

**SEMESTER I**  
**BSCHMCT-101: FRONT OFFICE OPERATIONS**

**UNIT-I**

**Tourism**

- Meaning - definition and measurement of tourism.
- Classification - recreation, leisure, adventure, sports, health etc.
- Socio - economic benefits of tourism.
- Adverse effects of tourism.
- Basic components and infrastructure.
- Itinerary, passport and visa - Basic information.

**UNIT-II**

**The Hospitality Industry**

- History and development of lodging industry - International.
- History and development of lodging industry - India.
- Defining the term - Hotel.
- Reasons for travel.

**UNIT -III**

**Classification of Hotels**

- Based on Size, Location, and Length of Stay.
- Levels of Service, Ownerships and Affiliations.
- Referral Hotels, Franchise and management contracts.
- Chain Hotels.
- Target Markets.
- Alternate Lodging facilities.

**UNIT-IV**

**Organizational Structure of Hotels**

- Small.
- Medium.
- Large.

**Lobby Arrangements**

- Layout and equipment in use.
- Handling VIPs.
- Duty Rota and work schedules
- Uniformed Service.

**UNIT-V**

**Front Office Organization**

- Basic Layout and Design.
- Departmental Organizational Structure.

**UNIT - VI**

**Front Office Personnel**

- Departmental Hierarchy.
- Attitude and Attributes and Salesmanship.
- Job Descriptions and Job Specifications of Front Office Personnel.

**UNIT - VII**

**Front Office Operations**

- The Front Desk- Equipments in use.
- The Guest Room- Types and Status Terminology.
- Key Controls.

- Tariff plans.
- Types of rates.

#### **UNIT - VIII**

##### **Front Office responsibilities**

- Communication - internal and interdepartmental.
- Guest services - basic information.
- Guest history - maintenance and importance.

- Relationship marketing.
- Emergency situations.

#### **UNIT -IX**

##### **Reservations**

- Need for reservations, definitions, importance of reservations.
- Types of reservations.
- Sources and modes of reservations.
- Individual and group bookings
- Booking instruments - Whitney slips, Whitney racks, Density Charts, Booking diary, Conventional charts, A & D register etc.
- The Reservation Cycle.
- Hotel Reservation Systems, CRS, Inter-sell agencies, Internet applications.

#### **UNIT - X**

##### **Telecommunications**

- Equipments
- Communication skills - common phrases in use.
- Conversations over telephones.

##### ***Practical Schedule***

- Basic Manners and Attributes for Front Office Operations.
- Communication Skills - verbal and non verbal.
- Preparation and study of Countries - Capitals & Currency, Airlines & Flag charts, Credit Cards, Travel Agencies etc.
- Telecommunication Skills.
- Forms & formats related to 2nd Semester.
- Hotel visits - WTO sheets.
- Identification of equipment, work structure and stationery.
- Procedure of taking reservations - in person and on telephones.
- Converting enquiry into valid reservations.
- Role play - Check-in / Check - out / Walk-in / FIT / GIT / etc; VIP / CIP / H.G etc..
- Suggestive selling.

##### **References Books: (For All Semesters)**

- 1) Front Office Training manual - Sudhir Andrews.
- 2) Managing Front Office Operations - Kasavana & Brooks
- 3) Front Office - operations and management - Ahmed Ismail (Thomson Delmar).
- 4) Managing Computers in Hospitality Industry - Michael Kasavana & Cahell.
- 5) Front Office Operations - Colin Dix & Chris Baird.

## **SEMESTER I**

### **BSCHMCT-102: HOTEL HOUSEKEEPING - I**

#### **UNIT-I**

##### **Introduction**

- Introduction , Categorization , Types & Organization Structure of a Hotel
- Meaning, Definition & Importance of House keeping Department
- Role of House keeping in hospitality industry

#### **UNIT-II**

##### **Lay out & Organizational Structure**

- Layout of House keeping department
- Organizational Structure of House keeping department ( Small, Medium & large)
- Interdepartmental relationship( emphasis on Front office & Maintenance)
- Relevant sub section

#### **UNIT -III**

##### **Staffing in House keeping Department**

- Role of key personnel in House keeping department
- Job description & Job specification of House keeping staff (Executive Housekeeper, Deputy house keeper ,Floor supervisor ,Public area supervisor ,Night supervisor ,Room attendant ,House man, Head gardener)

