4

Hotel and Kitchen

The Brigade of the Kitchen.
The Utensils of the kitchen.

(6 Hours)

Unit – 5

Grammar

The Personal Pronouns
Conjugations of the Verbs

(6 Hours)

REFERENCE BOOKS

[Bonsoir Lune](#) - by [Margaret Wise Brown](#)

Subject Code	Subject Title	L	T	P	LTP	Credit
BHM18110	FOUNDATION COURSE IN FOOD PRODUCTION – I (PRACTICAL)	0	0	8	8	4

PART ‘A’ – COOKERY

Unit – 1

Equipments - Identification, Description, Uses & handling
 Hygiene - Kitchen etiquettes, Practices & knife handling
 Safety and security in kitchen
 Vegetables – classification- Cuts - julienne, jardinière, macedoines, brunoise, payssane, mignonnete, dices, cubes, shred, mirepoix - Preparation of salad dressings

(4 Hours)

Unit – 2

Identification and Selection of Ingredients - Qualitative and quantitative measures.
 Basic Cooking methods and pre-preparations - Blanching of Tomatoes and Capsicum- Preparation of concasse
 Boiling (potatoes, Beans, Cauliflower, etc)- Frying - (deep frying, shallow frying, sautéing) - Aubergines, Potatoes, etc.- Braising - Onions, Leeks, Cabbage - Starch cooking (Rice, Pasta, Potatoes)

(5 Hours)

Unit – 3

Stocks - Types of stocks (White and Brown stock) - Fish stock - Emergency stock
 Sauces - Basic mother sauces- Béchamel- Espagnole- Veloute- Hollandaise- Mayonnaise- Tomato

(5 Hours)

Unit – 4

Egg cookery - Preparation of variety of egg dishes- Boiled (Soft & Hard) - Fried (Sunny side up, Single fried, Bull’s Eye, Double fried)- Poaches- Scrambled-Omelette (Plain, Stuffed, Spanish)- En cocotte (eggs Benedict)

Method - Demonstration by instructor and applications by students

(5 Hours)

Unit – 5

Simple Salads & Soups: Cole slaw - Potato salad -Beet root salad- Green salad- Fruit salad- Consommé

Simple potato preparations: Baked potatoes- Mashed potatoes- French fries - Roasted potatoes- Boiled potatoes Lyonnaise potatoes- Allumettes

Vegetable preparations: Boiled vegetables- Glazed vegetables-Fried vegetables- Stewed vegetables.

Method - Demonstration by instructor and applications by students

(15 Hours)

Practical Menu

Menu – I

Coleslaw

Cream of Carrot Soup

Fish Colbert

French Fries

Glazed Vegetables

(4 Hours)

Menu – II

Waldrof Salad

Vegetable Broth

Beef Stragnoff

Mashed Potatoes

(4 Hours)

Menu – III

Greek Salad

Puree of Broccoli

Poulet Saute Chasseur

Layonnaise Potato

(4 Hours)

Menu – IV

Fruit Salad

Cabbage Chowder

Roast Chicken with Roast Gravy

Roast Potato

(4 Hours)

Menu – V

Potato Salad
Prawn Bisque
Fish Meuniere
Ratatouille

(4 Hours)

PART ‘B’ - BAKERY & PATISSERIE

Unit – 1

Equipments
Identification- Uses and handling
Ingredients - Qualitative and quantitative measures

(4 Hours)

Unit – 2

BREAD MAKING

Demonstration & Preparation of Simple and enriched bread recipes - Bread Loaf (White and Brown) - Bread Rolls (Various shapes) - French Bread
Brioche

(9 Hours)

Unit – 3

SIMPLE CAKES

Demonstration & Preparation of Simple and enriched Cakes, recipes - Sponge, Genoise, Fatless, Swiss roll - Fruit Cake - Rich Cakes

(9 Hours)

Unit – 4

SIMPLE COOKIES

Demonstration and Preparation of simple cookies like- Nan Khatai- Golden Goodies- Melting moments- Swiss tart-Tri colour biscuits- Chocolate chip – Cookies- Chocolate Cream Fingers- Bachelor Buttons.

(9 Hours)

Unit – 5

HOT / COLD DESSERTS

Caramel Custard- Bread and Butter Pudding- Queen of Pudding- Soufflé – Lemon / Pineapple-
Mousse (Chocolate Coffee)- Bavaroise- Diplomat Pudding -Apricot Pudding- Steamed Pudding

(15 Hours)

Practical Menu

Menu -1

Bread roll /Sticks

Bread and Butter pudding

Caramel Custard

(4 Hours)

Menu – 2

Puffs

Doughnuts

Chocolate Éclair

(4 Hours)

Menu – 3

Burger bun

Mousse

Souffle

(4 Hours)

Menu – 4

Brioche

Biscuits

Cookies

(4 Hours)

Menu – 5

Croissant

Muffins

Danish Pastry

(4 Hours)

REFERENCE BOOK

Theory of Cookery, the Art of Culinary Preparations

Food Production Operations by Parvinder S. Bali

Subject Code	Subject Title	L	T	P	LTP	Credit
BHM18111	FOUNDATION COURSE IN FOOD AND BEVERAGE SERVICE– I (PRACTICAL)	0	0	4	4	2

Unit – 1

Food Service areas– Induction & Profile of the areas

(6 Hours)

Unit – 2

Ancillary F&B Service areas – Induction & Profile of the areas

(4 Hours)

Unit – 3

- Familiarization of F&B Service equipment
- Care & Maintenance of F&B Service equipment –
- Cleaning/ polishing of EPNS items by:- Plate Powder method - Polivit method - Silver Dip method - Burnishing Machine

(18 Hours)

Unit – 4

Basic Technical Skills

Holding Service Spoon & Fork –Carrying a Tray /Salver – Laying a Table Cloth- Changing a Table Cloth during service - Placing meal plates & Clearings soiled plates Task-06: Stocking Sideboard- Service of Water- Using Service Plate & Crumbing Down - Napkin Folds- Changing dirty ashtray- Cleaning & polishing glassware, dining and serving etiquettes.

(20 Hours)

Unit – 5

Tea –Preparation & Service - Coffee-Preparation &Service- Juices &Soft Drinks - Preparation & Service

Mock tails - Juices, Soft drinks, Mineral water, Tonic water-Cocoa & Malted Beverages – Preparation &Service

(12 Hours)

REFERENCE BOOKS

1. FOOD AND BEVERAGE SERVICE – R SINGARAVELAVAN
2. PROFESSIONAL FOOD AND BEVERAGE SERVICE MANAGEMENT- BRAIN VERGHESE
3. FOOD AND BEVERAGE TRAINING MANUAL- SUDHIR ANDREWS
4. FOOD AND BEVERAGE SERVICE – VIJAY DHAWAN

Subject Code	Subject Title	L	T	P	LTP	Credit
BHM18112	FOUNDATION COURSE IN FRONT OFFICE OPERATIONS – I (PRACTICAL)	0	0	2	2	1

Unit -1

Collect Names of any 100 Countries, its Capital and Currencies.
 Names of famous Indian Leaders and World Leaders
 Name all Indian States, Capitals and Official Languages.
 Names of Airlines. Both Indian and International Airlines.

(7 Hours)

Unit – 2

Understanding concept : Bell Desk- Check In (Registration)- Telephones- GRE - Business Centre

(10 Hours)

Unit – 3

Basic Etiquettes, Body language, Gestures and postures

(10 Hour)

Unit – 4

Equipments & stationeries in front office

(1 Hour)

Unit – 5

Current Affairs

(2 Hour)

Reference Books

Hotel Front Office Operations & Management – Jata Shanker R Tewari
 HOUSEKEEPER – Wiley.

Subject Code	Subject Title	L	T	P	LTP	Credit
BHM18113	FOUNDATION COURSE IN ACCOMMODATION OPERATIONS - I (PRACTICAL)	0	0	2	2	1

UNIT – 1

SAMPLE LAYOUT OF GUEST ROOMS

Familiarizing With Different Types Of Rooms, Facilities And Surfaces

(6 hours)

UNIT – 2

CLEANING EQUIPMENTS / -(MANUAL AND MECHANICAL)

Familiarization - Different Parts - Function - Care and Maintenance

(6 hours)

UNIT-3

CLEANING AGENTS

Familiarization According To Classification – Function

(6 hours)

UNIT – 4

BED MAKING PROCEDURES

Traditional, Modern, Turndown service

(8 hours)

UNIT -5

MAID’S TROLLEY

Contents - Trolley Setup

(4 hours)

Reference Books

Hotel Management and Operations – OXFORD - SmriteeRaghubalan, HOTEL HOUSE KEEPING - Malini Singh, THE PROFESSIONAL HOUSEKEEPER – Wiley.

Subject Code	Subject Title	L	T	P	LTP	Credit
BHM18201	FOUNDATION COURSE IN FOOD PRODUCTION – II	3	0	0	3	3

OBJECTIVE

- To Introduce professional cookery and food commodities used in catering Industry
- To develop the efficiency for preparing and cooking a wide variety of quality foods in food production department.
- To Facilitate the different techniques used in preparation of foods
- To ensure the different methods of cooking and basic knowledge in kitchen.
- To evoke in-depth knowledge about kitchen brigade.

UNIT – 1

(I) SAUCES & GRAVIES

Difference between sauce & gravy - Derivatives of mother sauces - Contemporary & proprietary sauces

(II) CEREALS & PULSES

Difference between cereals & pulses – Types - Classification of rice - Cooking methods of rice
(5 Hours)

UNIT – 2

MEAT COOKERY

Classification of meats - Cuts of beef - Cuts of pork - Offals (Variety meats)

FISH COOKERY

Introduction to fish cookery - Classification of fish & shellfish - Selection & Storage of sea foods
Common cooking methods for sea foods
(5 Hours)

UNIT – 3

BASIC COMMODITIES USED IN BAKERY & PASTRY

(i) BASIC PASTRY

Short crust – Choux - Puff/laminated

(ii) FLOUR

Structure of wheat - Types of wheat - Types of flour - Uses of flour

(iii) BREAD FABRICATION

Role of each ingredient in Bread making - Principles of Bread making - Basic fault in Bread making

(10 Hours)

UNIT - 4

BASIC COMMODITIES

(I) MILK

Introduction - Processing of milk - Types of milk - Pasteurization & Homogenization

(ii) CREAM

Introduction - Types of Cream - Pastry cream & Types

(iii) CHEESE

Introduction - Processing of Cheese - Types of Cheese - Uses of Cheese

(iv) BUTTER

Introduction - Processing of Butter - Types of Butter

(7 Hours)

UNIT – 5

KITCHEN ORGANIZATION & LAYOUT

General Layout of kitchen organization - General flow pattern of receiving areas

(3 Hours)

REFERENCE BOOK

Theory of Cookery, the Art of Culinary Preparations

Food Production Operations by Parvinder S. Bali

Professional Cooking-Wayne Gisslen

Subject Code	Subject Title	L	T	P	LTP	Credit
BHM18202	FOUNDATION COURSE IN FOOD AND BEVERAGE SERVICE – II	3	0	0	3	3

Objectives

- To introduce the students to the basic of Meals and Menu Planning.
- To teach the students about the extensive seventeen course French classical menu.
- To make them aware of different types of food service
- To teach the students about the Sales and the controlling system – KOT.
- To equip the students about the basic knowledge about tobacco and its products.

Unit - 1

MEALS & MENU PLANNING

Origin of Menu- Objectives of Menu Planning- Types of Menu- Types of Meal- Early Morning tea/coffee, Breakfast(English, American, Buffet breakfast, Continental, Indian, Healthy or Organic Breakfast) – Brunch, Lunch, Afternoon Tea, Morning/Evening High tea, Dinner, Supper.

(10 Hours)

Unit – 2

FRENCH CLASSICAL MENU

Courses of French Classical Menu- Sequence, Examples from each course, Cover of each course, Accompaniments. – French name of dishes

(6 Hours)

Unit - 3

PREPARATION FOR SERVICE

Organizing Mis-en-scene, Organizing Mis-en-place

(3 Hours)

TYPES OF FOOD SERVICE

Silver Service, Pre-plated Service, Cafeteria Service, Room Service, Buffet Service, Gueridon Service, Bar Service, Pass around Service, Butler Service

(3 Hours)

Unit – 4

SALE CONTROL SYSTEM

KOT/ bill control system (manual)- Triplicate Checking system, Duplicate Checking System, Single Order Sheet, Quick Service menu and customer bill- Making bill – Cash handling equipments – Record keeping(restaurant cashier)- Loyalty Programs – Credit Facilities – POS(point of sale)– introduction, usage in F & B Operations,

(5 Hours)

Unit – 5

TOBACCO

History- Processing for cigarettes, pipe tobacco and cigars. Cigarettes – Types and Brand names. Pipe Tobacco– Types and brand names. Cigars – Shapes, Sizes, colour and brand names. Care and storage of cigarettes and cigars

(3 Hours)

REFERENCE BOOKS

1. FOOD AND BEVERAGE SERVICE – R SINGARAVELAVAN
2. PROFESSIONAL FOOD AND BEVERAGE SERVICE MANAGEMENT- BRAIN VERGHESE
3. FOOD AND BEVERAGE TRAINING MANUAL- SUDHIR ANDREWS
4. FOOD AND BEVERAGE SERVICE – VIJAY DHAWAN
5. FOOD AND BEVERAGE SERVICE – DENNIS R LILLICRAP

Subject Code	Subject Title	L	T	P	LTP	Credit
BHM18203	FOUNDATION COURSE IN FRONT OFFICE – II	3	0	0	3	3

Objectives

- On the completion of this 2nd semester the students will get awareness of the following
- To bring awareness to the students about the Tariff structure
- To understand the Guest Handling in front office
- To be proverbial with the arrivals & room selling techniques
- To give knowledge about the during the guest stay activities
- To realize the basic front office role in execution of the hotel.

Unit – 1

Tariff Structure

Basis of charging- Room tariff fixation- Cost based pricing-Market based pricing

Hubbart formula and thumb rule approach-Different types of tariffs, Crib rate, Bar rate

(5 hours)

Unit – 2

Front Office and Guest Handling

Introduction to Guest Cycle - Front Office Reports (Log books , Arrival & Departure Report , Daily Hotel Figure , VIP report , Trace , Airport Pick up & Drop report, Guest in House, High Balance report , Group Rooming list) - Meal Plan

(4 hours)

Unit – 3

Reservations

Importance of reservation, Duties and responsibilities - Modes of reservation

Channels and sources (FITs, Travel Agents, Airlines, GITs, Web portals . online travel agency)

Types of reservations (Tentative, confirmed, guaranteed etc.) - Systems (non automatic, semi automatic, fully automatic) – Cancellation – Amendment – Overbooking

(9 hours)

Unit – 4

Room Selling Techniques and Arrivals

Up selling - Up grading – Discounts - Preparing for guest arrivals at Reservation and Front Office - Receiving of guests - Pre-registration - Registration (non automatic, semi automatic and automatic)

(6 hours)

Unit – 5

During The Stay Activities

Information services- concierge - Key Handling - Complaints handling - Guest handling - Wake Up Call - Guest Room Change - Guest history

Front Office Co-Ordination with other departments – (House Keeping - Food & Beverage Service - Engineering & Maintenance – Security – Finance)

(6 hours)

Reference Books

Hotel Front Office Operations & Management – Jata Shanker R Tewari

Front Office Procedures – Michael L. Kasavana

Subject Code	Subject Title	L	T	P	LTP	Credit
BHM18204	FOUNDATION COURSE IN ACCOMMODATION OPERATIONS – II	3	0	0	3	3

Objectives:

- Understand care and cleaning procedures for different surfaces
- Discuss various tasks of desk control .
- Demonstrate step by step action plan for cleaning procedures of public areas .
- Discuss various activities in housekeeping department such as key control .

