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SYLLABUS SEMESTER - I

BHM & CT

BASIC FOOD PRODUCTION

UNIT-I

Introduction to the Art of Cookery:

Culinary History- Development of the Culinary Art from the middle ages to modern cookery, modern hotel kitchen, Nouvelle Cuisine, Cuisine Minceur, Indian Regional Cuisine and Popular International Cuisine (An Introduction) of French, Italian and Chinese Cuisine.

UNIT-II

Aims & Objectives of Cooking Food:-

Classification - cooking materials & their uses.

Foundation ingredients- meaning, action of heat on carbohydrates, fats, proteins, minerals and vitamins.

Fats & oils- meaning & examples of fats & oils, quality for shortenings, commonly used fats & oils & their sources & uses.

Raising agent- functions of raising agents, chemical raising agents & yeast. **Eggs**- uses of eggs in cooking, characteristics of fresh eggs, deterioration of eggs, storage of eggs.

Salts - uses.

Liquid- water, stock, milk, fruit juices etc. Uses of liquid.

Flavouring & seasoning – uses & example.

Sweetening agents - uses & examples. Thickening agent.

UNIT –III

Preparation of ingredients.

Washing , peeling scraping, paring, Cutting – terms used in vegetables cutting , julienne, brunoise mecedoine, jardinière, paysanne- grating. Grinding. Mashing. Sieving. Milling. Steeping. centrifuging, emulsification evaporation . homogenization. Methods of mixing foods.

UNIT-IV

Equipment used in kitchen.

Types of Kitchen Equipment – Diagrams, Uses, Maintenance, Criteria for Selection.

UNIT-V

Kitchen Organization.

Main Kitchen & Satellite Kitchen

Duties & responsibilities of each staff.

Cooking fuels - uses & advantage of different types of cooking fuels.

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BASIC FOOD PRODUCTION

Practical

Proper usage of a Kitchen Knife and Hand Tools.

Understanding the usage of small equipment.

Basic Hygiene practices to be observed in the Kitchen.

Identification of Raw Materials.

Washing , peeling scraping, paring

Cutting – terms used in vegetables cutting , julienne,

brunoise mecedoine, jardinière, paysanne- grating. Grinding. Mashing. Sieving. Milling.

Steeping. centrifuging, emulsification evaporation . homogenization.

Methods of mixing foods.

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FRONT OFFICE

UNIT-1

Introduction to tourism

Definition

Tourist

Classification of tourism

- mass tourism, adventure tourism, recreational tourism, leisure tourism, sports, health.

Economic benefits of tourism.

UNIT -11

Hospitality tourism

Definition

Nature of hospitality industry.

Hospitality industry and tourism.

UNIT-111

Hotel

Introduction..

Classification of hotel.-size, location, length of stay, star.

Major departments of hotel.

UNIT-IV

Organizational structure of hotel.

Introduction.

Organizational chart- small ,large,medium.

UNIT-V

Front office introduction.

Guest cycle.

Organization of the front office.

Duties and responsibilities of front office staff.

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FRONT OFFICE

Practical

1. Communication skills – verbal, non verbal
2. Preparation and study of countries, capitals, currencies, airports and IATA airport codes, Various airlines and flags chart of top 30 countries in terms of tourist arrival

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SYLLABUS SEMESTER - I

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HOUSEKEEPING OPERATION UNIT

UNIT -I

Introduction- Housekeeping Department

Meaning, definition and importance of Housekeeping department

Layout of Housekeeping Department

Organisational structure of Housekeeping department (Large/medium/small Hotel)

Functions/ responsibilities of Housekeeping department

Interdepartmental coordination

UNIT-II

Staffing

Attributes and qualities of Housekeeping staff

Job description and job specification of Housekeeping staff

Staffing of housekeeping staff

Contract housekeeping

Importance of housekeeping department in hospitals, hostels and other industries.

UNIT-III

Introduction of cleaning areas

Types of guest rooms

Features of typical guest room

Bathroom

Public areas- meaning and introduction of all public areas of hotel

Guest amenities/ supplies of guest room and bathroom.

UNIT- IV

Routine system and records

Briefing

Housekeeping control desk- importance, role

types of registers and files maintained

Types of keys and key control

Lost and found procedure and formats

Handling guest queries, problem and requests

Routine task of housekeeper

Housekeeping supply store

UNIT-V

Introduction of cleaning and cleaning equipments

The maid's cart- introduction, design of maid's cart

Types of cleaning equipments, selection, and storage

Common cleaning agents, selection, general principles

Polishes, use, care, storage, distribution and control

Principles of cleaning, hygiene, safety factors in cleaning

Types of cleaning- daily, weekly, spring and deep cleaning

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SYLLABUS SEMESTER - I

BHM & CT

HOUSEKEEPING OPERATION

Practical

1>Identification of cleaning equipment both manual and mechanical use of brushes, brooms, mops

2>Identification of cleaning agents

3>Knowledge of all files registers and formats maintained at control desk.

- Register for guest messages
- Baby sitting services
- Room checklist file
- Carpet shampoo register
- Room occupancy reports file
- Duty roster file
- Log book
- Memo book
- Lost and found slip and register
- Maintenance register and slip
- Work order slip
- Guest loan register
- Guest supplies consumption register
- Room report format

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SYLLABUS SEMESTER - I

BHM & CT

FOOD & BEVERAGE SERVICE

UNIT-1

Introduction to Food and Beverage:

Introduction to the Food & Beverage Industry, Types of Catering Establishments, Introduction to Food & Beverage Operations, Role of catering establishment in the hospitality industry

UNIT-II

F & B Service areas in a Hotel:

Restaurant, Coffee Shop, Room Service, Bars, Banquets, Discotheques, Still Room, Grill Room, Snack Bar, Executive lounges, Business Centres & Night Clubs.

UNIT-II

F & B Service Equipments:

Usage of Equipment, criteria for selection, requirements, quantity and types, Furniture, Linen, Chinaware, Silverware & Glassware, Disposable, Special Equipment & Other Equipment, Care and maintenance.

UNIT-IV

Food & Beverage Service Department and its organization:

Food & Beverage Service Organization, Job Descriptions & Job Specifications of F& B Service Staff, French terms related to Food & Beverage staff, Attitude & Attributes of a Food & Beverage personnel, competencies, Basic Etiquettes for Catering staff, Inter and Intra departmental relationship.

UNIT-V

Food & Beverage Service Methods:

Table Service-Silver/English, Family, American, Butler/French, Russian, Self Service- Buffet & Cafeteria, Tray, Lounge, Room, etc., Single Point Service-Take Away, Vending, Food & Beverage Terminology (related to the inputs of the semester).

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SYLLABUS SEMESTER - 1

BHM & CT

FOOD & BEVERAGE SERVICE

Practical

1. Familiarization

- Cutlery, Crockery, Glassware, Flatware, Holloware.
- French terms related to the above.

2. Mise-en- scene & Mise-en-place :

Dusting, vacuuming, arranging tables and chairs, linen replenishment, accompaniments, condiments, side board, silver cleaning, laying of tables according to the covers.

3. Technical Skills:

Holding and using service gear, carrying plates using salver and tray, using service plate, carrying glasses, Care and maintenance of EPNS items.

TO DO -

- a) English/ Silver Service.
- b) Pre-plated service
- c) Taking the order
- d) Taking restaurant reservations/ Bookings
- e) Receiving & Seating guests.
- f) Setting Room Service tray for different meals
- g) Laying the table covers.
- h) Napkin folding (10 folds)

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SYLLABUS SEMESTER - I

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COMMUNICATION SKILLS

UNIT-1

Meaning and importance of communication

Features of communication.

The process of communication.