#### **UNIT-IV**

##### **Planning work of house keeping department**

- Identifying Housekeeping department
- Briefing & Debriefing
- Control desk (importance ,role , coordination)
- Role of Control Desk during emergency
- Duty Rota & work schedule
- Files with format used in House keeping department

#### **UNIT-V**

##### **Hotel Guest Room**

- Types of room-definition
- Standard layout (single ,double ,twin ,suit )
- Difference between Smoking & Non Smoking room's
- Barrier free room's
- Furniture / Fixture / Fitting / Soft Furnishing /Accessories / Guest Supplies /Amenities in a guest room
- Layout corridor& floor Pantry

#### **UNIT - VI**

##### **Cleaning Science**

- Characteristics of good cleaning agent
- Application of cleaning agent
- Types of cleaning agent
- Cleaning products
- Cleaning equipments
- Classification and types of equipment with Diagram's ( Mops , dusters , pushers, mechanical squeeze, vacuum cleaner ,shampooing machine ) with their care and uses

***Practical Schedule:***

- Guest Room Layout
- Identification of cleaning agents
- Identification of cleaning equipment / cleaning cloths (types & uses)
- General cleaning
- Glass cleaning
- Shoe polishing
- Silver Polish
- Brass Polish

• Washroom Cleaning

• .

#### References:

- 1) Hotel Hostel and Hospital Housekeeping - Joan C Branson & Margaret Lennox (ELST).
- 2) Managing Housekeeping Operations - Margaret Kappa & Aleta Nitschke
- 3) Hotel House Keeping - Sudhir Andrews (Tata McGraw Hill).
- 4) The Professional Housekeeper - Tucker Schneider, VNR.

### SEMESTER I

#### BSCHMCT-103: BASIC FOOD & BEVERAGE SERVICE

##### UNIT-I

##### Introduction to the Food and Beverage Service Industry-

- The evolution of catering industry, scope for caterers in the industry
- Relationship of the catering industry to other industries.
- Types of Catering Establishments- Sectors
- Introduction to the Food and Beverage operations.

##### UNIT-II

##### Food and Beverage Service Areas in a Hotel

- Restaurants and their subdivisions, Coffee Shop, Room Service, Bars, Banquets, Discotheques, Grill Room, Snack Bar, Executive Lounges, Business Centers and Night Club
- Back areas: Still Room, Wash-up, Hot-Plate, Plate Room, Kitchen Stewarding

##### UNIT -III

##### Food and Beverage Equipment

- Operating equipment, Requirements, Criteria for selection quantity and types.
- Classification of crockery/ cutlery/ glassware/ hollowware/ flatware/ special equipmentupkeep and maintenance of equipment.

• Furniture

• Linen

• Disposables

##### UNIT-IV

##### Food and Beverage Service Personnel

- Staff organization- the principal staff of different types of restaurants. Duties & responsibilities of the service staff.
- Duties and responsibilities of service staff - Job Descriptions and Job Specifications. Attitude and Attributes of Food and Beverage Service Personnel - personal hygiene, punctuality, personality attitude towards guests, appearance, salesmanship, sense of urgency, customer satisfaction.
- Basic Etiquettes for catering staff.
- Interdepartmental relationship.

##### UNIT-V

## Menus and Covers

- Introduction
- Cover- definition; different layouts.
- Menu Planning, considerations and constraints
- Menu Terms
- Menu Design
- French Classical Menu
- Classical Foods and its Accompaniments with cover
- Indian Regional dishes, accompaniments and service.

## UNIT-VI

### Types of meals -

- Breakfast - Introduction, Types, Service methods, a la carte, and TDH setups.
- Brunch
- Lunch
- Hi- tea
- Supper
- Dinner
- Elevenses and others

## UNIT - VII

### Food and Beverage Service Methods

- Table Service - Silver/English, Family, American, Butler/ French, Russian
- Self Service - Buffet and Cafeteria Service
- Specialized Service - Gueridon, Tray, Trolley, Lounge, Room etc.
- Single Point Service- Takeaway, Vending, Kiosks, Food Courts, Bars, Automats

## UNIT - VIII

### Control Methods-

- Billing methods - Duplicate and Triplicate system, KOTs and BOTs, Computerized KOTs
- Necessity and functions of a control system, F&B Control cycle and monitoring