UNIT – 1

COMPOSITION, CARE AND CLEANING OF DIFFERENT SURFACES

Metals – Glass -, Wood - Wall Finishes - Floor Finishes – Polish

(6 hours)

UNIT – 2

DAILY ROUTINE SYSTEMS AND RECORDS MAINTAINED IN HOUSE KEEPING DEPARTMENT – Desk Control

Reporting Staff Placement; Room Occupancy Report, Discrepancy report; Guest Room Inspection; Entering Checklists, Floor Register, Work Orders, Log Sheet; Lost And Found Register And Enquiry File; Maid’s Report And Housekeeper’s Report; Handover Records; Guest’s Special Requests Register; Record Of Special Cleaning; Call Register; VIP Lists.

(8 hours)

UNIT – 3

KEYS AND KEY CONTROL

Types of Keys; Computerised Key Cards; Key Control

(6 hours)

UNIT – 4

CLEANING PROCEDURES – PUBLIC AREAS

Entrance – Doors – Lobbies – front desk
Elevators – Staircase – guest corridor
Public Rest rooms – banquet Halls
Dining rooms – Leisure areas – health club , swimming pool

(6 hours)

UNIT – 5

PEST CONTROL

Areas of Infestation; Preventive Measures And Control Measure

(4 hours)

Reference Books

Hotel Management and Operations – Oxford – Smriteeraghubalan

Hotel House Keeping - Malini Singh

The Professional Housekeeper – Wiley.

Subject Code	Subject Title	L	T	P	LTP	Credit
BHM18205	APPLICATION OF COMPUTERS	1	0	0	1	1

OBJECTIVES:

1. To know the fundamentals of computers as well as applications of computers related to hotel industry
2. To Expertise in computing enables you to solve complex, challenging problems in data operation.

UNIT 1

COMPUTER FUNDAMENTALS

INFORMATION CONCEPTS AND PROCESSING

Definitions - Data Processing Concepts - Role of Computers in Society

ELEMENTS OF A COMPUTER SYSTEM

Definitions - Characteristics of Computers - Classification of Computers-Limitations

(3 Hours)

UNIT 2

HARDWARE FEATURES AND USES

Components of a Computer - Generations of Computers - Primary and Secondary Storage

Concepts - Data Entry Devices - Data Output Devices

SOFTWARE CONCEPTS

System Software - Application Software - Language Classification - Compilers and Interpreters

(4 Hours)

UNIT 3

OPERATING SYSTEMS/ENVIRONMENTS

BASICS OF MS-DOS

Internal commands-External commands

INTRODUCTION TO WINDOWS

GUI/Features - What are Windows and Windows 7 and above? Parts of a Typical Window and their Functions

(3 Hours)

UNIT 4

NETWORKS

Features of Network - Network Topology: Bus, Star, Ring- Network Applications - Types of Network: LAN, MAN, WAN

(3 Hours)

UNIT 5

NETWORK CONFIGURATION HARDWARE

Server – Nodes – Channel: Fibreoptic , Twisted , Co-axial – Hubs – Internet: E mail, WEB, Hospitality Portals - Network Interface Card: Arc net, Ethernet-Network Software: Novel - Windows NT

(2 Hours)

REFERENCE BOOKS:

1. Management Information System, Effy Oz.
2. Foundations of Information Technology, D.S.Yadav
3. Fundamentals of Computers & Information Technology, A.Jaiswal

Subject Code	Subject Title	L	T	P	LTP	Credit
BHM18206	PRINCIPLES OF FOOD SCIENCE	2	0	0	2	2

Objectives

- To enable the students to understand the basics of Food Science
- To enhance their knowledge about various role of and its uses
- To understand the Structure and Functions of nutrients in food science point
- To apply knowledge in the kitchen and prevent undesirable changes in food
- To update them on the benefitsof food Technology

UNIT - 1

Definition and scope of food science and it'sinter-relationship with food chemistry, food microbiology and food processing.

(2hour)

UNIT 2

CARBOHYDRATES

Introduction, Effect of cooking (Gelatinisation and Retrogradation),Factors affecting texture of carbohydrates (Stiffness of CHO gel &dextrinization-Uses of carbohydrates in food preparations

FAT & OILS

Classification (based on the origin and degree of saturation)- Auto Oxidation (factors and prevention measures),Flavourreversion,Refining, Hydrogenation &winterisation Effect of heating on fats & oils with respect to smoke point-Commercial uses of fats (with emphasis on shortening value of different fats)

PROTEINS

Type of proteins based on their origin (plant/animal)-Effect of heat on proteins (Denaturation, coagulation),Functional properties of proteins (Gelation, Emulsification, Foamability, Viscosity)- Commercial uses of proteins in different food preparations(like Egg gels, Gelatin gels, Cakes, Confectionary items, Meringues, Souffles ,Custards, Soups,Curries etc

(10 hour)

UNIT 3

FOOD PROCESSING

Definition, Objectives, Types of treatment -Effect of factors like heat, acid, alkali on food constituents

EVALUATION OF FOOD

Objectives, Sensory assessment of food quality, Methods - Introduction to proximate analysis of Food constituents - Rheological aspects of food

(6 hour)

UNIT 4

EMULSIONS

Theory of emulsification, Types of emulsions

Emulsifying agents, Role of emulsifying agents in food emulsions

COLLOIDS

Definition, Application of colloid systems in food preparation

(6 hour)

UNIT 5

FLAVOUR

Definition, Description of food flavours (tea, coffee, wine, meat, fish spices)

BROWNING

Types (enzymatic and non-enzymatic), Role in food preparation-Prevention of undesirable browning

(6 hour)

REFERENCE BOOKS

1. Food Science & Nutrition – Sunetra Roday
2. Food hygiene and Sanitation - Sunetra Roda
3. Food Science- Potter and Hotchkin
4. Food Science – B.Srilakshmi

Subject Code	Subject Title	L	T	P	LTP	Credit
BHM18207	COMMUNICATION – II	2	0	0	2	2

Objectives:-

- To make the students to understand about the various correspondences.
- To enable them to understand about the concept of Interview.
- Making them to prepare their own Resume.
- To understand the different etiquettes while using Telephone.
- To make them understand about the various cultures and the way to show hospitality.

Unit – 1

COMMERCIAL COMMUNICATION

Meaning, Need and importance of commercial correspondence, Essentials of effective business letter, Kinds of business letter, offers and quotations, Circular letter, Notices, Letter of inquiry and reply. (6 Hours)

UNIT – 2

SOCIAL MEDIA COMMUNICATION

Abbreviations used while texting – ways to write an e-mail, - appealing ways to write- importance of writing in attracting customers. (The previous unit can be replaced with this unit)

Unit – 3

TELEPHONE ETIQUETTE & RESUME WRITING

Telephone procedures-, Telephone manners,- resume, curriculum vitae (6 Hours)

Unit – 4

INTERVIEW

Definition, Types of Interview, Preparation for Interview, Strategies for Interviews, Strategies for Interviewee, interviewing procedures, closing of interview. (6 Hours)

Unit – 5

PUBLIC RELATION COMMUNICATION

Cross cultural communication, Japanese, Americans, Chinese, Germans, Indians And Do's & Don'ts of their culture (6 Hours)

REFERENCE BOOKS

Essential of Business Communication by Rajendra Pal J. S. Korlahalli

Electronic Etiquette by Rebecca Black

Subject Code	Subject Title	L	T	P	LTP	Credit
BHM18208	FRENCH – II	2	0	0	2	2

Objectives:

- To Enhance students proficiency in French language
- To enable the students to think in French
- To enable students to speak French in exact accent
- To equip students with the awareness and strategies needed to enable the study of French as a lifelong process.

UNIT-I

Objectives of Communication: To ask for a product and information about a product, to ask/ suggest, to do, to accept/to refuse, to do – Grammatical Contents: Conjugation- present Indicative (to buy, sell, pay)- more/ no... more, at—Lexical Contents – the money, commerce Articles buy/ sell, conjugations of the verb in present tense.

(6 Hours)

UNIT-II

To ask for / propose a product - to accept / refuse - to invite and reply - to an invitation. Partitive Article – Negation and partitive Article – structure with partitive article because of / as / in my opinion —The meals

(6 Hours)

UNIT-III

The imperative sentences forming sentences.

(6 Hours)

UNIT-IV

Dialogue – related to restaurant, front desk

(6 Hours)

UNIT-V

Glossary of terms – terms in hotel French , kitchen procedure – 17 course French classical menu.

(6 Hours)

REFERENCE BOOKS

[Bonsoir Lune](#) - by [Margaret Wise Brown](#)

Subject Code	Subject Title	L	T	P	LTP	Credit
BHM18209	FOUNDATION COURSE IN FOOD PRODUCTION - II (PRACTICAL)	0	0	8	8	4

Unit – 1

Meat – Identification of various cuts, Carcass demonstration -Preparation of basic cuts-Lamb and Pork Chops, Tornado, Fillet, Steaks and Escalope - Fish-Identification & Classification - Cuts of fish

Method: Demonstrations & simple applications

(10 Hours)

Unit – 2

Identification, Selection and processing of Meat, Fish and poultry- Slaughtering and dressing

Method: Demonstrations at the site in local Area/Slaughtering house/Market

(10 Hours)

Unit – 3

Menu –I

Russian salad
 French onion soup
 Fish orly
 Potato croquettes
 Chocolate mousse

(8 Hours)

Menu-II

Minestrone soup
 Pasta –N- Tomato sauce
 Pan fried chicken-N-mushroom sauce
 Pommies Anna
 Diplomat pudding

(8 Hours)

Unit – 4

Menu-III

Nicoise salad
Potage st.Germain
Hungarian goulash
Pilaf rice
Bread pudding

(8 Hours)

Menu-IV

Hawain salad
Cream of mushroom
Shaslik chicken –N- Barbecue sauce
Garlic rice
Fruit custard

(8 Hours)

Menu – V

Chappati
Jeera pulao
Dal tadka
Chicken curry
Aloo muttar
Carrot halwa

(8 Hours)

Unit – 5

Simple potato preparations- Basic potato dishes
Vegetable preparations- Basic vegetable dishes

Method: Demonstration by instructor and applications by students

(12 Hours)

PART B - BAKERY & PATISSERIE

Unit – 1

PASTRY:

Demonstration and Preparation of dishes using varieties of Pastry

Short Crust – Jam tarts, Turnovers

Laminated – Palmiers, Khara Biscuits, Danish pastry, Cream Horns

Choux Paste – Eclairs, Profiteroles

Method: Demonstration by instructor and applications by students

(11 Hours)

Unit - 2

COLD SWEET

Honeycomb mould - Butterscotch sponge - Coffee mousse - Lemon sponge – Trifle –

Blancmange - Chocolate mousse - Lemon soufflé

Method: Demonstration by instructor and applications by students

(11 Hours)

Unit – 3

HOT SWEET

Bread & butter pudding - Caramel custard - Albert pudding - Christmas pudding

Method: Demonstration by instructor and applications by students

(11 Hours)

Unit – 4

INDIAN SWEETS

Simple ones such as chicoti, gajjar halwa, kheer

Method: Demonstration by instructor and applications by students

(11 Hours)

Unit – 5

BREAKFAST ROLLS

Croissant, Muffins, Doughnuts , Danish Pastry, Brioche

(4 Hours)

Books recommended:-

- K.Arora& K.N.Gupta – Theory of cookery
- Philip Thangam – Modern cookery for teaching &The Trade (Orient Longmans ltd)
- Gisslen wayne – professional cookery (john wiley and sons)
- Montage – Larousse gastronomique (Himalaya publishing group)

Subject Code	Subject Title	L	T	P	LTP	Credit
BHM18210	FOUNDATION COURSE IN FOOD AND BEVERAGE SERVICE - II (PRACTICAL)	0	0	4	4	2

Unit -1

REVIEW OF SEMESTER- 1

(4Hours)

Unit – 2

TABLE LAY-UP & SERVICE

A La Carte Cover- Table d' Hotel Cover- English Breakfast Cover- American Breakfast Cover- Continental Breakfast Cover – Indian Breakfast Cover – Afternoon Tea Cover – High Tea Cover
(14 Hours)

TRAY/ TROLLEY SET-UP & SERVICE

Room Service Tray Setup- Room Service Trolley Setup

Unit - 3

BREAKFAST: - SIGNIFICANCE AND SEQUENCE OF SERVICES PREPARATION FOR SERVICE (RESTAURANT)

Organizing Mis-en-scene, Organizing Mis-en-Place, Opening, Operating & Closing duties
(8 Hours)

Unit – 4

PROCEDURE FOR SERVICE OF A MEAL

Taking Guest Reservations- Receiving & Seating of Guests- Order taking & Recording- Order processing (passing orders to the kitchen) – Sequence of Service – Presentation & Encasing the Bill – Presenting & collecting Guest Comment cards – Seeing off the Guests

(10 Hours)

Unit – 5

SOCIAL SKILLS

Handling Guest Complaints – Telephone manners

SPECIAL FOOD SERVICE- (Cover, Accompaniments & Service)

Classical Hors d' oeuvre- Oysters, Caviar, Smoked Salmon, Patede Foie Gras, Snails, Melon, Grapefruit, Asparagus

SERVICE OF TOBACCO

Cigarettes & Cigars

(24 Hours)

REFERENCE BOOKS

- FOOD AND BEVERAGE SERVICE – R SINGARAVELAVAN
- PROFESSIONAL FOOD AND BEVERAGE SERVICE MANAGEMENT- BRAIN VERGHESE
- FOOD AND BEVERAGE TRAINING MANUAL- SUDHIR ANDREWS
- FOOD AND BEVERAGE SERVICE – VIJAY DHAWAN

Subject Code	Subject Title	L	T	P	LTP	Credit
BHM18211	FOUNDATION COURSE IN FRONT OFFICE - II (PRACTICAL)	0	0	2	2	1

Unit 1

Prepare Different Reports (Log books , Arrival & Departure Report , Daily Hotel Figure , VIP report , Trace , Airport Pick up & Drop report, Guest in House, High Balance report , Group Rooming list), Making a reservation (FIT, Group).

(7 hours)

Unit 2

Cancelling a reservation - Up selling room- Receiving a guest (FIT, VIP, VVIP, Group)

(7 Hours)

Unit 3

Registering a guest - C Form - Taking Wake up Calls -

(7 Hours)

Unit 4

Room Change - Telephone Handling - managing the calls between the department

(5 Hours)

Unit 5

Different types of credit cards (Visa , Master , Maestro , Amex , Diners club, Discover , JCB) - Collect different names of International & Domestic Chain of hotels in India.