Types of information. Order, advise, suggestion, motivation, persuasion, warning and education.

UNIT-11

Channels of communication

Effectiveness

Limitation, media of communication, barriers of communication, approach to effective communication, tools of communication, dictation, sentence, paragraph, punctuation and report writing.

UNIT-111

Group communication through committees

Conference and other formal communication with public at large

Interviews, seminars, symposia and conferences.

UNIT -1V

Business communication.

Essential of effective business communication., structure of business correspondence, inquiries and replies, orders and their executions, complaints and adjustment, credit and status enquiries, agency letters and sales letters.

UNIT-V

Process for drafting effective business message.

Letter writing, good news, bad news, informative news, persuasive news, memorandum drafting, email writing.

Report writing-short and long formal reports.

Strategies to improve- reading skills, speaking skills, and listening skills.

Guidelines to effective public speaking.

UNIT-V1

Developing effective job application- covering letter, resume.

Interviewing- negotiating the job offer.

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SYLLABUS SEMESTER - I

BHM & CT

COMPUTER APPLICATION

UNIT – 1

Introduction to computers

Classification

Components of computers system.

Introduction to high level and low level languages.

Problem analysis, flow charting and algorithm.

UNIT-11

Software

System s/w, application s/w, basic concept of operating system.

UNIT-111

Introduction to www.

Internet and intranet, difference between internet and intranet.

Sending and reading e-mail fax.

UNIT-1V

M.S Office

World basic, formatting text and documents, working with header and footer, footnotes endnotes, tables and sorting, graphics, mail merge and macros.

Spreadsheet and their uses in business, excel basics, rearranging. Worksheets, excel formatting technique, using functions, chart features and working with graphics in excel.

Power point- basics, working with texts and graphics in power point.

Delivering information with Microsoft mail.

Practical on internet access to-

*create e-mail address.

*perform transaction.

*send and receive messages.

*use of search engine.

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SYLLABUS SEMESTER - I

BHM & CT

HYGIENE AND SANITATION

UNIT -1

Introduction to hygiene and sanitation.

Hygiene, sanitation, meaning use in hotel industry.

Importance of hygiene and sanitation in catering industry.

Personal hygiene for staff members in the production areas in preparing food or coming in touch with food and beverages.

Personal hygiene for staff coming in touch with guests.

UNIT-11

Food poisoning

Food poisoning, meaning in context of water and food.

Water and food borne diseases- roots of contamination.

Mould, yeast and bacteria.

HACCP- brief introduction.

UNIT -111

Proper care and food sanitation

Food handling for kitchen and service staff.

High risk foods

Preventing contamination.

Temperature control.

Storage of various food material.

Food hygiene regulation.

UNIT-1V

Premises and equipment care.

Design of premises.

Various equipment used in kitchen their cleaning and disinfections.

Protective clothing, selection ,efficiency, comfort, care and maintainence.

UNIT-V

Cleaning methods

Cleaning agents- water detergents, abrasive, disinfectants.

Cleaning schedule, pest control.

Indoors environment, air, water, waste disposal.

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SYLLABUS SEMESTER - II

BHM & CT

FOOD AND BEVERAGE PRODUCTION

UNIT – I

Methods of Cooking.

Methods of cooking food- transference of heat to food by radiation, conduction & convection- magnetrons waves meaning. Boiling, poaching, stewing, braising, steaming, baking, roasting, grilling, frying, paper bag, microwave, pot rousing- explanations with E.G

UNIT- II

Vegetables and Fruit Cookery

Introduction –Classification Of Vegetables, Cuts of vegetables
Pigments and colors changes, Effects of heat on vegetables
Classification of fruits, Uses of fruit in cookery
Salads and salad dressings

UNIT-III

Stocks, Soups, Sauces

Stocks, Uses of Stocks, Types of Stock
Preparation of Stock, Recipes
Storage of Stocks, Care and Precautions
Soups, Classification with examples,
Basic Recipes, Consommés, Garnishes and Accompaniments
Sauces, Classification of Sauces, Recipes For Mother Sauces, their derivatives

UNIT-IV

Introduction to Meat/Egg Cookery,

Cuts Of /Veal, Lamb/Mutton/Pork
Variety of meats/offal's
Egg Cookery, Introduction, Uses Of Egg In Cookery
Structure Of An Egg, Selection Of Egg
Methods Of Cooking Egg

UNIT-V

Fish, Rice, Cereals & Pulses Cookery,

Introduction, and Classification with examples

Cuts Of Fish, Selection Of Fish And Shell Fish

Cooking Of Fish (Effects Of Heat)

Rice, Cereals &Pulses, Classification And Identification

Cooking Of Rice, Cereals & Pulses

REFERENCES:

- Art of Indian Cookery, Rocky Mohan, Roli Prasad
- Cooking with Masters, J. Inder Singh Kalra, Allied
- Modern Cookery (Vol-I) For Teaching & Trade, Philip E. Thangam, Orient Longman Larousse Gastronomique-Cookery Encyclopedia, Paul Hamlyn
- The Complete Guide to the Art of Modern Cookery, Escoffier
- Accompaniments & Garnishes from waiter; Communicate: Fuller J. Barrie & Jenkins
- Bakery & Confectionery By S. C Dubey, Publisher: Society of Indian Bakers
- Cooking Essentials for the New Professional Chef
- Larder Chef by M J Leto & W K H Bode Publisher: Butterworth- Heinemann
- Modern Cookery (Vol-I) By Philip E. Thangam, Publisher: Orient Longman

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SYLLABUS SEMESTER - II

BHM & CT

FOOD AND BEVERAGE PRODUCTION

practical

Demonstration of Cooking Methods.

Basic cuts of Vegetables.

Basic Stock preparations.

. Egg Cookery: Preparation Of Varieties Of Egg Dishes

- Boiled (Soft & Hard)
- Fried (Sunny Side Up, Double Fried)
- Poaches
- Scrambled
- Omelets (Plain, Stuffed)
- En Cocotte (Eggs Benedict)

. Fish cookery: Identification & Classification Of Fish

- Fish (Pomfret, Black Pomfret And Sole)
- Round Fish (Surmal, Rawas Mackerel)
- Shellfish (Clams, Mussels, Shrimps, Crabs, Lobsters)
- Cephalopods (Squid, Scuttle, Fish)

Cuts Of Fish

- Fillet
- Darne
- Troncon
- Pauprette
- Goujons

5. RICE & PULSES COOKING: Identification of types of rice varieties & pulses.

Simple preparation of

- Boiled rice (Draining & absorption method).
- Fried rice.
- Simple dal preparation

Wheat, products like making

- Chapattis
- Parathas
- Phulkas
- Kulchas
- Puris.

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SYLLABUS SEMESTER - II

BHM & CT

FRONT OFFICE OPERATION

UNIT- I

Types of Rooms and Tariff

Different types of rooms;

Numbering of rooms and food plan;

Basis of charging a guest: Tariff, Tariff Card, Rates, Discounts, Allowance and Policy

Facilities available in Hotels

UNIT-II

Front Office Communication

Communicating with various sections: verbal, written & verbal, Interdepartmental
Coordination with other departments: Housekeeping, Engineering and Maintenance,
Revenue Centers, Marketing and Public Relations

Communications: Log Book, Information Directory, Mail and Package Handling,
Telephone etiquettes

UNIT-III

Front Office Responsibilities

Guest services, Guest relations

Dealing with emergencies: Medical, death, theft, robbery, fire, bomb threats etc.

UNIT-IV

Reservations:

Reservation modes, types of reservation, sources of reservation Reservation inquiring,
Group reservation, The Reservations record, Reservation confirmation, Reservation
maintenance, Reservation reports

UNIT-V

Registration:

Pre-registration activities, Registration activity, The registration record, Room and rate assignment - FITs, Groups, Crew, Indian & Foreign Method of payment, Issuing the room key, Fulfilling special requests, Creative options, Change of room, Over-booking cases.