### Food and Beverage Terminology related to the course.

#### *Practical Schedule:*

- Service Grooming and Restaurant Etiquettes.
- Mis-en- place and Mis-en-scene
- Identification of equipments
- Food and Beverage service sequence
- Water pouring and seating a guest.
- Laying and relaying of Tablecloth
- Napkin folds
- Carrying a Salver or Tray
- Rules for laying table - Laying covers as per menus
- TDH and A la carte cover Layout
- Handling service gear
- Carrying plates, Glasses and other Equipments
- Clearing an ashtray
- Crumbing, Clearance and presentation of bill
- Sideboard setup
- Silver service
- American service
- Situation handling
- Breakfast table lay-up

- Restaurant reservation system
- Hostess desk functions
- Order taking - writing a food KOT, writing a BOT

## **SEMESTER I**

### **BSCHMCT-104: BASIC FOOD & BEVERAGE 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.

#### **UNIT - VI**

##### **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 examples.

#### **UNIT-VII**

##### **Stocks, Glazes, Sauces and Soups**

- Meaning uses and types of stocks, points observed while making stock. Recipes for 1 liter of white, brown and fish stock.

- Glazes -meaning & uses.

- Sauces -meaning, qualities of a good sauce, types of sauces -proprietary sauce and

mother sauce. Recipe for 1 lit Béchamel, Veloute, Espagnole, Tomato & Hollandaise. Derivatives of mother sauces. ( only name, no recipes). Recipes for known International Sauces & their uses.

- Soups -classification of soups, meaning of each type with examples.

#### **Basic Preparations**

- Mise-en-place for Bouquet Garni, mirepoix, duxelle paste, batters, marinades and gravies.

#### **Practical schedule:**

- Proper usage of a Kitchen Knife and Hand Tools.
- Understanding the usage of small equipment.
- Basic Hygiene practices to be observed in the Kitchen.
- Safety practices to be observed in the kitchen : First Aid for cuts and burns.
- Identification of Raw Materials.
- Demonstration of Cooking Methods.
- Basic cuts of Vegetables.
- Basic Stock preparations.
- Egg Cookery including Classical Preparations.
- Basic sauce preparations and commonly used derivatives.
- Preparation of basic continental cookery - stews, sauces, soups.
- Basic Continental Dishes based on Vegetables and Meats.
- Preparation of three course simple Indian menus.

### **SEMESTER I**

#### **BSCHMCT-105: FOOD MICROBIOLOGY AND NUTRITION**

- Introduction to Microbiology.
- Classification of Microbes (fungi, bacteria, yeast, mold)
- Effect of Heating- growth curve of microbial cells, thermal death time-pasteurization, sterilization and disaffection and heat resistance
- Food production based on microbiology-small scale fermentation- idli, dhokla, naan, bhaturas, yogurt, pickles.
- Industrial Preparation- cheese, vinegar, bread, alcoholic beverages. Preservation and spoilageasepsis, removal, anaerobic, high temp., low temp. , drying, preservatives, radiation.
- Contamination of cereal and cereal products
- Preservation of vegetables and fruits
- Food spoilage- meat, fish, egg, milk, milk products
- Kinds of food products and canned food.
- Food, nutrition, nutrients.
- Food groups
- Food production and consumption trends of India
- Food constituents and carbohydrates, proteins, fat, vitamin and minerals. Sources and requirements
- Post harvest technology: Perishable and Semi-Perishable Food Products.
- Food adulteration.
- Food laws.

## References :

Food and Nutrition - Dr. M. Swaminathan.

Food Microbiology - P.N.Mishra

Food Science - Potter & Hotchkiss.

Fundamentals of food and nutrition - Mudambi & Rajgopal 4th edition 2001

## SEMESTER I

### BSCHMCT-106: COMMUNICATION AND SOFT SKILLS

#### UNIT I

##### Essentials of Grammar:

- Parts of Speech
- Punctuation
- Vocabulary Building
- Phonetics

#### UNIT II

##### Office Management:

- Types of Correspondence
- Receipt and Dispatch of Mail
- Filing Systems
- Classification of Mail.
- Role & Function of Correspondence
- MIS
- Managing Computer

#### UNIT III

##### Letter & Resume Writing:

- Types of Letters-Formal / Informal
- Importance and Function
- Drafting the Applications
- Elements of Structure
- Preparing the Resume
- Do's & Don'ts of Resume
- Helpful Hints

#### UNIT IV

##### Presentation Skills:

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

#### UNIT V

##### Interview Preparation:

- Types of Interview

- Preparing for the Interviews
- Attending the Interview
- Interview Process

- Employers Expectations
- General Etiquette
- Dressing Sense
- Postures & Gestures

#### **UNIT VI**

#### **Group Discussion & Presentation:**

- Definition
- Process
- Guidelines
- Helpful Expressions
- Evaluation

(Note: Every student shall be given 15 minutes. of presentation time & 45 minutes of discussion on

his/ her presentation.)