(4 Hours)

Reference Books

Hotel Front Office Operations & Management – Jata Shanker R Tewari

HOUSEKEEPER – Wiley.

Subject Code	Subject Title	L	T	P	LTP	Credit
BHM18212	FOUNDATION COURSE IN ACCOMMODATION OPERATIONS – II (PRACTICAL)	0	0	2	2	1

UNIT – 1

SERVICING GUEST ROOM (Checkout/ Occupied and Vacant)

(8 hours)

UNIT – 2

CARE AND CLEANING OF VARIOUS SURFACES

(7 hours)

UNIT – 3

GUEST ROOM SUPPLIES AND PLACEMENT

Standard Room, Suite Room, VIP Room Special Amenities

(7hours)

UNIT –4

RECORDS

Room Occupancy Report; Checklist; Floor Register; Work/ Maintenance Order]; Lost And Found; Maid’s Report; Housekeeper’s Report; Log Book; Guest Special Request Register; Record Of Special Cleaning; Call Register; VIPs List; Floor Linen Book/ Register

(6 hours)

UNIT –5

MINIBAR MANAGEMENT

Issue; Stock Taking; Checking Expiry Date

(2 hours)

Reference Books

Hotel Management and Operations – OXFORD - SmriteeRaghubalan, HOTEL HOUSE KEEPING - Malini Singh, THE PROFESSIONAL HOUSEKEEPER – Wiley.

Subject Code	Subject Title	L	T	P	LTP	Credit
BHM18213	APPLICATION OF COMPUTERS (PRACTICAL)	0	0	2	2	1

UNIT I

WINDOWS OPERATIONS

Creating Folders - Creating Shortcuts - Copying Files/Folders - Renaming Files/Folders -
Deleting Files - Exploring Windows - Quick Menus\

(3 Hours)

UNIT II

MS-OFFICE 2013

MS WORD 2013

CREATING A DOCUMENT

Entering Text - Saving the Document - Editing a Document already saved to Disk - Getting
around the Document - Find and Replace Operations - Printing the Document

FORMATTING A DOCUMENT

Justifying Paragraphs - Changing Paragraph Indents - Setting Tabs and Margins - Formatting
Pages and Documents - Using Bullets and Numbering - Headers/Footers - Pagination

SPECIAL EFFECTS

Print Special Effects e.g. Bold, Underline, Superscripts, Subscript - Changing Fonts - Changing
Case

CUT, COPY AND PASTE OPERATION

Marking Blocks - Copying and Pasting a Block - Cutting and Pasting a Block - Deleting a
Block - Formatting a Block - Using Find and Replace in a Block

USING MS-WORD TOOLS

Spelling and Grammar - Mail Merge - Printing Envelops and Labels

TABLES

Create – Delete – Format

GRAPHICS

Inserting Clip arts - Symbols (Border/Shading) - Word Art

PRINT OPTIONS

Previewing the Document - Printing a whole Document - Printing a Specific Page - Printing a selected set - Printing Several Documents - Printing More than one Copies

(8 Hours)

UNIT III

MS-EXCEL 2013

INTRODUCTION

How to use Excel - Starting Excel - Parts of the Excel Screen - Parts of the Worksheet- Navigating in a Worksheet - Getting to know mouse pointer shapes

CREATING A SPREADSHEET

Starting a new worksheet - Entering the three different types of data in a worksheet - Creating simple formulas - Formatting data for decimal points - Editing data in a worksheet - Using AutoFill - Blocking data - Saving a worksheet - Exiting excel

MAKING THE WORKSHEET LOOK PRETTY

Selecting cells to format - Trimming tables with Auto Format - Formatting cells for: Currency , Comma, Percent, Decimal, Date - Changing columns width and row height - Aligning text: Top to bottom, Text wrap, Re ordering Orientation - Using Borders

GOING THROUGH CHANGES

Opening workbook files for editing - Undoing the mistakes - Moving and copying with drag and drop - Copying formulas - Moving and Copying with Cut, Copy and Paste - Deleting cell entries- Deleting columns and rows from worksheet- Inserting columns and rows in a worksheet - Spell checking the worksheet

PRINTING THE WORKSHEET

Previewing pages before printing - Printing from the Standard toolbar - Printing a part of a worksheet - Changing the orientation of the printing - Printing the whole worksheet in a single

pages - Adding a header and footer to a report - Inserting page breaks in a report - Printing the formulas in the worksheet

ADDITIONAL FEATURES OF A WORKSHEET

Splitting worksheet window into two four panes - Freezing columns and rows on-screen for worksheet title - Attaching comments to cells - Finding and replacing data in the worksheet - Protecting a worksheet - Function commands

MAINTAINING MULTIPLE WORKSHEET

Moving from sheet in a worksheet - Adding more sheets to a workbook - Deleting sheets from a workbook - Naming sheet tabs other than sheet 1, sheet 2 and so on - Copying or moving sheets from one worksheet to another

CREATING GRAPHICS/CHARTS

Using Chart wizard - Changing the Chart with the Chart Toolbar - Formatting the chart's axes - Adding a text box to a chart - Changing the orientation of a 3-D chart - Using drawing tools to add graphics to chart and worksheet - Printing a chart with printing the rest of the worksheet data

EXCEL'S DATABASE FACILITIES

Setting up a database - Sorting records in the database

(9 Hours)

UNIT IV

MS-POWER POINT 2013

Making a simple presentation - Using Auto content Wizards and Templates - Power Points five views – Slides: Creating Slides, re-arranging, modifying - inserting pictures, objects - Setting up a Slide Show - Creating an Organizational Chart

MS-ACCESS 2013

MS Access

Creating a Database- How to Database Works- Designing your Database- Two Ways to Create a Database- Creating and refining database tables- Building your Database Tables- Opening a Database Table- Ways of viewing Tables- Designing and refining a database table- Creating a Field, Moving and Copying Fields, Forging the relationships between tables- changing a Table's

Appearance- Entering data in a table- Forms for entering and viewing data-Sorting, filtering and querying a database

(7 Hours)

UNIT V

Practical - Internet & E-Mail

Introduction to Internet Access-Advantages and Disadvantages of Internet-Internet Terms-World Wide Web (WWW)-Basic Website Navigation-Web Browsers-Search Engine -Safety & Privacy on the Web-Setting Up Your Email Account-Managing Your Email Account- How to Create an Email Address-How to Change your Email Password-How to Access your Email via Webmail.

(3 Hours)

REFERENCE BOOKS:

1. Microsoft Office Word 2013 – Steve Schwartz
2. Microsoft Office Excel 2013 - Illustrated Complete - Elizabeth Reding, Lynn Wermers
3. Microsoft Office PowerPoint 2013 Step by Step - Joan Lambert , Joyce Cox
4. Microsoft Office Access 2013 Step by Step- Joan Lambert , Joyce Cox

Subject Code	Subject Title	L	T	P	LTP	Credit
BHM18301	INDUSTRIAL TRAINING (16 Weeks)	-	-	-	-	8

1. Exposure to Industrial Training is an integral part of the 2nd year curriculum. The class would be divided into two groups or as the case may be. The 16 weeks industrial training would be divided into four/five weeks each in the four key areas of Food Production, Food & Beverage Service, Accommodation Operations & Front Office Operations.
2. Attendance in the 2nd year would be calculated separately for the two components of in-institute training and industrial training as per rules. Industrial Training will require an input of 102 working days i.e. (16 weeks x 06 days = 96 days). A student can avail leave to a maximum of 15% (15 days) only with prior permission of the hotel authorities. Similarly, the institute Principal can condone an additional 10% (10 days) on production of a medical certificate.
3. For award of marks, 20% marks of IT would be on the basis of feed-back from the industry in a prescribed Performance Appraisal Form (PAF). It will be the students' responsibility to get this feed-back/assessment form completed from all the four departments of the hotel for submission to the institute at the end of Industrial Training. For the remaining 80% marks, students would be assessed on the basis of seminar/presentation before a select panel. The presentation would be limited to only one key area of the student's interest. A hard copy of the report will also have to be submitted to the panel.
4. Responsibilities of institute, hotel and the student/trainee with aims & objectives have been prescribed for adherence.
5. Once the student has been selected / deputed for Industrial Training by the institute, he/she shall not be permitted to undergo IT elsewhere. In case students make direct arrangements with the hotel for Industrial Training, these will necessarily have to be approved by the institute. Students selected through campus interviews will not seek Industrial Training on their own.

INDUSTRIAL TRAINING (17 WEEKS)

Objective of industrial training is to provide to students the feel of the actual working environment and to gain practical knowledge and skills, which in turn will motivate, develop and build their confidence. Industrial training is also expected to provide the students the basis to identify their key operational area of interest.

1. RESPONSIBILITIES OF THE TRAINEE

1 should be punctual.

2 should maintain the training logbook up-to-date.

3 should be attentive and careful while doing work.

4 should be keen to learn and maintain high standards and quality of work.

5 should interact positively with the hotel staff.

6 should be honest and loyal to the hotel and towards their training.

7 should get their appraisals signed regularly from the HOD's or training manager.

8 gain maximum from the exposure given, to get maximum practical knowledge and skills.

9 should attend the training review sessions / classes regularly.

10 should be prepared for the arduous working condition and should face them positively.

11 should adhere to the prescribed training schedule.

12 should take the initiative to do the work as training is the only time where you can get maximum exposure.

13 should, on completion of Industrial Training, handover all the reports, appraisals, logbook and completion certificate to the institute.

2. RESPONSIBILITIES OF THE INSTITUTE

- 1 should give proper briefing to students prior to the industrial training
- 2 should make the students aware of the industry environment and expectations.
- 3 should notify the details of training schedule to all the students.
- 4 should coordinate regularly with the hotel especially with the training manager.
- 5 should visit the hotel, wherever possible, to check on the trainees .
- 6 should sort out any problem between the trainees and the hotel.
- 7 should take proper feedback from the students after the training.
- 8 should brief the students about the appraisals , attendance, marks, logbook and training report.
- 9 should ensure that change of I.T. hotel is not permitted once the student has been interviewed, selected and has accepted the offer.
- 10 should ensure that change of I.T. batch is not permitted.
- 11 should ensure trainees procure training completion certificate from the hotel before joining institute.

3. RESPONSIBILITIES OF THE HOTEL

First exposure: A young trainee's first industry exposure is likely to be the most influential in that person's career. If the managers / supervisors are unable or unwilling to develop the skills young trainees need to perform effectively, the latter will set lower standards than they are capable of achieving, their self-images will be impaired, and they will develop negative attitudes towards training, industry, and – in all probability – their own careers in the industry. Since the chances of building successful careers in the industry will decline, the trainees will leave in hope of finding other opportunities. **If on the other hand, first managers/supervisors help trainees achieve maximum potential, they will build the foundations for a successful career.**

Hotels:

1. should give proper briefing session/orientation/induction prior to commencement of training.
2. should make a standardized training module for all trainees.

3. should strictly follow the structured training schedule.
4. should ensure cordial working conditions for the trainee.
5. should co-ordinate with the institute regarding training programme.
6. should be strict with the trainees regarding attendance during training.
7. should check with trainees regarding appraisals, training report, log book etc.
8. should inform the institute about truant trainees.
9. should allow the students to interact with the guest.
10. should specify industrial training's "Dos and Don'ts" for the trainee.
11. should ensure issue of completion certificate to trainees on the last day of training.

Industrial Training

PERFORMANCE APPRAISAL FORM(PAF)

Institutes of Hotel Management &catering Technology

Name of student:-----	
Institute :IHM-----	Duration:4weeks(24 working days)
Name of the Hotel:-----	From----- To-----
Department : F&BS / FP / HK /FO	

Sr. No.	Details	Exceeds standards	Meets Standards	Needs Improvement
1	Appearance and Grooming			
2	Attendance			
3	Punctuality			
4	Communication Skills			
5	Drive & Initiative			
6	Quality of Work			
7	Interpersonal Relationships			
8	Dependability			
9	Follows Instructions			
10	Would you like this Trainee as part of your team	Reasons		

Stipend Paid: Rs. _____ per month.

Name of Appraiser: _____ Signature: _____

Designation of Appraiser: _____ Date : _____

Signature of Student: _____ Date : _____

Subject Code	Subject Title	L	T	P	LTP	Credit
BHM18401	FOOD PRODUCTION OPERATIONS – III	3	0	0	3	3

Objectives:

- To develop professional competence on quantity food production.
- To enable students develop their skill in Indian cuisines based on different regions/states of India.
- To provide in-depth knowledge on various sectors of volume feeding.
- To have thorough knowledge on various kitchen management skills.
- Have insight in selection of quantity food production equipments and its maintenance.

Unit – 1

QUANTITY FOOD PRODUCTION - BASIC INDIAN COOKERY

Continental & Spices -Introduction to Indian Food - Spices used in Indian food - Role of Indian cookery - Indian cooking techniques -Indian culinary terms.

EQUIPMENT

Equipment required for mass/volume feeding - Heat and cold generating equipment -Care and maintenance of this equipment - Modern developments in equipment manufacture

VOLUME FEEDING

A. Institutional and Industrial Catering

Types of Institutional & Industrial Catering - Problems associated with this type of catering- Scope for development and growth B. Hospital Catering- Highlights of Hospital Catering for patients, staff, visitors - Diet menus and nutritional requirements

B. Off Premises Catering

Reasons for growth and development - Menu Planning and Theme Parties - Concept of a Central Production Unit- Problems associated with off-premises catering

C. Other Catering Establishments

Characteristics of Railway, Flight and Cruise line Catering - Branches of Mobile Catering

D. Entrepreneurship

(8 Hours)

Unit – 2

INDENTING AND PORTION CONTROL

Principles of Indenting for Volume Feeding
Practical difficulties while Indenting for Volume Feeding
Portion Control - advantages of Portion control
Tools/Equipments Used for Portion Control

UNIT 3

QUANTITY PURCHASE AND STORAGE

Introduction to Purchase
Methods of Purchase
STORAGE - Methods of Storage
1.Dry Storage
2.Cold Storage
Refrigerated Storage
Frozen Storage.

(4 Hours)

Unit – 3

MENU PLANNING

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

(6 Hours)

Unit - 4

REGIONAL INDIAN CUISINE

Introduction to Regional Indian Cuisine -Heritage of Indian Cuisine- Factors that affect eating habits in different parts of the country- Cuisine and its highlights of different states/regions/communities to be discussed under -Geographic location- Historical background- Seasonal availability- Special equipment - Staple diets- Specialty cuisine for festivals and special occasions

(6 Hours)

Unit – 5

STATES: Cuisines of Andhra Pradesh, Bengal, Goa, Gujarat, Karnataka, Kerala, Madhya Pradesh, Maharashtra, North Eastern States, Punjab, Rajasthan, Tamil Nadu and Uttar Pradesh/Uttaranchal

COMMUNITIES : Parsee, Chettinad, Hyderabadi, Lucknowi, Avadhi, Malbari/Syrian Christian and Bohri

DISCUSSIONS : Indian Breads, Indian Sweets, Indian Snacks

(6 Hours)

Books recommended:-

Cooking with Indian Masters By Prasad

Indian Cookery By Parvinder S. Bali

Subject Code	Subject Title	L	T	P	LTP	Credit
BHM18402	FOOD AND BEVERAGE OPERATIONS – III	3	0	0	3	3

Objectives

- To introduce the students to the basic of Alcoholic Beverages and Dispense Bar.
- To teach the students about Wines.
- To make them aware of different types of Beer.
- To teach the students about Spirits.
- To equip the students about the basic knowledge about Aperitifs & Liqueurs.