REFERENCES:

- Front Office Training manual – Sudhir Andrews. Publisher: Tata Mac Graw Hill
- Managing Front Office Operations – Kasavana & Brooks Educational Institution AHMA
- Front Office – operations and management – Ahmed Ismail (Thomson Delmar).
- Managing Computers in Hospitality Industry – Michael Kasavana & Cahell.
- Front Office Operations – Colin Dix & Chris Baird.
- Front office Operation Management- S.K Bhatnagar, Publisher: Frank Brothers
- Managing Front Office Operations By Kasavana & Brooks
- Principles of Hotel Front Office Operations, Sue Baker & Jermy Huyton, Continum
- Check in Check out- Jerome Vallen
- [Hotel Front Office Management, 4th Edition](#) by James Socrates Bardi; Wiley International

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SYLLABUS SEMESTER - II

BHM & CT

FRONT OFFICE

Practical

GMT, International Date Line, World Time Zones,

Identification of Front Office equipment and furniture

Role-play –

- Check-in Procedure
 - Receiving at the porch
 - Bell Desk functions
 - Concierge
 - Reception
-
- Reservation Procedure
 - Pre registration and registration procedure
 - Luggage handling- Individual and group
 - Message and mail handling
 - Paging

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HOUSEKEEPING OPERATION

UNIT-I

(Guest room cleaning procedure)

Rules on guest floor

Procedure for entering the room

Cleaning of guest room (daily cleaning of occupied/ departure/ vacant/ VIP room)

Evening service in guest rooms

Making bed

Bathroom cleaning

UNIT-II

(Public area cleaning)

Cleaning of public area (lobby, corridors, elevators, staircase, f & B outlets, back offices etc.

Cleaning of high traffic areas

Frequencies of cleaning daily, periodic, special in public areas

UNIT-III

(Pest control)

Types of pesticide, introduction

Pest control programme / procedures

UNIT- IV

(Care and cleaning of different surfaces)

Metals

Glass

Plastics

Wood

Wall finishes

Floor finishes

Ceramic tiles

Windows

Tabletops

Picture frame

Under bed
Carpets

UNIT-V

(Housekeeping supervision)

Importance of inspection

Check- list for inspection

Typical areas usually neglected where special attention is required

REFERENCES:

- Hotel Hostel and Hospital Housekeeping –by Joan C Branson & Margaret Lennox, ELBS with Hodder & Stoughten Ltd.
- Hotel House Keeping A Training Manual by Sudhir Andrews, Tata McGraw Hill publishing company limited New Delhi.
- Hotel Housekeeping Operations & Management by Raghubalan, Oxford University Press.
- House Keeping Management by Matt A. Casado; Wiley Publications
- Management of Hotel & Motel Security (Occupational Safety and Health) by H. Burstein, CRC Punlisher.
- Professional Management of Housekeeping Operations (II Edn.) by Robert J. Martin & Thomas J.A. Jones, Wiley Publications
- Safety and Security for Woman Who Travel By Sheila Swan & Peter Laufer
Publisher: Traveler's Tales
- Security Operations By Robert Mc Crie, Publisher: Butterworth- Heinemann
- The Professional Housekeeper by Tucker Schneider, Wiley Publications
- Professional management of Housekeeping by Manoj Madhukar, Rajat Publications
- Professional Management of Housekeeping Operations by Thomas J. A. Jones
publisher- John Wiley & Sons inc.
- Managing Housekeeping Operations by Margart M. Kappa, CHHE, American Hotel & Lodging Associations.

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SYLLABUS SEMESTER - II

BHM & CT

HOUSEKEEPING OPERATION

practical

1. Room layout and standard supplies
2. Maid's cart set-up, stocking and usage
3. General procedure cleaning

1. Cleaning guest rooms

- Vacant
- Occupied
- Departure

2. Placing guest supplies and soiled linen

3. Cleaning of bath room

4. Cleaning of different surface

- Metals
- Glass
- Plastics
- Wood
- Wall finishes
- Floor finishes
- Ceramic tiles
- Windows

- Tabletops
- Picture frame
- Under bed
- Carpets

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SYLLBUS SEMESTER - II

BHM & CT

FOOD & BEVERAGE SERVICE

UNIT-1

Meals during the Day:

Breakfast-Introduction, Types, Service Methods, à la carte and table d'hôte set ups, Brunch, Lunch, Hi-Tea, Dinner, Supper, Elevenses and others.

UNIT-II

Menu Planning:

Origin of menu, Types- A la Carte & Table d'hoté, Menu Planning, considerations and constraints, French names of dishes and other menu terms, Menu Design, Classical French Menu, Classical Foods & its Accompaniments with Cover, Indian regional dishes, accompaniments and service.

UNIT-III

Room Service:

Introduction, general principles, pitfalls to be avoided, Cycle of Service, scheduling and staffing, Room service menu planning, Forms & formats, order taking, thumb rules, suggestive selling, breakfast cards, Layout & Setup of Common Meals, use of technology for better room service, Time management - lead time from order taking to clearance

UNIT-IV

Non-Alcoholic Beverages,

Classification, Hot Beverages-Types, Production, Service, Cold Beverages-Types, Production and Service.

UNIT -V

Spirits-

Definition of alcohol

What is an alcoholic beverage

How is alcohol obtained

Definition of spirit.

REFERENCES

- Food & Beverage Service - Dennis R.Lillicrap. & John .A. Cousins. Publisher: ELBS
- Food & Beverage Service Management- Brian Varghese
- Introduction F& B Service- Brown, Heppner & Deegan
- Menu Planning- Jaksu Kivela, Hospitality Press
- Modern Restaurant Service – John Fuller, Hutchinson
- Professional Food & Beverage Service Management -Brian Varghese
- The Restaurant (From Concept to Operation)
- The Waiter Handbook By Grahm Brown, Publisher: Global Books & Subscription Services New Delhi
- S.N Bagchi and Anita Sharma, Food and Beverage Service, Aman Publication, New Delhi.
- Sudhir Andrew, Food and Beverage Manual, Tata Mc. Hills, New Delhi.
- Brain Vergese, Professional Food and Beverage Service Management, Macmillan Pub. New Delhi.
- Vijay Dhawan , Food And Beverage Service, Frank Brothers And Company, New Delhi.

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SYLLBUS SEMESTER - II

BHM & CT

FOOD & BEVERAGE SERVICE

practical

- Writing a menu in French

Methods of Services and Clearance

- Table laying for different meals & Re laying
- Set up & Service of water, juices, soft, drinks squashes, syrups.
- Table d' hôte cover and A la carte cover.
- Services of Food:-Soup, Meat, Fish, Potatoes, Vegetables, Sweets, Cheese.
- Service of Tea & Coffee, including accompaniments.
- Services of cigars & cigarettes
- Changing of dirty Ash tray.

Breakfast Services Practical

- Laying of Difference type of breakfast cover with all table appointments like butter dish, supreme bowl (for service of grape fruit etc)
- Laying a room service tray for bed tea and breakfast (Continental & English)

Room Service

- Trolley Tray Breakfast set up and service for rooms. Room Service Amenities Set-up in Rooms.
- Service of hot and cold non- alcoholic beverages

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SYLLABUS SEMESTER - II

BHM & CT

FOOD SCIENCE AND NUTRITION

UNIT-I

Food and Nutrition

Nutrition – Definition of nutrition, optimum and malnutrition; Health, relationship between health and nutrition

Food – Definition, classification and functions

UNIT-II

Introduction to Nutrients

Nutrients – classification and functions, recommended daily allowances, deficiency and excess digestion and absorption (in brief) of: Carbohydrates, lipid, proteins, vitamins and minerals.

UNIT-III

Food Composition and Nutritional Contribution

Cereals and Millets; Pulses and legumes; Fruits and vegetables; Milk and milk products; Nuts and oil seeds; Meat, fish, poultry and egg; fats and oils; condiments and spices; sugar; tea, coffee, cocoa and chocolate.

UNIT-IV

Improving Nutritional Quality

Methods of cooking, their advantages, disadvantages, effect on nutritive value and principles to conserve losses during cooking, Improving nutritional quality of food by germination, fermentation, supplementation, fortification and enrichment.

UNIT-V

Balance and Therapeutic Diets

Balance diet, therapeutic diets – Principles, planning of low and high calorie; low salt; low carbohydrates; low and high proteins; low fat diets.

REFERENCES:

- Robinson, C.H.Lawlar, M.R.Chenoweth W.L. and Garwick A.E.(1986): Normal and Therapeutic Nutrition, Macmillan Publishing Co.
- Swaminathan, M.S. (1985): Essentials of Food and Nutrition VI: Fundamental Aspects VII Applied Aspects.
- Hughes, O, Bennion, M (1970): Introductory foods, Macmillan Company.
- Williams, S.R.(1989): Nutrition and Diet Therapy, C.V.Mos by Co.
- Guthrie, A.H.(1986): Introductory Nutrition, C.V.Mosby Co.
- Joshi, S.A. (1998), Nutrition and Dietetics, Tata Mc Graw Hill Publishing Co. Ltd.,
- Mahay N.S.,Shadaksharaswamy, M (2001) foods: Facts and Principles, New Delhi International Publishers.

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SYLLBUS SEMESTER - II

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PERSONALITY DEVELOPMENT

UNIT- I

Personality & Personal Grooming – A Brief Introduction

Personality and self-concept, Element of Personality, Determinants of Personality, Causes of deranged Personality, Personality Analysis
Grooming, Personal hygiene, Social and Business and Dining Etiquettes, Body language use and misuse, Art of good Conversation, Art of Intelligent Listening.

UNIT- II

Interpersonal Skills & Role playing

Dealing with seniors, colleagues, juniors, customers, suppliers, contract workers, owners etc at work place

Role playing of hotels department situations i.e. Front office- reception, F & B Service- restaurant.

UNIT- III

Group Discussion

Team behavior, how to effectively conduct yourself during GD, do's and don'ts, clarity of thoughts and its expression

UNIT- IV

Understanding the Recruitment & Selection Process and Interviews Preparation

Intent and purpose, selection procedure, types of interviews, Self planning, writing winning resume, knowledge of company profiles, academics and professional knowledge review, update on current affairs and possible questions.

UNIT- V

Facing an Interview Panel & Presentation Skills

Time – keeping, grooming, dress code, document portfolio, frequently asked questions and their appropriate answers, self – introduction, panel addressing, mental frame – work during interviews

Presentation skills & seminar skills

REFERENCES

- Personal management and Human Resources, by C.S. Venkata Ratanam and B.K. Srivastava, Published by Tata McGraw Hill Publishing Ltd. New Delhi
- Human Behaviour at Work, by: Keith Davis, Tata McGraw Hill Pub. Ltd. N. Delhi
- Im OK, You re OK, by : Thomas A. Harris, Publsihed By : Pan Books, London and Sydney
- Pleasure of your Company, by : Ranjana Salgaocar, Published By : Pyramid Publishers, Goa
- How to get the job you want, by : Arun Agarwal, Published By : Vision Books, New Delhi
- Get That Job, Rohit Anand & Sanjeev Bikhachandani, Harper Collins

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SYLLABUS SEMESTER - III

BHM & CT

FOOD & BEVERAGE PRODUCTION

UNIT-1

Menu Planning:

- Introduction: Types of menus, terms and factors which affect Menu Planning.
- Development of the Menu.
- Compiling Menus.
- Nutritional Aspect of Menu Planning.

UNIT-II

Horsd'oeuvres :

- Meaning & Types: Single & Horsd'oeuvres Varies, examples for each type.
- Salads -Types of salads -simple & composite -salad dressings. Names & recipes for salad dressings only.
- Sandwiches -types of bread used. Filling and seasoning used. Points observed while making sandwiches, storage of S/w different types of S/w.
- Garnishes and Accompaniments.

UNIT -III

Basic Bakery and Confectionery:

- Types of flour and their uses. Ingredients used in bakery and their role.
- Yeast goods- points observed while making yeast goods. Reason for faults in yeast dough.
- Recipes for bread rolls, bun, baba au rum, savarin and doughnuts. Sugar boiling degrees of cooking sugar and their uses.
- Pastes -types of pastes recipes for short pastry.
- Puff pastry, sweet pastry, suet paste & choux paste . Reasons for faults in above preparation.
- Products made from the pastries (only names, no recipes)
- Cakes - basics mixture for small cakes, reasons for faults.
- Sponges - genoise sponge & chocolate sponge recipes.
- Reasons for faults.

UNIT -IV

Condiments & Spices, Introduction to Indian food

Spices Used In Indian Cookery, Role of Spices In Indian Cookery

Indian Equivalent Of Spices (Names)

Masalas, Blending Of Spices And Concept Of Masalas

Different Masalas Used In Indian Cookery, Wet Masalas, Dry Masalas

Composition Of Different Masalas, Varieties Of Masalas Available In Regional Areas

Special Masala Blends

UNIT-V

Indian Regional Cuisine.

- Specialty cuisines such as Mughlai, Awadhi, Hyderabadi and Tandoor.
- Indian Fast Foods.

Basic Culinary Terms:

- Indian, Western & International

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SYLLBUS SEMESTER - III

BHM & CT

FOOD & BEVERAGE PRODUCTION

practical

. Preparation of three course simple Indian menus.

- Regional Indian Cookery.
- Preparation of Basic Bakery and Confectionery.
- Biscuit Dough, Bread Dough, Cake batters, Puff Pastry Dough, Doughnuts etc.
- Preparation of basic salads.

Preparation Of Simple Fish Dishes such as

- Saumon Grille
- Pomfret Meuniere
- Sole Mornay
- Fish Orly
- Fish Colbert
- Fish A L'anglaise

3. Poultry, Cuts Of Poultry, Preparation And Jointing Of Chicken

Preparation of dishes such as

- Poulet Roti A L'anglaise
- Poulet Grille Diable
- Poulet Saute Chasseur
- Poulet Saute Maryland

4. Meat, Identification Of Various Cuts, Preparation Of Basic Cuts Such As

- Lamb & Pork Chops
- Tornado

- Fillet,Steak And Escalope
- Roast Leg Of Lamb

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SYLLBUS SEMESTER -III BHM & CT

ADVANCED FRONT OFFICE OPERATIONS

UNIT-I

Guest Registration Cycle

- Pre registration activities
- Registration
- Hotel Stay
- Post registration activities.

UNIT-II

Front Office Marketing & Sales

- The role of Front Office in Hotel Sales & marketing - need for sales.
- Identification of markets.
- Strategy formulation for various market segments.
- Maximizing revenue & achieving Customer Satisfaction.
- Training Programme, incentive & evaluation.
- Sales techniques - Personal Selling, Creative Selling, U.S.P identification.
- Telemarketing - tools & techniques.