Unit – 1

ALCOHOLIC BEVERAGES

Introduction and definition - Production of Alcohol - Fermentation process, Distillation process. Chart and Classification of Alcoholic Beverages- Fermented, Distilled and Compound.

(3 Hours)

WINES

Definition & History. Old World wines (Principal wine regions, wine laws, grape varieties, production and brand names) France, Germany, Italy, Spain, Portugal. New World Wines (Principal wine regions, wine laws, grape varieties, production and brand names) USA, Australia, India, Chile, South Africa, Algeria, New Zealand.

(3 Hours)

Unit – 2

CLASSIFICATION OF WINES

Factors affecting quality of wine,
Table/Still/Natural-, making process(Traditional method&latest market trend) and Brand names
Sparkling- Champagne- making process and Brand names
Fortified- Sherry, Port, Madeira and others. making process and Brand names
Aromatized - Vermouth and other Aromatized wines including Dubonnet, Saint Raphael, Byrrh
Food& wine harmony - Storage of wines - Wine terminology (English & French)

(8 Hours)

Unit - 3

BEER

Introduction & Definition -Types of Beer, Production of Beer, Storage. International brands. Basic knowledge of Draught beer, Cider, Perry, Sake, Mead.

(4 Hours)

**Unit – 4
SPIRITS**

Introduction & Definition - Production of Spirit - Pot still method - Patent still method
Production of Whisky, Rum, Gin, Brandy - , Vodka, Tequila. Other spirits include Aquavit,
Arrack, Absinthe, Tiquira, Fenny, Ouzo
Different Proof Spirits- American Proof- British Proof (Sikes scale) - Gay Lussac (OIML Scale)

(8 Hours)

**Unit – 5
APERITIFS**

Introduction and Definition- Types of Aperitifs -Vermouth (Definition, Types & Brand names),
Bitters (Definition, Types & Brand names)

LIQUEURS

Definition & History -Production of Liqueurs, Broad Categories of Liqueurs (Herb, Citrus,
Fruit/Egg, Bean & Kernel) Popular Liqueurs (Name, colour, predominant flavour & country of
origin)

(4 Hours)

REFERENCE BOOKS

- Beers of the World by Gilbert Delos
- The Beverage Book by Andrew Durkin
- World Atlas of Wine by Hugh Johnson

Subject Code	Subject Title	L	T	P	LTP	Credit
BHM18403	FRONT OFFICE MANAGEMENT – III	3	0	0	3	3

Objectives:

- To comprehend the Computer Operations in Front Office
- To understand the Front Office Accounting system followed in the hotel
- To know the procedures adopted during Check Out
- To establish the Night Auditing process & Guest Safety measure practices in the hotel.

Unit – 1

Computer Application in Front Office Operations:- - PMS Application in Front Office - (Reservation Module - Front Desk Module - Rooms Module - Cashier Module). PMS application in other departments – PMS advantages – Selecting criteria for PMS purchasing – PMS software (Fidelio – Amadeus) **(6 Hours)**

Unit – 2

Front Office Accounting:- Hotel revenue centres - Accounting formula- Types of accounts (Guest And Non Guest Accounts) - Guest Accounting Cycle , Types of vouchers, Types of folios, (Guest Weekly Bill, Visitors Tabular Ledger, High Balance Report) **(6 Hours)**

Unit – 3

Check Out Procedures:- - Steps in check out and settlement - Mode of settlement of bills - (Cash settlement, credit settlement , charge cards, Indian currency and foreign currency exchange procedure, BTC) - Types of Guest Bills (Interim bill , Final Bill , Split Bill) - Early check out - Express check out (ECO), self check out- Late checkout - Late charges - Balance transfer - Charge Transfer. **(6Hours)**

Unit – 4

Night Auditing:- Night Auditing (auditor, types, Function, Advantages, duties & responsibilities, flow chart of night audit Process) - Basic front office formula (Occupancy %, house count, ADR (ARR), ARG, , REV PAR, , Rate Spread , Yield, identical yields, achievement factor, Break even analysis) **(6Hours)**

Unit – 5

Guest Safety and Security:-Importance of security systems – Prevention measure- Safe deposit - Key control, Key Types - Emergency situations (accident, illness, theft, fire, bomb). **(6 Hours)**

Reference Books

Hotel Front Office Operations & Management – JataShanker R Tewari

Front Office Procedures – Michael L. Kasavana

Subject Code	Subject Title	L	T	P	LTP	Credit
BHM18404	ACCOMMODATION MANAGEMENT – III	3	0	0	3	3

Objectives:

- Enumerate areas of coordination between Linen & Laundry.
- Demonstrate step by step procedures for flower arrangement.
- Discuss various activities in uniforms and sewing room

UNIT – 1

LINEN ROOM

Classification and Characters Of Fabric; Activities Of The Linen Room; Layout And Equipment In The Linen Room; Selection Criteria For Various Linen Items & Fabrics Suitable For This Purpose; Purchase Of Linen; Calculation Of Linen Requirements; Linen Control, Linen Exchange - Procedures And Records; Recycling Of Discarded Linen; Linen Hire; PAR Stock Calculation.

(10 hours)

UNIT – 2

UNIFORMS

Advantages Of Providing Uniforms To Staff; Issuing And Exchange Of Uniforms; Type Of Uniforms; Selection And Designing Of Uniforms; Layout Of The Uniform Room

(2 hours)

UNIT -3

SEWING ROOM

Activities; Equipment Provided; Job specification of a Seamstress/tailor

(2 hours)

UNIT – 4

LAUNDRY

Types of Laundry; Layout Of The Laundry; Laundry Equipment And Machines; Flow Process Of Industrial Laundering-OPL; Stages In The Wash Cycle; Laundry Agents; Dry Cleaning; Guest Laundry/Valet Service; Stain Removal.

(10 Hours)

UNIT -5

FLOWER ARRANGEMENT

Flower Arrangement In Hotels; Equipment And Material Required For Flower Arrangement; Styles Of Flower Arrangements; Principles Of Design As Applied To Flower Arrangement;

Indoor Plants

Selection And Care

(6 Hours)

Reference Books

Hotel Management and Operations – OXFORD - SmriteeRaghubalan, HOTEL HOUSE KEEPING - Malini Singh, THE PROFESSIONAL HOUSEKEEPER – Wiley.

Subject Code	Subject Title	L	T	P	LTP	Credit
BHM18405	FOOD AND BEVERAGE CONTROLS	3	0	0	3	3

Objectives

- On completion of this semester the Student will get awareness of the following
- Basic Cost Control with respect to the Hospitality Industry
- To provide knowledge about basic Material Management Functions, Responsibilities & controlling measures.
- To be familiar with Inventory Management
- To understand the importance of Production Control & Yield Management
- Provide knowledge with regards to Sales Control. & Importance of Sales Control

Unit – 1

Food Cost Control

Introduction to Cost Control – Define cost control – The objectives and Advantages of cost control – Basic Costing – Food Costing – Various Stages in the Control Cycle and interrelationship of the Control Cycle

5 Hours

Unit – 2

Purchase Control

Aim of Purchase Policy – Job Description of Purchase Manager / Personnel – Types of Food Purchase – Quality Purchasing , Food quality factors for Different Commodities – Definition of Yield , Test to arrive at standard yield – Definition of standard purchase specification , Advantage of Standard Yield and Standard Purchase Specification – Purchasing Procedure , Different methods of Food Purchasing – Sources of Supply – Purchasing by Contract – Periodical Purchasing , Open Market Purchasing , Standing Order Purchasing , Centralized Purchasing – Method of Purchasing in Hotels - Purchase Order Forms- Ordering Cost, Carrying Cost, Economic Order Quantity – Practical Problems.

10 Hours

Unit – 3

Receiving Control

Aim of Receiving – Ideal Condition of Location and Facilities for Receiving – Job description of Receiving Clerk / Personnel- Equipment required for Receiving – Documents Required by Supplier – Delivery Note , Bills / Invoice , Credit Notes , Consolidated Statement / Statement of Invoice – Records Maintained in the Receiving Department – GRN / Goods Received Book , Daily Receiving Report – Meat Tags, Receiving Procedure , Blind Receiving – Assessing the

performance & Efficiency of Receiving Department – Frauds in the Receiving Department – Hygiene and cleanliness of Receiving Area.

10 Hours

Unit - 4

Storing, Issuing & Inventory Control

Storing Control & Aim of Store Control – Job description of Food Store Room Clerk / Personnel – Location of Storage Facilities – Condition of Facilities and Equipments – Arrangement of Food – Safety and security , Stock control – Types of Food Received (Perishable & Non Perishable) – Stock Records (viz BIN Card, Register & other Records) – Requisitions & Issuing Control – Transfer Notes – ABC Analysis & Perpetual Inventory System , Monthly Inventory / Stock Taking – Pricing of Commodities – Reconciliation of Physical Stock with Book Stock – Maintaining and Monitoring of Stock Levels – Hygiene and Cleanliness of Stores Area – Practical Problems.

10 Hours

Unit – 5

Production & Sales Control

Aim & Objectives – Planning & Forecasting – Fixing Standards - Definition of Standards (Quality & Quantity) – Standard Recipe (Definition, Objectives & Various Tests) – Standard Portion Size (Definition, Objectives & equipments used) – Standard Portion Cost (Objectives & Cost Cards) – Production Control Methods & Techniques - Computation of Staff Meals – Hygiene and Cleanliness in Production Area

Sales – Ways of expressing Selling , Determining Sales Price, Calculation of Selling Price , Factors to be considered while Fixing Selling Price – The Objectives and Advantages of Sales Control – Matching Cost with Sales (to determine cost of sale) – Billing Procedure (Cash, Credit Sales & Bill Settlement) – Cashier Sales Summary Sheet.

10 Hours

Recommended Reference Books

- Food & Beverage Training Manual – Mr.Sudhir Andrews
- Food & Beverage Cost Control – Lea R.Dopson, David K. Hayes, Jack E, Miller

Subject Code	Subject Title	L	T	P	LTP	Credit
BHM18406	HOTEL ACCOUNTANCY	3	0	0	3	3

Objectives

- To give an introduction about Uniform system of accounts in hotel industry
- Teach the students about the preparation of Income statement and balance sheet in a hotel.
- To make them aware of importance of Control & Auditing in hotel industry.

UNIT-I

Introduction to Uniform system of accounts - components of Income Statement- preparing Cost of sales- preparation of Income statements- Practical Problems.

(11 hours)

UNIT-II

Meaning of balance sheet-components of Balance Sheet (under uniform system) –preparation of Balance sheet- Rearranging Horizontal into vertical format - Practical problems

(11 hours)

UNIT-III

Definition and objectives of Internal Control - Characteristics of Internal Control-Implementation and Review of Internal Control - Inter-Firm and Intra-Firm Comparison- Internal Check.

(8 hours)

UNIT-IV

Audit- introduction and objectives of Internal and Statutory Audit - Role of Internal Auditor - Tools of Internal Audit -Implementation and Review of internal audit --Distinction between Internal Audit and Statutory Audit.

(8 hours)

UNIT-IV

An introduction to departmental accounting – methods of departmental accounting-Allocation and apportionment of expenses - Advantages and Draw-backs of allocation - Practical problems.

(7 hours)

References:

1. Hotel Accounting & Financial Control by Ozi A.D Cunha and Gleson O. D Cunha
2. Publisher The Dicky's Enterprise Mumbai- 400067
3. Text book of hotel accounting - Publisher: Cyber Tech Publications – New Delhi.
4. Hotel account, financial and f & b management – 2013 Rakesh puri

5. Financial Accounting for Hotels 1st Edition - Kumar, Pagad & Daniel.

Subject Code	Subject Title	L	T	P	LTP	Credit
BHM18407	FOOD SAFETY AND QUALITY	3	0	0	3	3

Objectives

- To introduce the students to the basic of food safety practices
- To teach them about the spoilage and preservation techniques
- To make them aware of the food hazards
- To equip them with adequate knowledge of food laws
- To enhance their knowledge about the hygiene and sanitation

UNIT 1

Basic Introduction to Food Safety, Food Hazards & Risks, Contaminants and Food Hygiene

Micro-Organisms In Food

General characteristics of Micro-Organisms based on their occurrence and structure - Factors affecting their growth in food (intrinsic and extrinsic) ,Common food borne micro-organisms, a. Bacteria (spores/capsules) b. Fungi c. Viruses d. Parasites.

(9 Hours)

UNIT 2

Food Spoilage & Food Preservation

Types & Causes of spoilage, Sources of contamination, Spoilage of different products (milk and milk products, cereals and cereal products, meat, eggs, fruits and vegetables, canned products) - Basic principles of food preservation - Methods of preservation (High Temperature, Low Temperature, Drying, Preservatives & Irradiation)

Beneficial Role Of Micro-Organisms

Fermentation & Role of lactic and bacteria - Fermentation in Foods (Dairy foods, vegetable, Indian foods, Bakery products and alcoholic beverages), Miscellaneous (Vinegar & anti-biotics).

(9 Hours)

UNIT 3

Food Borne Diseases

Types (Infections and intoxications), Common diseases caused by food borne pathogens and the Preventive measures

Food Additives

Introduction, Types (Preservatives, anti-oxidants, sweeteners, food colours and flavours, stabilizers and emulsifiers)

Food Contaminants & Adulterants

Introduction to Food Standards, Types of Food contaminants (Pesticide residues, bacterial toxins mycotoxins, seafood toxins, metallic contaminants, residues from packaging material) - Common adulterants in food - Method of their detection.

(11 Hours)

UNIT 4

Food Laws and Regulations

National – PFA Essential Commodities Act (FPO, MPO etc.), FSSAI – Objectives, implementation and highlights of Food safety and Standards Act (2006), - International – Codex Alimentarius, ISO

Regulatory Agencies – WTO, Consumer Protection Act

Quality Assurance

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

(9 Hours)

UNIT 5

HYGIENE AND SANITATION IN FOOD SECTOR

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

RECENT CONCERNS

Emerging pathogens, Genetically modified foods, Food labelling, Newer trends in food packaging and technology, BSE (Bovine Serum Encephalopathy).

(7 Hours)

REFERENCES:

1. Modern Food Microbiology by Jay. J.
2. Food Microbiology by Frazier and Westhoff
3. Food Safety by Bhat & Rao
4. Safe Food Handling by Jacob M.
5. Food Processing by Hobbs Betty

6. PFA Rules

Subject Code	Subject Title	L	T	P	LTP	Credit
BHM18408	HUMAN RIGHTS AND RELATIONS EDUCATION	2	0	0	2	2

Objectives:

- To work for ensuring that basic human rights are respected everywhere.
- To cooperate to avoid compromising on human rights for economic or political expediency.
- Recognise democratic institution as a fundamental human rights

Unit – 1

Introduction

- Definition of Human Rights & Human Relations.
- Scope of Human Rights – Need for the study of Human Rights.
- Categories of Human relations and Human rights.

(6 Hours)

Unit – 2

Human Rights Institutions – International & National: United Nations Human Rights Commission – National Human Rights Commission – State Human Rights Commission.

(7 Hours)

Unit – 3

Civil and Political rights – Economic Relations & Human Rights, Social Relations & Human Rights.

(6 Hours)

Unit – 4

UDHR, International convention on civil and political rights, International convention on economic and social rights

(6 Hours)

Unit – 5

Rights of - Women, Child, Indigenous people, Minorities, Refugees, SC/ST.
Right to Information (RTI)

(5 Hours)

Reference Book:

1. UNDHP – Program – annual reports.
2. Human Rights and Social Movements – Aravind Kumar.
3. Human Rights under the Indian Constitution – P.L Mehta Meena Urma.

4. National Human Rights Commission of India – Arun Kumar Pillai.

Subject Code	Subject Title	L	T	P	LTP	Credit
BHM18409	ENVIRONMENTAL STUDIES	2	0	0	2	2

INSTRUCTIONAL OBJECTIVES

To enable the students

- To gain knowledge on the importance of natural resources and energy.
- To understand the structure and function of an ecosystem.
- To imbibe an aesthetic value with respect to biodiversity, understand the threats and its conservation and appreciate the concept of interdependence
- To understand the causes of types of pollution and disaster management.
- To observe and discover the surrounding environment through field work.

UNIT - I INTRODUCTION TO NATURAL RESOURCES/ENERGY

Environmental Studies: Definition, scope, objectives and awareness- Introduction to natural resources: food, forest, water and energy – Renewable and non renewable resources-coal

(9 Hours)

UNIT -II ECOSYSTEMS

Concept of an ecosystem-structure and function of an ecosystem-producers, consumers and decomposers- ecological succession- food chains(any 2 eg)- food webs(any 2 eg)-ecological pyramids.

(9 Hours)

UNIT - III BIODIVERSITY AND ITS CONSERVATION

Introduction, definition: genetic, species and ecosystem diversity- Threats to biodiversity: habitat loss, poaching of wildlife - endangered species and endemic species of India **-conservation of biodiversity: in –situ and ex-situ conservation of biodiversity.**

(9 Hours)

UNIT -IV ENVIRONMENTAL POLLUTION /DISASTER MANAGEMENT

Definition-causes, effects and control measures of : Air, Water and Soil pollution- e-waste management- Disaster management: Natural and man made- food/earthquake/cyclone, tsunami and landslides.

(9 Hours)

UNIT V - SOCIAL ISSUES AND THE ENVIRONMENT

Sustainable development- Climate change: global warming, acid rain, ozone layer depletion and nuclear radiation- Environment Protection Act (any imp 2) air, water, wildlife and forest.

(9 Hours)

FIELD WORK:

Students will visit any one of the following place of interest and submit a written report by the end of the semester:

1. Visit to a hospital/industry/canteen for solid waste management
2. Visit to a chemical industry to study about the practices followed there for waste disposal
3. Visit to Vandalur zoo for study of animal conservation/plants- flora and fauna
4. Study of simple ecosystems-lake/hill slopes
5. Naming the trees in the campus at SRM
6. Study of common plants, insects, birds in the neighbourhood
7. Study of common diseases and their prevention
8. Optional: Street plays and rally for awareness of obesity/diabetes/ vitamin D deficiency/health issues/ waste management/ solid waste management/ no plastics/ energy consumption/wild life protection.

(5 Hours)

TEXT BOOKS

1. Sharma B.K., 2001. Environmental Chemistry. Goel Publ. House, Meerut
2. Dr.R.Jeyalakshmi.2014.,Text book of Environmental Studies, Devi publications, Chennai.

REFERENCES

1. Agarwal, K.C. 2001 Environmental Biology, Nidi Publ. Ltd. Bikaner.
2. De A.K., Environmental Chemistry, Wiley Eastern Ltd.

E-BOOK

1. BharuchaErach, The Biodiversity of India, Mapin Publishing Pvt. Ltd., Ahmedabad – 380013, India, Email:mapin@icenet.net (R)

Subject Code	Subject Title	L	T	P	LTP	Credit
BHM18410	FOOD PRODUCTION OPERATIONS - III (PRACTICAL)	0	0	8	8	4

Introduction to Indian cookery

Spices used in Indian cookery

Masalas - Concepts of masalas- Classification of masalas- Types of masalas

Demonstration of Basic Indian Gravy- Makhni gravy- Curry gravy- Shahi gravy- Hara gravy-

Kadai masala- Chetnad masala

(10 Hours)

Formulate 12 set of menus from the following cuisines.

Awadh- Bengal- Goa- Gujarat- Hyderabad- Kashmiri – Maharastra- Punjabi- Rajasthan - South India (Tamilnadu, Karnataka, Kerala)

(20 Hours)

SUGGESTED MENUS

MAHARASTRIAN

Masala Bhat - Kolhapuri Mutton - Batata Bhajee - Masala Poori- Koshimbir - Coconut Poli

(5 Hours)

AWADH

Yakhni Pulao - Mughlai Paratha - Gosht Do Piazza - Badin Jaan - Kulfi with Falooda

(5 Hours)

BENGALI

Lucchi - Channa Pulao- Doi Mach- Panch Phoron Chori- Bhaja Moong dal- Sandesh

(5 Hours)

GOAN

Coconut Pulao - Mutton Vindaloo- Prawn Balchao- Chicken Xacuti- Vegetable Kaldeen - Bibinca

(5 Hours)

PUNJABI

Amritsari Macchi - Bhatara - Kadai Chole- Methi Murgh- Sarson Ka Saag- Gajjar Ka Halwa

(5 Hours)

KASHMIRI (Optional)

Laccha Paratha- Yakhni Pulao- Murugh Dhaniwal Kurma- Rajma Masala- Kesar Kheer

(5 Hours)

PARSI

Dhansak- Kavab- Patrani Macchi- Lagan Nu Custard- Brown Rice

(5 Hours)

MAHARASHTRA

Koshambir- Batata Bhaji- Masala Bhat- Chicken Kolh Puri- Varam / Amti- Shrikand

(5 Hours)

TAMILNADU

Steamed Rice- Drumstick Sambar- Chicken Nilgiri Kurma- Carrot & Beans Poriyal- Pepper

Rasam- Semiya Payasam

(5 Hours)

CHETTINADU

Nadu Rasam- Karruveppilai Podi Sadam- Chicken Chettinadu- Keerai Masiyal- Sennai Varuval-

Sarkarai Pongal

(5 Hours)

KERALA

Malabar Parotta- Nei Choru- Nadan Chicken Curry- Vegetable Stew- Paalada Pradhaman

(5 Hours)

ANDHRA PRADESH

Steamed rice- Vendakkai Pulusu- Tomato Pappu- Kodi Vapudu- Gongora Pachadi-

Gummadikkai Halwa

(5 Hours)

RAJASTHANI

Lal Maas- Missi Roti- Mutter Pulao- Gavarafli Ki Subzi- Moogdal Halwa

(5 Hours)

HYDERABADI

Shikumpuri Kabab- Sofyani Biryani- Taaa Paratha- Mirchi Ka Salan- Gosht Dalcha- Shahi

Tukra

(5 Hours)

Demonstration of North Indian & South Indian breakfast-

North Indian-Aloo Paratha- Poori Bhajji

South Indian- Ven Pongal- Medhu Vada- Dosa- Sambar- Coconut Chutney

Demonstration of Indian regional snacks

Samosa- Bajji- Vada- Pakora- Kuli Panayaram- Chat Items

Demonstration of variety rice- Coconut – Tamarind- Lemon- Tomato

(20 Hours)

Books recommended:-

- Food Production Operations by Parvinder S. Bali
- Cooking with Indian Masters By Prashad

Subject Code	Subject Title	L	T	P	LTP	Credit
BHM18411	FOOD AND BEVERAGE OPERATIONS - III (PRACTICAL)	0	0	4	4	2

Unit - 1

Bar - Mise-en-place and Equipments.

Task-01 Wine service equipment- Task-02 Beer service equipment - Task-03 Cocktail bar equipment - Task-04 Liqueur / Wine Trolley - Task-05 Bar stock –alcoholic & non-alcoholic beverages - Task-06 Bar accompaniments & garnishes -Task-07 Bar accessories & disposables

Wine & Drinks List

Task: 01 Wine Bar - Task:02 Beer Bar - Task-03 Cocktail Bar

(18 Hours)

Unit - 2

Service of Wines

Task-01 Presenting& Opening of wine bottle (Table wine and Sparkling wine) Task-02 Decanting of Wine

Task-03 Service of Red Wine - Task-04 Service of White/Rose wine Task-05 Service of Sparkling wines - Task-06 Service of Fortified Wine - Task-07 Service of Aromatized Wine.

(10 Hours)

Unit - 3

Matching Wines with Food

Task-01 Menu Planning with accompanying Wines with Continental Cuisine& Indian Regional Cuisine

Task-02 Table Laying & Service of menu with accompanying Wines- Continental Cuisine& Indian Regional Cuisine

(8 Hours)

Unit - 4

Service of Spirits

Task-01 Service styles – neat/on-the-rocks/with appropriate mixers - Task-02 Service of Whisky - Task-03 Service of Vodka - Task-04 Service of Rum - Task-05 Service of Gin - Task-06 Service of Brandy - Task-07 Service of Tequila. Appropriate glasses used for each spirit.

(8 Hours)

Unit - 5

Service of Beer

Task-01 Service of Bottled & canned Beers - Task-02 Service of Draught Beers

Task-03 Service of Cider, Perry , Sake,Mead.

Service of Aperitifs

Task-01 Service of Bitters - Task-02 Service of Vermouths

Service of Liqueurs

Task-01 Service styles – neat/on-the-rocks/ with cream/ en frappé - Task-02 Service from the Bar -Task-03 Service from Liqueur Trolley Appropriate glasses used for different Liqueurs.

(16 Hours)

REFERENCE BOOKS

- Beers of the World by Gilbert Delos
- The Beverage Book by Andrew Durkin
- World Atlas of Wine by Hugh Johnson

Subject Code	Subject Title	L	T	P	LTP	Credit
BHM18412	FRONT OFFICE OPERATIONS - III (PRACTICAL)	0	0	2	2	1

Unit 1

Role Plays:-

Registering a Walk in guest - Receiving a guest – Bell Desk – Concierge - GRE

(6 Hours)

Unit 2

Role Plays:-

Check in - Check out - Express Check in - Express Check Out

(6 Hours)

Unit 3

Role Plays :

Role of Concierge - Telephone etiquettes - Role of Bell desk staff -Rooming a guest - Business Centre queries.

(6 Hours)

Unit 4

Handling guest mails:-Before arrival of guests - During the stay of the guest - After the departure

(6 Hours)

Unit 5

Prepare Tariff card for a five star hotel – Understanding the components of tariff card – Tax structure in Tamil Nadu Hotels

(6 Hours)

Reference Books

Hotel Front Office Operations & Management – JataShanker R Tewari

Front Office Procedures – Michael L. Kasavana

Subject Code	Subject Title	L	T	P	LTP	Credit
BHM18413	ACCOMMODATION OPERATIONS - III (PRACTICAL)	0	0	2	2	1

UNIT – 1

Layout of linen and uniform room/Laundry

(4 hours)

UNIT – 2

Laundry machinery and equipment

(6 hours)

UNIT – 3

Stain Removal

(6 hours)

UNIT – 4

Flower Arrangement

(10 hours)

UNIT -5

Handling Room Linen/ Guest Supplies

Maintaining Register/ Record; Replenishing Floor Pantry; Stock Taking; Par Stock Calculation

(4 hours)

Reference Books

Hotel Management and Operations – OXFORD - SmriteeRaghubalan, HOTEL HOUSE KEEPING - Malini Singh, THE PROFESSIONAL HOUSEKEEPER – Wiley.

Subject Code	Subject Title	L	T	P	LTP	Credit
BHM18501	ADVANCED FOOD PRODUCTION OPERATIONS – IV	3	0	0	3	3

Objectives:

- To train & teach student about knowledge of culinary gastronomy
- To develop culinary skills in the subjects through experiment and practices
- To enable student to have an overview about hospitality industry so as to face different avenues

UNIT-I

LARDER: INTRODUCTION TO LARDER - Introduction of Larder Work- Layout of a typical larder with equipment and various sections - Equipment found in the larder - Larder control- Functions of larder- Duties & Responsibilities of larder chef

(6 Hours)

UNIT – II

CHARCUTIERIE

A. SAUSAGES- Sausage - Casings & Fillings – Types & Varieties

B. FORCE MEATS – Types, Preparation & Uses

C. BRINES, CURES & MARINADES – Types, Preparation, Uses & Differences

D. HAM, BACON & GAMMON – Cuts & Differences between these

(6 Hours)

UNIT – III

COLD BUFFET & COLD CUTS

A. GALANTINES & BALOTINE – Definition, Preparation, Types & Uses.

B. PATES & TERRINES - Definition, Preparation, Types, Uses and Differences

C. MOUSSE & MOUSSELINE - Definition, Preparation, Types, Uses and Differences

D. CHAUD FROID – Definition, Preparation, Types & Uses

E. ASPIC & GELEE – Definition, Preparation, Types & Uses and Differences

F. QUENELLES & TRUFFLE - Definition, Preparation, Types, Uses and Differences

G. PARFAITS & ROULADES - Definition, Preparation, Types, Uses and Differences

H. EDIBLE & NON EDIBLE DISPLAYS - Definition, Preparation, Types, Uses and Differences

I. FOOD PLATING, MIRROR AND PLATTER PRESENTATION: Definition, Techniques and Uses

(8 Hours)

UNIT-IV

A. APPETIZERS & GARNISHES – Types, Preparation, Examples, Uses & Differences

B. SANDWICHES - Parts of Sandwiches - Types of Bread - Types of filling – classification- Spreads and Garnishes - Types of Sandwiches - Making of Sandwiches - Storing of Sandwiches

C. USE OF WINE AND HERBS IN COOKING

Ideal uses of wine in cooking - Classification of herbs - Ideal uses of herbs in cooking

(6 Hours)

UNIT – V

FRENCH

- Culinary French
- Classical recipes (recettes classique)
- Historical Background of Classical Garnishes
- Offals/Game
- Larder terminology and vocabulary

(4 Hours)

Books recommended:-

K.Arora& K.N.Gupta – Theory of cookery

Philip Thangam – Modern cookery for teaching &The Trade (Orient Longmans ltd)

Gisslen wayne – professional cookery (john wiley and sons)

Montage – Larousse gasrtronomique (Himalaya publishing group)

Subject Code	Subject Title	L	T	P	LTP	Credit
BHM18502	ADVANCED FOOD AND BEVERAGE OPERATIONS – IV	3	0	0	3	3

Objectives

- To introduce the students to the basic of Planning and Operating various F & B Outlet.
- To teach the students about Banquets, Banquets protocols.
- To make them aware of different types of Buffets.
- To teach the students about Gueridon Service.
- To equip the students about the basic knowledge about Kitchen Stewarding.