UNIT-III

Front Office Accounting

- Introduction.
- Various Front Office Ratios and Calculations - Occupancy %, No Show ratio, ARR, ADR, etc.
- Credit arrangements
- Foreign Currency Handling.
- Cashiering - introduction.
- Settlement of bills.
- The Guest Folio, Guest Ledger, City Ledger.
- Tracking transactions.
- Internal Controls - transcripts, cash sheet, cash banks

UNIT-IV

Front Office Cash / Check-out and settlement

- Front Desk Cashier - role & responsibilities.
- Front Office Cash - importance, take-over & hand-over.
- Check out and bill settlement - individual and groups.
- Unpaid account balances.

UNIT-V**The Night Audit**

- Importance & Functions of Night Audit.
- Operating models - non-automated, Semi-automated & automated.
- The Night Audit Process.
- The Night Audit reports - generation & utility.
- Verifying the Night Audit.

UNIT-VI**Guest Complaint Handling**

- Process - the follow up loop.
- Thumb Rules.
- Common problems / complaints - identification and solving.
- Role of emotions in situation handling.

UNIT - VII**Credit Controls**

- Hotel Credit Policy.
- Control Measures.

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SYLLBUS SEMESTER -III
BHM & CT

ADVANCED FRONT OFFICE OPERATIONS

practical

Forms and formats

- New Reservation
- Amended Reservation
- Cancelled Reservation
- Crew/Group
- A&D Register
- Bell desk registers
- Preparation of Guest Folio.
- Auditing of Bill Statements
- Guest Complaint Handling
- Mock Situations – Role – Plays
- Preparation of Guest History Cards.
- Filling up of ‘C’ Forms.
- Preparation & filling up of Guest registration card.
- Role play – Lobby Manager, GRE, Concierge, Bell Boy, Bell Captain etc.

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SYLLBUS SEMESTER - III
BHM & CT

ACCOMODATION OPERATION

UNIT I

Room Interiors

- Ceramics
- Plastics
- Glass
- Sanitary Fitments

UNIT II

Interior Decoration

- Importance, Definition and Types
- Principles of Design
- Color - Color Wheel - Importance and Characteristics - Classification - Schemes
- Lighting -Classification -Importance - Types - Application
- Furniture Arrangements
- Heating and Ventilation

UNIT-III

Bed and Beddings

- Construction of Beds
- Mattresses

- Bedspreads
- Beddings
- Blankets

UNIT IV

Flower Arrangement

- Concept / Importance
- Types and Shapes - Principles
- Tools, Equipments and Accessories

UNIT V

Soft Furnishings

- Curtains - Loose Covers
- Blinds Cushions

UNIT VI

Furniture

- Principles
- Types of Joints
- Selection

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SYLLABUS SEMESTER - III

BHM & CT

ACCOMODATION OPERATION

practical

1. Bed making
2. Cleaning of public areas of hotel
3. Flower Arrangement
4. Special Decorations

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SYLLBUS SEMESTER -III

BHM & CT

FOOD & BEVERAGE SERVICE

UNIT-I

Beer-

Introduction

Raw material used in making beer

Broad stages of beer making.

Types of beer.

UNIT- II

Whisky-
Introduction
manufacturing
categories

UNIT III

RUM

Introduction
manufacturing
categories

UNIT IV

Gin, tequila, vodka, brandy
Introduction
manufacturing
brands.

UNIT- V

WINES-

Definition of wine

History

Viticulture

Wine growing countries

Making of wine

Types of wine bottles

Fortified and aromatized wines

Sake.

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SYLLABUS SEMESTER -III

BHM & CT

FOOD & BEVERAGES SERVICE

practical

- Service of spirits and liqueurs
- Glassware used for different spirits, non alcoholic drinks offered with different spirits service procedure.

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SYLLABUS SEMESTER - III BHM & CT

HOTEL ACCOUNTANCY/FINANCIAL MANAGEMENT

UNIT-I

Basic Concepts of accounting

- Definition , objects and importance of accounting in hotel business
- Classification of accounts
- Accounting equations
- Journalizing
- Posting into ledgers and balancing of ledger accounts.

UNIT-II

Subsidiary Books of Accounts

- Subsidiary journal purchase book, sales book, purchase return sales return,
- Cash book (2 columns and 3 columns),
- Petty cash book.
- Closing of ledgers-
- Trial balance preparation.

UNIT -III

Accounting Statements

- Bank reconciliation statement, meaning, preparation, causes for difference.
- Preparation of trading, profit and loss account.
- Preparation of balance sheet with adjustments- revenue and capital expenditure.

UNIT-V

Partnership

- Partnership account meaning- different types of partners. Difference between partnership and sole proprietorship- interest on capital and drawings.
- Preparation of partners and capital accounts(fixed & fluctuating)

UNIT - VI

Account Posting Machines

- Accounting machines and their importance in catering business, computer and their uses in hospitality business.
- Problems involving simple calculations, additions, subtractions, multiplication and division.

Reference Books :

1. Principles of Accounting - N. Vinayakan

2. Advanced Accounting - Shukla - Grewal
3. Double Entry Bookkeeping - T.S. Grewal

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SYLLABUS SEMESTER - IV BHM & CT

FOOD & BEVERAGE PRODUCTION

UNIT-1

Rechauffe' Cookery.

- Introduction, Definition
- Concept and Importance.

UNIT-II

Garde-Manger :

- Importance and function of larder in main kitchen
- relationship with other sections of main kitchen
- duties and responsibilities of larder chef
- Equipment's and tools used in larder
- floor plan of layout or larder room.

UNIT-III

Cold Cuts and Sauces :

- Force meat -meaning, uses, types and recipes
- Panada -meaning uses, types and recipes
- Compound butters -meaning, uses types recipes and examples
- Marinades -different types and uses
- Brine -types & uses
- Aspic Jelly -used and preparation
- Chaud froid - uses and preparation
- Cold preparation -galantine, ballotine, tenine, pate, quenelles mousses, mousselines,souffles -recipes of above.

UNIT -IV

Popular International Cuisines :

- Features
- Regional Classification

- Ingredients, methods of cooking
- courses of menu for Chinese, Japanese, Thai, Italian, Mexican cuisines etc.

UNIT-V

Appetizers :

- Type and examples for each type and method of preparation.

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SYLLABUS SEMESTER - IV

BHM & CT

FOOD & BEVERAGE PRODUCTION

Practical

- 1>Basic sauce preparations and commonly used derivatives.
- 2>Preparation of basic continental cookery - stews, sauces, soups.
- 3>Basic Continental Dishes based on Vegetables and Meats.
- 4> Preparation of Salads, Cold cuts and Sandwiches.
- 5>Hot continental desserts.
- 6>Preparation simple Indian Desserts.

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SYLLABUS SEMESTER - IV
BHM & CT

FRONT OFFICE MANAGEMENT

UNIT-I

Planning and evaluating Front Office Operations

- Room rate structure.
- Criterion of establishing room rates.
- The Rule Of Thumb Approach.
- The Hubbart Formula - introduction.
- Room rate designations - Rack rate, Corporate Rate, Volume Account rates, Government rates, Seasonal rates, Weekend rates, Membership rates, Industry rates, Walk-in rates, Premium rates, Advance Purchase rates, Package rates, FIT / GIT rates, etc.

UNIT -II

Forecasting

- Room Availability.
- Room Revenue - weekly, monthly, yearly, long term.
- Daily operation reports.

UNIT -III

Yield Management

- Introduction and Concepts covered.
- Differential Rates.
- Forecasting Bookings.

- Rate availability restrictions.
- Statistical representations - threshold curves.
- Displacement.

UNIT-IV

Reservation Sales Management

- Adequate Staffing.
- Rooms Inventory.
- Call management.
- Motivation.
- Reservation Map.
- Sales strategies.

UNIT -V

Hotel Sales

- Merchandising.
- Direct Sales - Travel Agents, Tour Operators, Hotel Booking Agencies, and Tourist Information Centre.