Unit – 1

PLANNING & OPERATING VARIOUS F&B OUTLET

Physical layout of functional and ancillary areas – Objective of a good layout - Steps in planning Factors to be considered while planning - Calculating space requirement - Various setups for seating - Planning staff requirement - Menu planning - Constraints of menu planning - Selecting and planning of heavy duty and light equipment - Requirement of quantities of equipment required like crockery, Glassware, Cutlery –steel or silver etc. Suppliers & manufacturers - Planning Décor, furnishing fixture etc.

(9 Hours)

Unit – 2

FUNCTION CATERING BANQUETS

History - Types & Organization of Banquet department – Staffs duties & responsibilities - Sales - Booking procedure - Banquet menus – MICE concept.

BANQUET PROTOCOL

Space Area requirement - Table plans/arrangement - Misc-en-place- Service - Toast & Toast procedures

INFORMAL BANQUET

Reception - Cocktail parties – Convention- Seminar – Exhibition – Fashion shows - Trade Fair
Wedding - Outdoor catering

(11 Hours)

Unit - 3

FUNCTION CATERING BUFFETS

Introduction -Factors to plan buffets - Area requirement - Planning and organization - Sequence of food - Menu planning - Types of Buffet – Display- Sit down, Fork, Finger, Cold Buffet
Breakfast Buffets, Equipment - Supplies - Checklist

(11 Hours)

Unit – 4

GUERIDON SERVICE

History of Gueridon- Definition - General consideration of operations - Advantages& Dis-advantages - Types of trolleys - Factor to create impulse buying– Visual merchandising, Trolley, Open/Interactive kitchen. Gueridon equipment - Gueridon ingredients

(7 Hours)

Unit – 5

KITCHEN STEWARDING

Importance- Opportunities in kitchen stewarding - Record maintaining - Machine used for cleaning and polishing- Inventory –organization hierarchy of kitchen stewarding, roles and responsibilities of each staff –Contractual staff system/Casual labour system.

(7 Hours)

REFERENCE BOOKS

- Profitable food and beverage management by Richard Kotas
- Advanced food service by John fuller
- Food and Beverage Manager by Paul Cullen
- Food and beverage Cost control by David Hayes
- Catering Menu Management by Nancy Loman
- Menu Planning by Jaksa kiwela

Subject Code	Subject Title	L	T	P	LTP	Credit
BHM18503	FRONT OFFICE MANAGEMENT – IV	3	0	0	3	3

Objectives:

- To understand the room rate fixation
- To know how to Forecast the room availability
- To discover the Forecasting types
- To study about the Budgeting process, merits & functions
- To ascertain the Property Management System & software used in the hotel.

Unit – 1

Planning and Evaluating Front Office Operations: - Management Functions - Fixing Room Rates - Thumb Rule - Hubbart Formula - Market Condition Approach - Cost Based Approach - Types of Discounted Rates (Rack rate, BAR, Day use rate, Crib rate, Hurdle Rate, Corporate Rate, Government Rate, etc.) – Tools used to evaluate the success front office operations
(9 Hours)

Unit – 2

Forecasting:-Forecasting Techniques – Record /data required for forecasting room availability – Information required for developing forecast - Forecasting Room Revenue- Forecasting Room Availability - % of Walk in - % of overstay - % of under stay - % No show - % Cancellation - Forecast Formula.
(9 Hours)

Unit – 3

Types of Forecast:- 10 Day Forecast – 3 Day Forecast – Weekly Forecast –Monthly Forecast - Factors for Evaluating Front Office Operations – Useful forecasting data
(9 Hours)

Unit – 4

Budgeting:-Types of Budget - Budget Cycle - Making Front Office Budget - Factors Affecting Budget Planning - Refining Budgets - Budgetary Control - - Advantages and Disadvantages of Budgeting
(9 Hours)

Unit – 5

Property Management System:- PMS - Importance of PMS - Factors for need & purchase of PMS by the hotel – PMS Modules - Fidelio - IDS –Shawman– Opera
(9 Hours)

Reference Books

Hotel Front Office Operations & Management – JataShanker R Tewari

Front Office Procedures – Michael L. Kasavana

Hotel Front Office Management – James A Bardi

Subject Code	Subject Title	L	T	P	LTP	Credit
BHM18504	ACCOMMODATION MANAGEMENT – IV	3	0	0	3	3

Objectives:

- Identify levels of planning and organizing in housekeeping department
- Enumerate activities involved in budgeting of housekeeping and other departments
- Demonstrate step by step action plan for the organizational functions of the HKD ensuring efficient, effective and economic operations
- Understand and analyze housekeeping standards together with safety and security aspects.

UNIT – 1

PLANNING AND ORGANISING THE HOUSE KEEPING DEPARTMENT

Area Inventory List; Frequency Schedules; Performance And Productivity Standards; Standard Operating Manuals – Job Procedures; Job Allocation And Work Schedules; Calculating Staff Strengths & Planning Duty Rosters, Team Work And Leadership In House Keeping; Training In HKD, Devising Training Programmers’ For HK Staff

(7 hours)

UNIT – 2

BUDGETING FOR HOUSEKEEPING

Inventory control and stock taking; Types of budgets (operational and capital); Cost Control In Specific Areas (Guest Room, Public Areas, Linen Room, Stores, Cleaning Material And Supplies, Flowers), cost per room, Purchasing

(6 hours)

UNIT -3

CONTRACT SERVICES

Types Of Contract Services; Guidelines For Hiring Contract Services; Advantages & Disadvantages Of Contract Services

(7 hours)

UNIT – 4

ENERGY AND WATER CONSERVATION IN HOUSEKEEPING OPERATIONS

(3Hours)

UNIT -5

SAFETY AND SECURITY

Safety Awareness And Accident Prevention; Fire Safety And Fire Fighting; Crime Prevention And Dealing With Emergency Situation; First Aid

(7 Hours)

Reference Books

Hotel Management and Operations – OXFORD - SmriteeRaghubalan, HOTEL HOUSE
KEEPING - Malini Singh, THE PROFESSIONAL

Subject Code	Subject Title	L	T	P	LTP	Credit
BHM18505	FINANCIAL MANAGEMENT	4	0	0	4	4

Objectives

- To give an introduction about financial management
- To teach the students about financial statement analysis in hotel
- To make them aware of different types of Ratios which are used to make analysis
- To teach the students about the financial planning in a hotel

UNIT-I

Introduction- Meaning and scope of financial management–Objectives and goals of financial management

(4 hours)

UNIT-II

Meaning and types of financial statements – Techniques of financial analysis – Limitations of financial analysis – Practical problems.

(12 hours)

UNIT-III

Meaning of ratio analysis-Classification of ratios analysis-Liquidity Ratios. Capital Structure/Leverage Ratios-Activity Ratios-Profitability Ratios – Practical problems.

(12 hours)

UNIT-IV

Dividend Decisions: Introduction, Traditional Approach, Dividend Relevance Model, Miller and Modigliani Model, Stability of Dividends, Forms of Dividends, Stock Split– Practical problems.

(16 hours)

UNIT-V

Meaning of Financial Planning- importance & Characteristic of Sound Financial Plan - Factors Affecting Financial plan- Meaning and objectives of Capital Structure –Factors Determining Capital Structure – meaning and need of working capital –Factors Determining Working Capital.

(16 hours)

References:

1. Hotel Accounting & Financial Control by Ozi A.D Cunha and Gleson O. D Cunha
Publisher The Dicky's Enterprise Mumbai- 400067
2. Financial management-DR.N.premavathy,DR.M.Inbalakshmi.
3. Khan M.Y and.Jain P.K, Financial Management, Text, Problems and Cases - Tata McGraw 2. Pandey I.M ,
4. Financial Management, Vikas Publishing House Pvt. Ltd.,

Subject Code	Subject Title	L	T	P	LTP	Credit
BHM18506	STRATEGIC MANAGEMENT	2	0	0	2	2

Objectives:

- To review the main concepts, methods and tools which are used in the strategy formulation and implementation processes, identify the business situation in which they can be applied most effectively as well as understand the limitations of the various approaches.
- To develop skills to analyze and evaluate, both qualitatively and quantitatively, the performance of people responsible for strategic decisions.

Unit – 1

Organisational Strategy

Mission – Mission statement elements and its importance

Objectives- Necessity of formal objectives – Objective VS Goal

Strategy- Developing Strategies- Adaptive search- Intuition search- Strategic factors- Picking niches- Entrepreneurial approach

(5 Hours)

Unit – 2

Environmental and Internal Resource Analysis

Need for environmental analysis – Key environment variable factors – Opportunities and Threats- Internal resource analysis- Functional areas resource development matrix- Strengths and weaknesses- Marketing – Finance – Production – Personnel – Organisation

(6 Hours)

Unit – 3

Strategy Formulation

1. Strategy (General) Alternatives

Stability strategies – Expansion strategies – Retrench strategies – Combination strategies

2. Combination Strategies

Forward integration – Backward integration – Horizontal integration – Market penetration – Market development- Product development – Concentric diversification – Conglomerate diversification- Horizontal diversification- Joint Venture – Retrenchment – Divestiture – Liquidation – Combination

(6 Hours)

Unit – 4

Strategic Analysis and Choice (Allocation of Resources)

Factors Influencing Choice – Strategy formation

Input Stage- Internal factor evaluation matrix – External factor evaluation matrix – Competitive profile matrix

Matching Stage Threats opportunities – Weaknesses – Strengths matrix (TWOS) – Strategic position and action evaluation matrix (SPACE) – Boston consulting group matrix (BCGM) – Internal – External matrix – Grand strategy matrix

Decision Stage

Quantitative Strategic Planning Matrix (QSPM)

(7 Hours)

Unit – 5

Policies in Functional Areas:

Policy – Product Policies – Personnel Policies – Financial Policies – Marketing Policies – Public Relation Policies-Strategic Implementation Review and Evaluation.

MCKINSEY 7-S Framework – Leadership and Management Style – Strategy Review and Evaluation

Review underlying bases of Strategy – Measure -organizational performance-Take corrective actions

(6 Hours)

Reference Book:

1. Strategic Management: Concepts and cases – Fred R. David
2. Business Policy and strategic management-Dr.Sankaran.
3. Strategic management: Publisher-Emerald Group Publishing Limited
4. Azhar Kazmi, Strategic Management & Business Policy, Tata McGraw Hill, Third Edition 2. Thomas L. Wheelen, J.David Hunger and Krish Rangarajan,
5. Strategic Management and Business policy, Pearson Education., 2006
6. International Journal of Contemporary Hospitality Management, Vol. 23 Issue: 4- Robert J.harrington,Michel C.Ottenbacher.

Subject Code	Subject Title	L	T	P	LTP	Credit
BHM18507	TOURISM MARKETING	2	0	0	2	2

Objectives

This course familiarizes the students with Marketing concepts, techniques and skills as required in the marketing of tourism products and attractions.

Unit-1

Understanding Entrepreneurship and Management

- Introduction to Tourism Marketing – Approaches, Relevance and Role
- Market Segmentation
- Tourism Markets: International and Domestic

(3 Hours)

Unit-2

Market Analysis

- Marketing Research
- Forecasting for Tourism and its Products
- Role of Technology in Tourism Marketing

(4 Hours)

Unit-3

Developmental Role of Marketing

- Role of Public Organizations
- Role of Local Bodies
- Role of NGOs
- Socially Responsible Marketing
- Social Media Marketing

(5 Hours)

Unit-4

Marketing Mix, Marketing Mix: Specific Situations

- Product Designing
- Pricing Strategies
- Promotion Strategies
- Distribution Strategies
- The Fifth P: People, Process and Physical Evidence
- Familiarization Tours
- Seasonal Marketing
- Tourism Fairs and Travel Markets

(8 Hours)

Unit-5

Destination Marketing, Accommodation Marketing, Transport and Travel Services Marketing

- Regions, Cities, Leisure Spots
- Events, Activities, Individuals
- Shopping, Education and Culture
- Marketing Local Foods
- Star Category Hotels
- Alternate Accommodation
- Supplementary Accommodations, Airbnb, Staycation, Tripadvisor, Nestway, Zolo
- Linkages in the Trade
- Air lines Marketing
- Tourist Transport Marketing
- Travel Agency Marketing and MICE business.
- Tour Operators Marketing
- Current Trends in Tourism Marketing
- Sustainable & Eco Tourism Marketing
- Cultural etiquette

(10 Hours)

Reference Books

Journal of Travel & Tourism Marketing - Rout ledge

Tourism Marketing, Principle, Polices & Strategies by Ratin deep Singh

Marketing for Hospitality & Tourism by Kotler, Bowon, Makenn

Marketing & sales Strategies for Hotel & Travel Trade by Jagmohannegi

Subject Code	Subject Title	L	T	P	LTP	Credit
BHM18508	ADVANCED FOOD PRODUCTION - IV (PRACTICAL)	0	0	8	8	4

PART “A” - COOKERY

MENU 01

Consommé Carmen

Poulet Sauté Chasseur

Pommes Loretta

Haricots Verts

(4 Hours)

MENU 02

Bisque D’écrevisse

Escalope De Veau viennoise

Pommes Batailles

Epinards au Gratin

(4 Hours)

MENU 03

Crème Du Barry

Darne De Saumon Grille

Sauce paloise

Pommes Fondant

Petits Pois A La Flamande

(4 Hours)

MENU 04

Veloute Dame Blanche

Cote De Porc Charcuterie

Pommes De Terre A La Crème

Carottes Glace Au Gingembre

(4 Hours)

MENU 05

Cabbage Chowder

Poulet A La Rex

Pommes Marguises

Ratatouille

(4 Hours)

MENU 06

Barquettes Assortis
Stroganoff De Boeuf
Pommes Persilles
Riz Pilaf

(4 Hours)

MENU 07

Duchesse Nantua
Poulet Maryland
Croquette Potatoes
Banana fritters
Corn gallets

(4 Hours)

MENU 08

Kromeskies
Filet De Sols Walweska
Pommes Lyonnaise
Funghi Marirati

(4 Hours)

MENU 09

Vol-Au-Vent De Volaille Et Jambon
Poulet a la kiev
Creamy Mashed Potatoes
Butter tossed green peas

(4 Hours)

MENU 10

Quiche Lorraine
Roast Lamb
Mint sauce
Pommes Parisienne

(4 Hours)

MENU – 11 - Plus 5 Buffets

Cold Buffet
Hot Continental
Hot Indian
Buffet Desserts
Bread Displays

(5 Hours)

PART “B” – BAKERY & PATISSERIE

Menu - 01

Brioche

Baba au Rhum

(5 Hours)

Menu - 02

Soft Rolls

Chocolate Eclairs

(5 Hours)

Menu - 03

French Bread

Tarte Tartin

(5 Hours)

Menu - 04

Garlic Rolls

Crêpe Suzette

(5 Hours)

Menu 05

Lavash

Chocolate Cream Puffs

(5 Hours)

Menu 06

Focaccia

Crème Brûlée

(5 Hours)

Menu 07

Vienna Rolls

Mousse Au Chocolate

(5 Hours)

Menu -08

Hardrolls

Souffle Milanaise

(5 Hours)

Menu – 09

Brown Bread

Apple Pie

(5 Hours)

Menu -10

Ciabata

Savarin des fruits

(5 Hours)

Menu -11

Whole Wheat Bread

Charlotte Royal

(5 Hours)

Menu -12

Herb & Potato Loaf

Doughnuts

(5 Hours)

Menu - 13

Milk Bread

Gateaux des Peache

(5 Hours)

Menu - 14

Muffins

Chocolate Brownie

(5 Hours)

Menu 15

Demonstration of Buffet desserts

Modern Plating Styles

(5 Hours)

Books recommended:-

Gisslen wayne – professional cookery (john wiley and sons)

Montage – Larousse gastronomique (Himalaya publishing group)

Subject Code	Subject Title	L	T	P	LTP	Credit
BHM18509	ADVANCED FOOD AND BEVERAGE OPERATIONS - IV (PRACTICAL)	0	0	4	4	2

Unit - 1

Task

Planning & Operating Food & Beverage Outlets

Classroom Exercise Developing Hypothetical Business Model of Food & Beverage Outlets

(14 Hours)

Unit - 2

Task

Function Catering–Banquets

Planning & organizing Formal & Informal Banquets

Planning & organizing outdoor caterings

(14 Hours)

Unit - 3

Task

Function Catering–Buffets

Planning & organizing various types of Buffet

(12 Hours)

Unit - 4

Task

Gueridon Service

Organizing Mise-en-place for Gueridon Service - Dishes involving work on the Gueridon Task-

01 Crepe Suzette Task-02 Banana au Rhum Task-03 Peach Flambé Task- 04 Rum Omelette

Task-05 Steak Diane Task-06 Pepper Steak

(12 Hours)

Unit - 5

Task

Kitchen Stewarding

Using & operating Machines- Exercise– physical inventory

(8Hours)

REFERENCE BOOKS

- Profitable food and beverage management by Richard Kotas
- Advanced food service by John Fuller
- Food and Beverage Manager by Paul Cullen
- Food and beverage Cost control by David Hayes

Subject Code	Subject Title	L	T	P	LTP	Credit
BHM18510	FRONT OFFICE MANAGEMENT – IV (PRACTICAL)	0	0	2	2	1

Unit 1

Hands on practice of computer applications related to Front Office:-

PMS software companies - Reservations (Making new reservation , creating profiles , sending confirmation , printing confirmations , filing reservation documents)

(6 hours)

Unit 2

Registration (Check in, making C form, Handling VIP's)

(6 hours)

Unit 3

Guest History (Checking preferences, updating complaints, action taken, personalized service)

(6 hours)

Unit 4

Cashiering (Check out, Currency exchange, paid outs, modes of settlement, deposit) - Guest profile Updation.

(6 hours)

Unit 5

Situation Handling:- Fire, bomb threat, A/C complaints - Room change - Noise complains - Drunken guest ,Service Recovery(ILEAD, LEARN)

(6 hours)

Reference Books

Hotel Front Office Operations & Management – JataShanker R Tewari

Front Office Procedures – Michael L. Kasavana

Hotel Front Office Management – James A Bardi

Subject Code	Subject Title	L	T	P	LTP	Credit
BHM18511	ACCOMMODATION MANAGEMENT - IV (PRACTICAL)	0	0	2	2	1

UNIT – 1

FIRST AID

First Aid Kit; Dealing With Emergency Situation; Maintaining safety Records (8 hours)

UNIT – 2

STANDARD OPERATING PROCEDURE

Skill Oriented Task (E.G. Cleaning And Polishing Glass, Brass Etc) (6 hours)

UNIT – 3

INSPECTION CHECKLIST

(2 hours)

UNIT – 4

DEVISING/ DESIGNING TRAINING MODULE

Refresher Training (2 Days); Induction Training (2 Days); Remedial Training (2 Days) (6 hours)

UNIT – 5

DAILY ROUTINES AND SYTEMS FOLLOWED IN HOUSEKEEPING

Opening the house –

Morning /Afternoon/Evening / Night shifts

Role of night supervisor / GRA

(8 hours)

Reference Books

Hotel Management and Operations – OXFORD - SmriteeRaghubalan, HOTEL HOUSE KEEPING - Malini Singh, THE PROFESSIONAL HOUSEKEEPER – Wiley.

Subject Code	Subject Title	L	T	P	LTP	Credit
BHM18601	ADVANCED FOOD PRODUCTION OPERATIONS – V	3	0	0	3	3

Objectives

- To hone the skills and innovate and create new dishes and in new cuisines.
- To impart and empower the students with starving theoretical knowledge.
- To train the students in research & development and do new cuisines.

UNIT-I

INTERNATIONAL CUISINE

- Geographic location
- Historical background
- Staple food with regional Influences
- Specialities Recipes
- Methods of cooking Equipment in relation to:
 - Great Britain
 - Italy
 - Spain & Portugal
 - Scandinavia
 - Germany Middle
 - East
 - Oriental
 - Mexican Arabic

(6 Hours)

UNIT-II

BAKERY & CONFECTIONERY-

ICINGS & TOPPINGS - Varieties of icings - Using of Icings - Difference between icings & Toppings - Recipes

FROZEN DESSERTS

Types and classification of Frozen desserts - Ice-creams – Definitions - Methods of preparation - Additives and preservatives used in Ice-cream manufacture

MERINGUES

Making of Meringues - Factors affecting the stability - Types of Meringues - Uses of Meringues.

(6 Hours)

UNIT-III

BREAD MAKING: Role of ingredients in bread Making - Bread Faults - Bread Improvers

CHOCOLATE : History- Sources - Manufacture & Processing of Chocolate - Types of chocolate –White & Dark (Applications) - Tempering of chocolate - Uses of chocolate - Cocoa butter &Ganache.

(6 Hours)

UNIT – IV

PRODUCTION MANAGEMENT

- A. Kitchen Organisation
- B. Allocation of Work – Job Description, Duty Rosters
- C. Production Planning
- D. Production Scheduling
- E. Production Quality & Quantity Control
- F. Forecasting & Budgeting G. Yield Management

PRODUCT & RESEARCH DEVELOPMENT

- A. Testing new equipment,
- B. Developing new recipes
- C. Food Trails
- D. Organoleptic & Sensory Evaluation

(6 Hours)

UNIT-V

A. STANDARD RECIPE

- a) Definition
- b) Importance of using standardized recipe
- c) Key components of standardized recipe
- d) Developing standardized recipe
- e) Characterized features of standardized recipes
- f) Procedures to be followed for standardization of recipe

B. NOUVELLE CUISINE

- a) Definition
- b) Father & Founders of Nouvelle cuisine
- c) Popularity of Nouvelle cuisine
- d) Effect of regional influences on Nouvelle cuisine
- e) Equipments used in Nouvelle cuisine

(6 Hours)

Books recommended:-

K.Arora&K.N.Gupta – Theory of cookery

Philip Thangam – Modern cookery for teaching &The Trade (Orient Longmans ltd)

Gisslenwayne – professional cookery (john wiley and sons)

Montage – Larousse gasrtronomique (Himalaya publishing group)

Subject Code	Subject Title	L	T	P	LTP	Credit
BHM18602	ADVANCED FOOD AND BEVERAGE OPERATIONS – V	3	0	0	3	3

Objectives

- To introduce the students to the basic of F&B Staff Organization.
- To teach the students about managing Food and Beverage Outlet.
- To make them aware of different types of Bar Operations.
- To teach the students about Cocktails and mixed drinks.
- To equip the students about the basic knowledge about sales promotion

Unit – 1

FOOD&BEVERAGE STAFF ORGANISATION

Categories Of Staff – Hierarchy – Job description and specification – Duty Roaster – Duty Rota
(9 Hours)

Unit – 2

MANAGING FOOD AND BEVERAGE OUTLET

Supervisory Skills- Developing efficiency- Standard Operating Procedure
(9 Hours)

Unit - 3

BAR OPERATIONS

Types of Bar- Cocktail, Dispense- Area of Bar- Bar Layout -Front Bar, Back Bar, Under Bar,(Speed Rack, Garnish Container, Ice well etc.) Bar Stock, Bar Control, Bar Staffing- maintaining bar records.

(9 Hours)

Unit – 4

COCKTAILS & MIXED DRINKS

Definition and history – classification – Recipe, Preparation and service of Popular Cocktails
Martini—Dry & Sweet – Manhattan –Dry& Sweet – Dubonnet – Rob-Roy
Bronx – White lady – Pink Lady – Side
Catr – Bacardi – Alexandra – John Collins – Tom Collins – Gin Fizz – Pimms Cup no 1,2,3,4,5 –
Flips – Noggs – Champagne Cocktail, Between the Sheets, Daiquiri, Bloody Mary, Screw Driver,
Tequila Sunrise, Gin-Sling, Planters Punch, Singapore Sling, Pinacolada, Rusty Nail, B&B, Black
Russian, Margarita, Gimlet – Dry & Sweet, Cuba Libre, Whisky Sour, Blue Lagoon, Harvey Wall
Banger, Bombay Cocktail – innovative cocktails & latest trend in Cocktail making.

(9 Hours)

Unit – 5

SALES PROMOTION

Food festivals- loyalty programs - Wine dinners or whisky dinners -Happy hours (ladies night, DJ night)- Corporate discounts - Partnership with Social media & home delivery services
Applications,

(9 Hours)

REFERENCE BOOKS

- Profitable food and beverage management by Richard Kotas
- Advanced food service by John fuller
- Food and Beverage Manager by Paul Cullen
- Food and beverage Cost control by David Hayes
- Catering Menu Management by Nancy Loman
- Menu Planning by Jaksa kiwela

Subject Code	Subject Title	L	T	P	LTP	Credit
BHM18603	FRONT OFFICE MANAGEMENT – V	3	0	0	3	3

Objectives:

- To associate the Yield Management concept
- To understand the Timeshare and Vacation Ownership concept
- To be aware of the essentials of Spa & Salon Management
- To understand the fundamentals of Human Resource Management.

Unit – 1

Yield Management:- Concept of yield management– benefits of yield management - Strategies used for increasing revenue of a hotel (Overbooking and capacity management, duration control, market segment pricing and discount allocation) - Measuring Yield (Formulas)

(6 Hours)

Unit – 2

Elements of Yield Management - Potential High and Low Demand Tactics - Yield Management Software - Yield Management Team–Yield Management Meeting

(6 Hours)

Unit – 3

Timeshare and Vacation Ownership:-Definition and Types of Timeshare Options - Advantages and Disadvantages of Timeshare business - Exchange Companies – Resort Condominium International - Intervals International- AIRDA advantages – role of government and industry

(6Hours)

Unit – 4

Spa & Salon Management:- Definition & Types of Salons & Spa - Ownership & Franchised - Hierarchy in Spa - Facilities offered in Spa

(6Hours)

Unit – 5

Human Resource Management:- Human Resource Planning (Forecasting, Inventorying, Planning) - Human Resource Development - Job Analysis (Job Description, Job Specification, Purpose) – Recruitment - Selection – Orientation - Challenges in the Hospitality Industry - Employee Motivation - Employee Retention

(6 Hours)

Reference Books

Hotel Front Office Operations & Management – JataShanker R Tewari
 Front Office Procedures – Michael L. Kasavana
 Hotel Front Office Management – James A Bardi
 Successful Salon and Spa Management - Edward Tezak, Terry Folawn

Subject Code	Subject Title	L	T	P	LTP	Credit
BHM18604	ACCOMMODATION MANAGEMENT – V	3	0	0	3	3

Objectives:

- Identify levels of Interior Decoration and special decoration
- Demonstrate step by step action plan for a new property.
- Discuss various activities involved in facility planning .
- Understand and analyze various changing trends in housekeeping

UNIT – 1

INTERIOR DECORATION

Elements of design; Principles of design; Colour and its role in décor –types of colour schemes; Windows and window treatment; Lighting and lighting fixtures; Carpets;

SPECIAL DECORATION

Occasion For Special Decoration; Materials Used; Theme Decoration

(8 hours)

UNIT – 2

FACILITY PLANNING AND FACILITY MANGEMENT

Role of facility manger, factors considered in planning and designing of hospitality facilities, common services provided by facility management, components of facility mangement,

(8 hours)

UNIT -3

NEW PROPERTY COUNTDOWN

Starting up Housekeeping; Responsibility of Housekeeper

(6 hours)

UNIT – 4

REFURBISHING AND REDECORATION

Reasons to Renovate; Types Of Renovation; Subsidiary Process in Renovation, snag list

(4 Hours)

UNIT -5

CHANGING TRENDS IN HOUSEKEEPING

Eco-friendly Amenities, Products & Process; Training and Motivation

(4 Hours)

Reference Books

Hotel Management and Operations – OXFORD - SmriteeRaghubalan

HOTEL HOUSE KEEPING - Malini Singh,

THE PROFESSIONAL HOUSEKEEPER – Wiley.

Subject Code	Subject Title	L	T	P	LTP	Credit
BHM18605	FOOD AND BEVERAGE MANAGEMENT	2	0	0	2	2

Objectives

- On completion of this semester the Student will get awareness of the following
- To be familiar with Basic Cost and Sales Concept with respect to Hospitality Industry
- Adequate knowledge on Inventory Management & Beverage Controlling measures
- Better understanding wrt. Budget, Budgetary Process & Variance Analysis
- To be familiar with Menu Merchandising and Menu Engineering
- The importance of Marginal Costing & MIS Reports

Unit – 1

Cost Dynamics, Sales Concept & Sales Control

Element of Cost – Classification of Cost, Different Type of Cost in Food and Beverage Business
 Aim & Objectives of Sales Concept, Various Sales Concept, Uses of Sales Concept.- -
 Procedure of Sales Control – Machine System, ECR & NCR- POS / MICROS and Other
 Machines – Reports – Cash Handling – Theft, Fraud and Controlling Measures

(5 Hours)

Unit -2

Inventory Control & Beverage Control

Inventory Control

Aim & Objectives of Inventory Control – Inventory Control Methods and its Importance, Level and Techniques – ABC Analysis & Perpetual Inventory – Monthly Inventory – Pricing of Commodities – Comparison Physical Stock with Book Stock.

Beverage Control

BAR – Licence- Purchasing – Receiving – Storing – Issuing – Beverage Controlling Measures – Standard Recipe – Different Types of Measuring Devise - BAR Frauds – Register & Stock Records – Beverage Control Cycle.

(7 Hours)

Unit -3

Budgetary Control & Variance Analysis

Budgetary Control

Definition – Aim & Objectives of Budget – Definition of Budgetary Control – Key Factors – Budget Frame Work – Types of Budget – Various Steps Involved in Budgetary Control and its advantages

Variance Analysis

Standard Cost – Standard Costing – Cost Variances – Material Variance – Labour Variance – Overhead Variance – Fixed Overhead Variance – Sales Variance – Profit Variance.