UNIT-VI

Managing Human Resources

- Internal and External Recruitments.
- Evaluation and Selection.
- Developing HR - skills training. Appraisals & evaluation of front office staff.

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BHM & CT

FRONT OFFICE

Practical

- Assignments and Projects
- Yield Management - Calculations.
- Calculating Occupancy Statistics.

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SYLLABUS SEMESTER - IV

BHM & CT

ACCOMMODATION OPERATIONS

UNIT I Floor and Wall coverings

- Types and Characteristics
- General Care
- Floor Finishes
- Types of Wall Coverings and Ceiling

Unit II

Carpets

- Fibers
- Manufacture - Woven and Non - Woven Carpets

- Size
- Laying and Care of Carpets
- Mats and Matting

Unit III

Fibers and Fabrics

- Natural Fibers / Vegetable Fibers / Animal Fibers
- Manmade Fibers - Regenerated / Synthetic
- Fabrics - Woven Fabrics - Plain Twill / Satin / Damask
- Fabric Finishes

UNIT-IV

Laundry

- Dry Cleaning and Stain Removal
- Chemicals in Use
- Contract Cleaning

UNIT-V

Managing On Premises Laundry

- Planning the OPL
- Flow of Linen Through OPL
- Machines and Equipment
- Valet Service

Unit VI

Industrial Laundry

- Process
- Stages in Wash Cycle
- Pitt scale and its Relevance

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SYLLABUS SEMESTER - IV

BHM & CT

ACCOMMODATION OPERATIONS

Practical

- Stain Removal
- Laundry Operations

- Use of Different types of Cloth
- Cleaning of Ceramics and Plastics
- Laundry Equipment Handling
- Laundry Operations - (Industrial)
- Laying and Cleaning of Carpets

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SYLLABUS SEMESTER - IV

BHM & CT

FOOD AND BEVERAGE SERVICE

UNIT -I

Liqueurs

- Types
- Production
- Brands and Service - Indian and International

UNIT-V

Cocktails

- Introduction, History, Types and Preparation
- Classic Cocktails - Recipes, costing, innovative cocktails and mocktails
- Cocktails bar equipment, garnishes and decorative accessories.
- Terms related to alcoholic beverages
- Interaction with guests, suggestive selling

UNIT-III

Bar

- Introduction, bar stocks maintenance
- Types, layouts, equipments used , Control methods and licenses
- Staffing, job description, job specification.
- Bar Planning and Designing, and costing, corkage
- Bar Menus -wine list -meaning & its importance, design & layout

UNIT-IV

Alcoholic beverages-

Procedure of beverage service

Service of various beverages

UNIT - V

Tobacco

- Cigars - Production, types, brands, Storage and service
- Cigarettes - Production, types, brands, Storage and service

Cheese- VI

Table Cheeses: Introduction, Types, Production, Brands & Service, Storage.

Food and Beverage Terminology related to the course.

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SYLLABUS SEMESTER - IV

BHM & CT

FOOD AND BEVERAGE SERVICE

Practical

- Bar setup and operations
- Cocktail and mocktail preparations, presentation and service
- Service of Cigars and cigarettes
- Order taking -writing a BOT
- Service of Cheese

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SYLLABUS SEMESTER - IV

BHM & CT

HOTEL LAW-

UNIT-I

Introduction to Hotel Law

- Laws applicable to hotel and catering industry.
- Procurement of licenses and permits required to operate hotel restaurant and other catering establishments.
- Criterion of fixation of taxes for various tariff structures applicable to hotels - luxury expenditure sales surcharge service tax etc.

UNIT-II

Labor laws

- Definition and importance with various provisions.
- Factories Act 1944 - working environment welfare health and safety measures
- Jurisdiction of inspectors.

UNIT -III

Hotel - Guest Relationship

- Right to receive or refuse accommodation to a guest.
- Guests' right to privacy.
- Tenancy laws.
- Duty to protect guest.
- Employees and third party threats in restrooms and parking lots.

UNIT-IV

Laws governing lost and found property

- Hotel's liability regarding guest property unclaimed property loss of property.
- Hotel defenses to liability claims.
- Statutory limits on hotel's liability.

UNIT-V

Food Legislation

- Central State and local food laws.
- Warranty.
- Truth in menu and labeling laws.
- Food adulteration.
- Powers and duties of a Food Inspector.

UNIT - VI

Liquor licenses

- Independent bar Operation.
- Dispense Bar.
- Satellite Bar.
- Compound license.
- Beer bars.

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SYLLABUS SEMESTER -IV

BHM & CT

HOSPITALITY FRENCH

UNIT 1

PARTIE

- Translation & comprehension - reception - conversation - role play - Case study to be done in French.

UNIT 2

PARALLEL GRAMMAR

- Article defini, indefini example, adjustifs - qualificatifs - caccorn - adjectives - demonstrates - etpossessifs.

UNIT 3

VERBS IRREGULIERS

- Avoir, être, aller, recevoir venir, partir-sortir pouvoir, vouloir ouvrir. PRESENT Passe composé futur grammar exercices, composition, conversation.

UNIT 4

AU RESTAURANT

- Conversation, role play, case study to be done in French, besides translation and comprehension.

UNIT 5

GRAMMAR

- Pronoms personnels subject object direct object indirect. pronoms: Relatifs simples; qui, que, dont, où. VERBS IRREGULIERS Rendre descendre prendre dormir courir servir plevois savoir, falloir devoir.

UNIT 6

- Imparfait - plus-que-parfait - futur antérieur.

References:

1. Le Français de l'Hotellerie
2. Et in Tourisme: M. Dany - Jr. Laloy

SEMESTER -V

INDUSTRIAL TRAINING

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SYLLABUS SEMESTER - VI

BHM & CT

FOOD & BEVERAGE PRODUCTION

UNIT-I

Sausages Salami

- Types
- Manufacture
- Process casings

UNIT 11

Forcemeats:

- Types
- Manufacture
- Process casings.

UNIT-III

Out-Door Catering:

- Concept principles
- Limitations
- Menus planning
- Checklist and precautions.

UNIT -IV

Banquet Preparations:

- Types of Banquets
- Themes Production
- Menu Preparation.

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SYLLABUS SEMESTER - VI

BHM & CT

FOOD & BEVERAGE PRODUCTION

Practical

- Cold preparations, platters and buffets.
- International Cooking : recipes from various countries.
- Exotic Indian & Western starters, snacks and horsd'oeuvres.
- Preparation of Sausages Salamis and other Forcemeats.

Reference Books:

1. Theory of Cookery - Krishna Arora.
2. Modern Cookery - Thangam Phillip
3. Practical Cookery - Kinton & Cessarani.
4. Larousse Gastronomique.
5. Professional Baking - Wayes Gissler
6. Indian Cookery - Prasad.
7. A Taste of India - Madhur Jaffrey.

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SYLLABUS SEMESTER -VI

BHM & CT

FRONT OFFICE

TRAVEL AGENCIES AND TOUR OPERATOR OPERATIONS

UNIT-I

Travel Agencies

- History & Development of Travel Agencies.
- Role & Function with Indian and International Examples.

UNIT-II

Travel Formalities & Regulations

- Passports: Functions, Types, Issuing Authority, Procedure for obtaining passport etc.
- Visas: Functions, Types, Issuing Authority, Procedure for obtaining visa. Other travel legislations.
- Immigration laws.

UNIT -III

Foreign Exchange

- Countries & Currencies,
- Procedure for obtaining foreign exchange
- Foreign exchange counters,
- Customs formalities,
- Exchange of currency during immigration.