(6 Hours)

Unit – 4

Menu Merchandising & Menu Engineering

Menu Merchandising

Menu Control – Menu Structure – Menu Planning – Pricing of Menus – Types of Menus – Menu as Marketing Tool – Layout – Constraints of Menu Planning

Menu Engineering

Definition – Aim & Objectives of Menu Engineering – Methods and Advantages of Menu Engineering – Four Box Analysis of Menu Engineering

(7 Hours)

Unit – 5

Marginal Costing & MIS

Marginal Costing

Breakeven Chart – P V Ratio – Contribution – Aim & Objectives of Marginal Cost – Graph

MIS

Aim & Objectives of MIS – Reports – Calculation of Actual Cost – Daily Food Cost & Monthly Food Cost – Statistical Revenue Report – Cumulative and Non-Cumulative.

(5 Hours)

Recommended Books for Reference

Cost & Management Accounting – SN Maheshwari

Food & Beverage Cost Control – Lea R.Dopson, David K.Hayes, Jack E. Miller

Food & Beverage Management – Bernard Davis, Andrew John Lockwood, Peter Allcott

Food & Beverage Management – Sudhir Andrews

Subject Code	Subject Title	L	T	P	LTP	Credit
BHM18606	FACILITY PLANNING	2	0	0	2	2

Objectives

- To introduce the students to the basic of Facility planning in hospitality industry.
- To teach them about the Facility planning concepts.
- To make them aware of different star classification of hotel.
- To equip them with adequate knowledge of different Kitchen layout & design.
- To enhance their knowledge about project management.

UNIT-I

HOTEL DESIGN- Design Consideration- Attractive Appearance, Efficient Plan, Good location, Suitable material ,Good workmanship, Sound financing ,Competent Management .

(3 Hours)

UNIT-II

FACILITIES PLANNING-Layout , Key to unlock layout problems.The systematic layout planning pattern (SLP) .**Three basic elements of SLP, The SLP pattern of procedures Flow diagram**

Planning consideration - Flow process & Flow diagram, Procedure for determining space considering the guiding factors for guest room/ public facilities, support facilities & services, hotel administration, internal roads/budget hotel/5 star hotel

Architectural consideration - Difference between carpet area plinth area and super built area, their relationships, reading of blue print (plumbing, electrical, AC, ventilation, FSI, FAR, public Areas) B. Approximate cost of construction estimation C. Approximate operating areas in budget type/5 star type hotel approximate other operating areas per guest room D. Approximate requirement and Estimation of water/electrical load gas, ventilation

(5 Hours)

UNIT-III

STAR CLASSIFICATION OF HOTEL – HRACC and its members Criteria for star classification of hotel (Five, four, three, two, one & heritage)

KITCHEN – Types / classification of Equipments , Equipment requirement for commercial kitchen, Heating - gas/electrical, Cooling (for various catering establishment) , Developing Specification for various Kitchen equipments, Planning of various support services (pot wash, wet grinding, chef room, larder, **Butchery , Bakery & Confectionary** store & other staff facilities)

(6 Hours)

UNIT-IV

KITCHEN LAY OUT & DESIGN

Principles of kitchen layout and design, Areas of the various kitchens with recommended dimension , Factors that affect kitchen design , Placement of equipment , Flow of work , Space allocation , Kitchen equipment, manufacturers and selection , Layout of commercial kitchen (types, drawing a layout of a Commercial kitchen) .**Various kitchen layout configurations.**

KITCHEN STEWARDING LAYOUT AND DESIGN

Importance of kitchen stewarding, Kitchen stewarding department layout and design, Equipment found in kitchen stewarding department.

STORES – LAYOUT AND DESIGN

Stores layout and planning (dry, cold and bar), **Types of store and heir operation temperatures**, Various equipment of the stores, Work flow in stores.

(8 Hours)

UNIT-V

ENERGY CONSERVATION

Necessity for energy conservation, Methods of conserving energy in different area of operation of a hotel, Developing and implementing energy conservation program for a hotel.

CAR PARKING

Calculation of car park area for different types of hotels .**Types of car parking.**

PLANNING FOR PHYSICALLY CHALLENGED

PROJECT MANAGEMENT

Introduction to Network analysis, Basic rules and procedure for network analysis, C.P.M. and PERT, **History of CPM & PERT**, Comparison of CPM and PERT, Classroom exercise'

(8 Hours)

REFERENCE BOOKS

Facilities Planning - [James A. Tompkins](#).

Hotel facility planning by TarunBansal.

Hotel facility planning by R.K. Chatwal

Systematic layout planning by Richard Muther

Food service planning layout & Equipment by Lendal H Kotchevar

Subject Code	Subject Title	L	T	P	LTP	Credit
BHM18607	HAZARD ANALYSIS CRITICAL CONTROL POINT	2	0	0	2	2

Objectives

- To understand the basic concept of food safety
- To review the good manufacturing factors in Hotel Industry
- To create awareness about hazardous foods and their critical control points
- To understand the food product safety - the service and the temperatures.

Unit-I

HACCP-Introduction

(2 Hours)

Unit-II

Critical control points - Menu Planning – Purchasing – Receiving – Storing- Issuing- Preparation- Cooking- Holding- Service- Cleaning & Maintenance

(4 Hours)

Unit-III

Who is Responsible for HACCP- HACCP Process- HACCP Terminology- HACCP Principles- Conduct Hazard Analysis- Some Hazards?

(3 Hours)

Unit-IV

Critical Control Points - Critical limits - Monitoring CCPS - Corrective Action- Verification- Record Keeping- Key terms

(3 Hours)

Unit-V

HACCP and Hotel Industry- Advantages & Disadvantages of HACCP

(3 Hours)

Reference Book

Haccp: A Practical Approach - Sara Mortimore, Carol Wallace

Subject Code	Subject Title	L	T	P	LTP	Credit
BHM18608	ADVANCED FOOD PRODUCTION - V (PRACTICAL)	0	0	8	8	4

CHINESE

MENU 01

- Prawn Ball Soup
- Fried Wantons
- Sweet & Sour Pork
- Hakka Noddles

(5 Hours)

MENU 02

- Hot & Sour soup
- Beans Sichwan
- Stir Fried Chicken & Peppers
- Chinese Fried Rice

(5 Hours)

MENU 03

- Sweet Corn Soup
- Shao Mai
- Tung-Po Mutton
- Yangchow Fried Rice

(5 Hours)

MENU 04

- Wonton Soup
- Spring Rolls
- Stir Fried Beef & Celery
- Chow Mein

(5 Hours)

MENU 05

- Prawns in Garlic Sauce
- Fish Szechwan
- Hot & Sour Cabbage
- Steamed Noddles

(5 Hours)

ITALY

MENU 06

- Minestrone
- Ravioli Arabeata
- Fettocine Carbonara
- Pollo Alla Cacciatore
- Medanzane Parmigiane

(5 Hours)

ARABIC – I

MENU 07

- Hummus
- Fattush
- Falafel
- Kushari with dakoos
- Dejj Meshwi
- Um ali

ARABIC – II

MENU 08

- Mutabal
- Arabic salad
- Machboos Dejj
- Bamia Bil Laham
- Muhalabia

(10 Hours)

MEXICAN – I

MENU 09

- Chicken Enchilada
- Vegetable Quesadillas
- Chicken chimichangas
- Potato Nachos

MEXICAN – II

MENU 10

- Lamb Burritos
- Beef Tacos
- Chicken Fajitas
- Chicken Empamadas

(10 Hours)

KOREAN
MENU 11

- Spinach Pan cakes
- Kimchi Salad
- Chicken & Rice Porridge
- Bibimbab

(5 Hours)

THAI
MENU 12

- Chicken Satay With Peanut Sauce
- Tom Yum Soup
- Chicken Massaman curry with steamed rice
- Mussaman vegetable curry

(5 Hours)

MEXICAN
MENU 13

Demonstration of

- Guacamola
- Tortilla
- Salsa

LEBANAN
MENU 14

Demonstration of

- Baba Ghanoush
- Hummus
- Tebbouleh

SPAIN
MENU 15

Demonstration & Preparation of

- Gazpacho
- Paella

GERMANY
MENU 16

Demonstration & Preparation of

- Sauerbaaten
- German Potato Salad

GREECE

MENU 17

- Moussaka A La Greque
- Tzaziki

DEMONSTRATION OF

- Charcuterie Galantines
- Pate
- Terrines
- Mousselines
- New Plating Techniques

(18 Hours)

BAKERY PRACTICAL

Menu - 1

- Grissini
- Tiramisu

(4 Hours)

Menu - 2

- Bread Sticks
- Apple Strudel

(4 Hours)

Menu – 3

- Crossiants
- Black Forest Cake

(4 Hours)

Menu - 4

- Pizza base
- Honey Praline Parfait

(4 Hours)

Menu - 5

- Danish Pastry
- Cold Cheese Cake

(4 Hours)

Menu - 6

- Soup Rolls
- Chocolate Truffle cake

(4 Hours)

Menu - 7

- Ginger Bread
- Blancmange

(3 Hours)

Menu - 8

- Cinnamon & Raisin Rolls
- Souffle Chaud Vanille

(2 Hours)

Menu - 9

- Fruit Bread
- Plum Pudding

(3 Hours)

Menu - 10

Demonstration of
Meringues
Icings & Toppings

(4 Hours)

Menu - 11

Demonstration of Wedding Cake - Ornamental cakes

(6 Hours)

Books recommended:-

Theory of Cookery, the Art of Culinary Preparations
Food Production Operations by Parvinder S. Bali
Professional Cookery by wayne gisslen

K.Arora& K.N.Gupta – Theory of cookery

Philip Thangam – Modern cookery for teaching & The Trade (Orient Longmans ltd)

Gisslen wayne – professional cookery (john wiley and sons)

Montage – Larousse gastronomique (Himalaya publishing group)

Subject Code	Subject Title	L	T	P	LTP	Credit
BHM18609	ADVANCED FOOD AND BEVERAGE OPERATIONS - V (PRACTICAL)	0	0	4	4	2

Unit - 1

TASK

F&B Staff Organization

Classroom Exercise (Case Study method) Developing Organization Structure of various Food & Beverage Outlets -Determination of Staff requirements in all categories -Preparing Job Description & Specification

(14 Hours)

Unit - 2

TASK

Making Duty Roster

Conducting Briefing & Debriefing - Restaurant, Bar, Banquets & Special events

(12 Hours)

Unit 3

TASK

Supervisory Skills

Drafting Standard Operating Systems (SOPs) for various F & B Outlets -Supervising Food & Beverage operations -Preparing Restaurant Log

(16 Hours)

Unit – 4

TASK

Bar Operations

Designing and setting the bar- Preparation & service of cocktail & mixed drinks

(10 Hours)

Unit - 5

TASK 4

Planning A Sales Promotion event With Checklist

(8 Hours)

REFERENCE BOOKS

- Profitable food and beverage management by Richard Kotas
- Advanced food service by John fuller
- Food and Beverage Manager by Paul Cullen
- Food and beverage Cost control by David Hayes
- Catering Menu Management by Nancy Loman
- Menu Planning by Jaksa kiwela

Subject Code	Subject Title	L	T	P	LTP	Credit
BHM18610	FRONT OFFICE MANAGEMENT – V (PRACTICAL)	0	0	2	2	1

Unit 1

Hands on practice of computer applications related to Front Office:- How to put locator - How to put messages - Put Traces

(6 hours)

Unit 2

Hands on practice of computer applications related to Front Office:-Deposit - Merging profiles - Creating Sharer - Making Group bookings - Making group blocks

(6 hours)

Unit 3

Situation Handlings:-Handling dissatisfied guest - Wrong Postings reflected in final bill - Guest complaining about smell in the room - Non smoking room not available – Black listed guest - Guest not well - Crew Layover

(6 hours)

Unit 4

Guest loyalty program:-Loyalty program of different hotels.

(6 hours)

Unit 5

Group activity (5 per team):- Set up a front office department for a pre opening hotel – Set up in a thermocol structure differentiating different areas (Budget hotels , mid scale hotel , large scale hotel)

(6 hours)

Reference Books

Hotel Front Office Operations & Management – JataShanker R Tewari

Front Office Procedures – Michael L. Kasavana

Hotel Front Office Management – James A Bardi

Successful Salon and Spa Management - Edward Tezak, Terry Folawn

Subject Code	Subject Title	L	T	P	LTP	Credit
BHM18611	ACCOMMODATION MANAGEMENT – V (PRACTICAL)	0	0	2	2	1

UNIT – 1

DESIGNING OF GUEST ROOM

To the scale; Specification Of Colours, Furniture, Fixture, Fitting, Soft Furnishing And Accessories Etc Used

(4 hours)

UNIT – 2

TEAM CLEANING

Planning; Organizing; Executing; Evaluating

(6 hours)

UNIT – 3

FIRE SAFETY FIRE FIGHTING

Safety Measures; Fire Drill (Demo)

(6 hours)

UNIT – 4

SPECIAL DECORATION (THEME RELATED TO HOSPITALITY INDUSTRY)

Indenting; Costing; Planning With Time Split; Executing

(10 hours)

UNIT – 5

Time and motion study

Steps of bed making, Steps in servicing a guest room etc

(4hours)

Reference Books

Hotel Management and Operations – OXFORD - SmriteeRaghubalan, HOTEL HOUSE KEEPING - Malini Singh, THE PROFESSIONAL HOUSEKEEPER – Wiley.

Subject Code	Subject Title	L	T	P	LTP	Credit
BHM18612	RESEARCH PROJECT	0	0	2	2	2

Once you have finalised the first draft or synopsis in consultation with your supervisor during SEM-V, plan to writing the final research paper during SEM-VI. Keep in mind the following:

1. Statement of purpose: tell the reader what you're going to say.
2. Main body of the paper: say it
3. Summary and conclusion: tell the reader what you've said.
4. Stick to the point, avoid digression. State each major idea quickly and then develop it through examples and explanations.
5. Include concrete examples, illustrations, and factual details to back up your generalizations.
6. Criticize, evaluate, illustrate, attack, or defend where appropriate to your topic. Show you've been thinking.
7. As you write, indicate your information source (by # of card or author's name) in the margin beside ideas. You can return later to complete the documenting of your references.
8. Unless your professor has specified otherwise, be sure to introduce quotations and show how they fit in with your position. Don't use them as filler.
9. Read it out loud to check for flow and awkward language. Read for clarity and logical progression and smooth transitions.
10. Find alternate words for ones you are using too often (check a Thesaurus).
11. Check for mechanical errors such as misspelled words, inaccurate punctuation, incorrect grammar, etc. 12. Watch carefully to prevent plagiarism. Be absolutely certain that your documentation gives full credit for all materials used not only in quotations but in paraphrased form.
13. Revise and polish your tentative draft for final project
14. Type the final version of your report. Double space and allow for proper margins.
15. Follow the exact format prescribed by your instructor for the title page, bibliography and documentation. This may vary from topic to topic, so be sure to check if you're in doubt.

16. Double check your documentation against your alphabetized bibliography. Make certain that all of your documentation is accurately tied to the references listed in your bibliography.
17. After typing, be sure to proofread for typos and other errors.
18. Hand your paper in!!

Remember all research is expected to show originality as it provides significant contribution to enhancing knowledge. Do give reference of ideas, quotes etc. in your paper from wherever it has been borrowed. The research paper must be accompanied by a certificate to the affect that it is an original piece of work. If at any stage it is found that the research paper has been copied, in part or full, it is likely to be cancelled and the student failed in the subject.