UNIT-IV

Tour operators

- Inbound, Outbound.
- Immigration Companies.
- Operation modalities of travel agency and tour operator restricted to air tickets.
- Routing and itinerary

UNIT-V

Travel Trade Organizations and Associations

- IATO, IATA, ASTA, PATA, TAAI, Ministry of Tourism.

Reference Books:

1. Profile of Indian Tourism - Shalini Singh
2. Tourism Today - Ratandeep Singh
3. Tourism Principles and Practices - A.K.Bhatia
4. Tourism and Cultural Heritage of India - Ram Acharya

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SYLLABUS SEMESTER -VI

BHM & CT

FRONT OFFICE

TRAVEL AGENCIES AND TOUR OPERATOR OPERATIONS

practical

- Package Preparations - Off Season Discounts
- Role - Play
- Preparing Sales Letters / Business Letters/ Apology Letters / Brochure / Tariff Cards etc.
- Role Plays

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SYLLABUS SEMESTER -VI

BHM & CT

ACCOMMODATION OPERATIONS

Unit I

Controlling Expenses - Budgeting

- The Budget Process - Planning and Operating
- Using Operating Budget as Control Tool
- Operating Budget and Income Statement
- Budgeting Expenses
- Purchasing Systems and Control
- Capital Budget

Unit II

Special Provisions for Handicapped Guests

- Guest Room
- Public Area

Unit III

Situation Handling and Service Designs

- Airline Crew Guestrooms
- Single Lady Guest
- Children
- Typical Housekeeping Complains / Situation Handling
- Inter - Departmental Lassoing in Critical Situations and during Emergencies

Unit IV

Energy Conservation and Water

- Introduction
- Action Plan for Energy Efficiency
- Energy Conservation Measures
- Water and Environment -Improving Water Quality

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SYLLABUS SEMESTER -VI

BHM & CT

ACCOMMODATION OPERATION
practical

- Planning Layouts - Guest Rooms / Bathrooms / Suites / Lounges etc.
- VIP Drill - Functions Group Arrivals
- Situation Handling - Mock Situations
- Housekeeper Role-play.
- First Aid

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SYLLABUS SEMESTER - VI

BHM & CT

ADVANCED FOOD & BEVERAGE SERVICE OPERATIONS

UNIT-I

Gue'ridon service

- Introduction - History, Types, Staffing
- Special equipments ,Care & maintenance of equipment
- Ingredients used, Mise -en-place for gue'ridon. Common preparations.
- Carving and jointing at the table, carving trolley, and dishes prepared on the gue'ridon.
- Flambéing, carving, salad making
- Taking the order. Methods of serving a dish at the table

UNIT-II

Restaurant Planning

- Introduction
- Planning and operating various F&B Outlets and support / ancillary systems.
- Factors - Concept, Menu, Space, Lighting, Colors and Market
- Restaurant design team
- Staffing in a Restaurant - points to be considered. Duty Rotas, Staff Training.

UNIT -III

Hygiene and sanitation in food and beverage operation.

Introduction

Food production

Holding

Service

Cleaning and maintenance.

Restaurant Problems and Guest / Situation Handling - Thumb Rules to be followed

UNIT -IV

Food and Beverage Terminology related to the course.

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SYLLABUS SEMESTER - VI

BHM & CT

ADVANCED FOOD & BEVERAGE SERVICE OPERATIONS

PRACTICAL

- Restaurant setups of different types
- Service of Afternoon and High Teas
- Buffet Lay-ups, theme Buffet setups
- Cocktail Parties

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SYLLABUS SEMESTER - VI

BHM & CT

HUMAN RESOURCE MANAGEMENT

UNIT-I

Hotel Management:

- An Introduction
- Careers in Hospitality Today, looking for a job
- Basic functions of Management - POSDCORB.

UNIT-II

Evolution of management theories

- Management theories over the past.
- Current Hospitality Management Practices.

UNIT -III

Hotel Administration & Organization

- Hotel Administration, organizing a hotel -
- Department Pattern.
- Business Aims
- Human Elements.
- Line Management
- Organization Structure for 5 Star hotel.
- Manager's job in Hospitality Industry.

UNIT-IV

Management Objectives & Communication

- Management Philosophy
- Managing by Rules
- MBO in Hotels :
- Modern Objective of HR
- Major Problems in Hotel Business

UNIT-V

HR Planning

- Concept & Features of Manpower Planning
- Objectives of HRP

UNIT - VI

Developing Human Resources

- Objectives of HRD
- Recruitment, Selection and Interview
- Sources of Recruitment
- Advertisements
- Rules and Regulations

UNIT - VI

Training and Development

- Training programmes for Hotel Employees
- Basic Principle of Training
- On Job training
- How to instruct on the Job Training
- Performance Evaluation and Appraisals.

Reference Books:

1. Principles of Management - L.M.Prasad.
2. Marketing Management - Phillip Kotler.
3. Business Organisation - Sherlekar.
4. Marketing Management - Ramaswamy.
5. Personnel Management - C.B.Mamori

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SYLLABUS SEMESTER - VI

BHM & CT

HOTEL ENGINEERING

UNIT-I

Hotel Maintenance Management

- Introduction & Scope in Hotels
- Classification and Types
- Maintenance Programmes.

UNIT-II

Engineering Department

- Organization & Setup of the Department
- The Staff - Duties and Responsibilities
- Requirement of Engineering Workshops.

UNIT -III

Fuels

- Types of Fuels available
- Gases
- Precautions while using them - Heat Parts, BTU, Thermal & Calorific values
- Calculation of heat requirements, Fuel Requirement
- Principle of Bunsen burner

- Construction of an Industrial Gas Range: Parts & Functions, striking back, causes and remedies of problems.

UNIT-IV

Electricity:

- Meaning and use, advantage as a type of energy, conductors and non conductors, meaning of ampere, volt, ohm and their relationship, ohm's law, AC & DC- their differences, advantages and disadvantages, signs and signals, closed and open circuits, causes and dangers, importance of earthing,
- General layout of circuits including service entrance, distribution panel boards, calculation of power requirements, meter reading and bin calculations.

UNIT-V

Water Management System

- Sources of water and its quality
- Methods of removal of hardness, description of cold water
- Supply from mains and wells, calculations of water requirements and capacity of storage, systems.

UNIT - VI

Sanitary Systems

- Sinks, basins
- water closet, bidets and their fittings
- use of water traps and water seals, water pipes and soil pipes
- Inspection chambers- blockages and leakages and their remedies.

UNIT - VII

Refrigeration

- Principle uses of refrigeration in hotel and catering industries
- Basic scientific principles
- Different types of refrigeration systems and refrigerants
- Walk in coolers and freezers, care and maintenance of these systems.

UNIT - VIII

Air-conditioning

- Classification, Types of systems, Layout of AC Plant.
- Condition for comfort Air movement, humidity control, ventilation.
- How to select a suitable air-conditioning system.

UNIT -IX

Transport Systems

- Passenger elevators, freight elevators
- Dumb waiters
- Escalators and side walks - their operation and maintenance.

UNIT - X

Fire Prevention & Protection.

- Different types of fires
- Fire alarms
- Different types of extinguishers.
- Fire hazards.

Reference Books:

Textbook of Hotel Maintenance - N.C.Goyal & K.C.Goyal

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SYLLABUS SEMESTER - VII

BHM & CT

ADVANCED FOOD PRODUCTION

UNIT -I

Advanced Cooking :

- Burgers, Pizzas, Hot Dogs, Foot Longs and Rolls
- Types Preparation and Selection of Spreads Fillings.
- Classical Sandwiches - Canapés, presentation styles with appropriate garnishes.

UNIT-II

Advanced Bakery Preparation :

- Sugar Craft, Chocolate Confectionery, Cold Puddings and Sweets.

UNIT-III

Convenience Food :

- Characteristics, types of Indian and Western.
- Advantages and Disadvantages.
- Labour and Cost Saving Aspect.

UNIT-IV

Miscellaneous Cooking:

- Power Breakfasts
- Brunches and Lunches
- High Teas
- Cocktail Snacks

- Theme Menus
- Food Festivals.

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SYLLABUS SEMESTER - VII

BHM & CT

ADVANCED FOOD PRODUCTION

PRACTICAL

- Advanced bakery - Rolls, Breads, Pastries, Cookies, Cakes
- Breakfast Menus
- International Cookery .
- Bakery and Confectionery - Chocolate Cakes Savory Items Quiches & Tarts etc.
- Food Carvings and Decorations.

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SYLLABUS SEMESTER - VII

BHM & CT

FRONT OFFICE MANAGEMENT

UNIT-II

Revenue Management

- Group room sales / transient sales.
- F & B activities.
- Special Events - local & area-wise.
- Potential high & low demand tactics.
- Revenue Management Software - awareness and usage applications.

UNIT -III

Measuring Hotel Performance

- Quantifiable Analysis - Rev Par Market Share.
- Qualifiable Analysis - Rate Driven Occupancy Driven.

UNIT - III

Property Management Systems

- Introduction.
- Evolution and technology in PMS.
- Selection of PMS as per the property.
- Various affiliated menus of PMS & their interface with Front Desk System.

UNIT-IV

Guest Service

- Service Standards - verbal and visual.
- Empowerment and Diversity Awareness.
- International Guests.

- Management's role in guest service.
- Guest Service Training.

UNIT-V

The Role of Government Agencies

- Organizations - esp. directly associated to hospitality industry.
- Star Rating System - Committees and recommendations.
- Taxes Applicable to hotel industry.

Review of all Front Office Operations.

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SYLLABUS SEMESTER - VII

BHM & CT

FRONT OFFICE MANAGEMENT

practical

- Calculating Occupancy Statistics.
- Package Preparations - Off Season Discounts
- Forms and Formats
- Role - Play
- Preparing Sales Letters / Business Letters/ Apology Letters / Brochure / Tariff Cards etc.
- Role Plays

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SYLLABUS SEMESTER -VII

BHM & CT

HOUSEKEEPING

Unit I

Housekeeper and the Management of department

- Planning and Forecasting
- Standards of Housekeeping
- Staffing Requirements and Training
- Organization Welfare of Staff

Unit II

Planning Trends in Housekeeping

- Planning Guest Rooms / Bathrooms / Suites / Lounges
- Landscaping
- Leisure Facility Planning for Guests
- Boutique Hotels Concept

Unit III

Pest Control and Waste Disposal

- Insects, Pest and Rodents
- Wood Rot
- Waste Disposal

Unit IV

Safety, Security, and First Aid

- Safety, Keys
- Lost and Found Property, Valuables
- Health and Safety
- Accidents and Accident Prevention
- Fire -Classification - Prevention of Fire - Emergency - Fire Fighting

Equipments

- First Aid

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SYLLABUS SEMESTER -VII

BHM & CT

FOOD AND BEVERAGE SERVICE

UNIT-I

Catering Operations

- Off - Premises Catering - Outdoor Catering - Meaning - Preliminary survey of place and conduct of party, hiring of service personnel - Making a list of service equipments required for setting up of Counters - Allotting Stations.
- Hospital Catering
- Industrial & Institutional Catering
- Airline & Railway Catering
- Home Delivery
- Takeaways

UNIT - II

Function Catering

- Introduction
- Types of Functions
- Function service staff and responsibilities
- Service Methods in Function Caterings, instructions to the service staff - wines service in functions.
- Booking and Organization of a Function
- Function menus
- Banquet layouts - Tabling and seating arrangements
- VIP Function Handling, VIP Drill, Procedure for Toast.

UNIT - III

Buffet

- Introduction
- Types - Sit Down and Fork Buffets - Buffet Sectors - Equipments used, Factors, Space requirements and checking Buffet Presentations, Menu Planning and Staff Requirement
- Buffet Management

UNIT-IV

Afternoon and High Teas

- Introduction , Menu, Cover and Service

UNIT-V

Control Methods:

Billing Methods-Duplicate & Triplicate System, KOTs & BOT's, Computerised KOT's, Necessity and functions of a control system, F&B Control cycle & monitoring.

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BHM & CT

FOOD & BEVERAGE CONTROLS

UNIT-I

F&B Control - Overview

- Introduction objectives of F&B Control
- Problems & Methodology in F&B Control
- Personnel Management in F&B Control

UNIT-II

Cost and Sales Concept

- Definition, Elements, Classification of Cost
- Sales defined Cost/Volume/Profit Relationships (Breakeven Analysis)

UNIT -III

Budgetary Control

- Introduction, Objectives & types of Budget
- Budgetary Control Process
- Stages in the preparation of Budgets
- Budgeting for F&B Operations.

UNIT-IV

Food & Beverage Controls

- Food - Purchasing, Receiving, Storage and Issuing Controls
- Food - Production, Food Cost Controls
- Food Sales Controls
- Standard Yield, Standard Portion sizes, Standard Recipes.
- Beverage - Purchasing, Receiving, Storage and Issuing Controls
- Beverage - Production, Cost and Sales Control.

UNIT-V

Frauds in F&B Control

- Frauds in Purchasing Receiving Storing Issuing Preparing and selling stages of F&B Control
- Prevention of Frauds

UNIT - VI

Inventory Control

- Importance, Objectives, Methods, Levels and Techniques.

- Perpetual Inventory, Monthly Inventory.
- Pricing of Commodity
- Comparison of Physical and Perpetual Inventory.

UNIT - VII

Menu Management

- Introduction
- Types of Menu
- Menu Planning Considerations and Constraints
- Menu Costing
- Menu Merchandising
- Menu Engineering
- Menu Fatigue
- Menu as an in- house Marketing Tool.

UNIT - VIII

F&B Management in Hotels and Various F&B Outlets

- Introduction
- Basic Policies - Financial Marketing and Catering Control
- Performance Measurements.

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BHM & CT

SALES AND MARKETING

UNIT-I

Introduction to Hospitality Sales and Marketing

- Today's Hospitality Trends
- Globalisation
- Hotel Sales and Marketing Concepts.
- Expansion of legalized gambling.
- Relationship Marketing.
- Guest Preferences.

UNIT-II

Marketing Concept

- Market Mix
- The 8 P's of marketing.
- Evolution of markets - global and Indian tourist market.

UNIT -III

The Marketing Plan with reference to hotel industry.

- The marketing team.
- Steps in marketing plan.
- Selecting target markets.
- Positioning the property / outlet.
- Developing and implementing marketing action plans.
- Monitoring and evaluating the marketing plan.

UNIT-IV

The Sales Office

- The Marketing and Sales Division.
- Organising & designing a hotel sales office.
- Sales Area
- Developing sales team - hiring, selection, management, evaluation.
- Compensation for sales force - targets and achievements.
- The sales office communication system.
- Computerized client information records.
- Sales reports and analysis.

UNIT-V

Sales Techniques for hotel industry

- Components of a sale.
- Types of sales in different departments of a hotel.
- Telemarketing.
- Internal merchandising - in-house sales promotion.
- Special services in in-house sales.
- Sales forecasting - long term and short term.

UNIT - VI

Restaurant and Lounge sales positioning

- Merchandising Food and beverage.
- Promotion of restaurants and lounge facilities.
- Building Repeat Business.
- Banquet and Conference sales.

UNIT - VII

Advertising, Public relations and Publicity

- Effective hotel advertising - brochures, sales material designing.
- Advantages of advertising - indoor and outdoor.

SEMESTER –VIII

INTERNSHIP