#### **The student will be evaluated on the basis of :**

- his / her presentation style
- Feedback of Faculty & Students
- General Etiquette
- Proficiency in Letter Drafting / Interview Preparation

The paper is internal and at least 3 tests will be taken. Best 2 of 3 shall account for final grades (70% Test & 30% Presentation)

#### **Reference Books :**

1. Business Communication - K.K.Sinha.
2. Business Communication - Pal & Korlahalli.
3. Basic Grammar - Wren & Martin

#### **SEMESTER I**

#### **BSCHMCT-107: PRACTICAL**

Total Marks: 100

Part A (50 marks, Practical/Demonstration: 35, Viva Voce: 15)

**Food Production** (To individually prepare/demonstrate any one of the following, through lots, followed by

Viva Voce on the task performed)

- Soups
- Sauces
- Gravies
- Dry vegetable preparation
- Indian Breads
- Cuts of vegetable

Part B (25 marks)

#### **F&B Service**

- Testing of basic service skills
- Viva voce on 1st semester F&B Service syllabus

Internal assessment (25 Marks)

#### **SEMESTER II**

## SEMESTER-II

### BSCHMCT- 201: HOTEL HOUSEKEEPING - II

#### Unit I

##### Housekeeping Supervision

- Importance of Inspection
- Checklist for Inspection
- Typical Areas usually neglected where special attention is required.
- Self Supervision Techniques for Cleaning Staff
- Degree of Discretion / Delegation to Cleaning Staff

#### Unit II

##### Linen / Uniform / Tailor Room

- Layout
- Types of Linen, Sizes, and Linen Exchange Procedure
- Selection of Linen
- Storage Facilities and Conditions
- Par Stock : Factors affecting Par Stock, Calculation of Par Stock
- Discard Management
- Linen Inventory System
- Uniform Designing : Importance, Types, Characteristics, Selection, Par Stock
- Function of Tailor Room
- Managing Inventory
- Par level of linen, uniform, guest loan items, machines & equipment, cleaning supplies & guest supplies
- Indenting from stores.

#### UNIT-III

##### Cleaning Procedure & frequency schedules

##### GUEST ROOM

- Prepare to clean
- Clean the guest room (bed making)
- Replenishment of Supplies & linen
- Inspection
- Deep cleaning
- Second service
- Turn down service

##### PUBLIC AREA

- Lobby, Lounge, Corridors, Pool area, Elevators, Health club, F&B outlet, Office areas.
- V.I.P Handling

#### UNIT-IV

##### Special Cleaning Programme

- Daily, Weekly, Fortnightly and Monthly Cleaning
- Routine cleaning, spring cleaning, deep Cleaning.

#### UNIT-V

##### Floor Operations

- Rules on the Guest Floor
- Key Handling Procedure - types of keys( grand master, floor master, sub master or section or pass key, emergency key, room keys, offices and store keys), computerized key cards, key control register- issuing, return, changing of lock, key belts, unusual occurrences.
- Cleaning of Different Types of Floor Surfaces

- Special Services - baby sitting, second service, freshen up service, valet service

#### **UNIT-VI**

##### **Care and Cleaning of Metals**

- Brass, Copper, Silver, EPNS, Bronze, Gun Metal, Chromium pewter, Stainless Steel, Types of tarnish, cleaning agents and methods used.

##### *Practical Schedule*

- Identification of Cleaning Equipments ( Manual and Mechanical)
- Scrubbing - Polishing - Wiping - Washing - Rinsing - Swabbing - Sweeping - Mopping - Brushing - Buffing
- Handling Different Types of Fabrics
- Use of Abrasives, Polishes / Chemical Agents
- Room Attendant Trolley / Maid's Cart
- Bed Making
- Turndown Service
- Cleaning of Guestroom
- Cleaning of Public Area
- Brass Polishing / Silver Polishing
- Cleaning of Guestroom
- Cleaning of Public Area
- Forms and Formats related

#### **SEMESTER II**

#### **BSCHMCT-202: FUNDAMENTALS OF TOURISM AND TOURISM PRODUCTS**

##### **UNIT-I**

##### **Introduction to tourism-**

Definition and meaning or concept of tourism and tourist

Importance or significance of tourism

##### **UNIT-II**

##### **Growth of tourism**

- Role of various agencies in growth of tourism like central and state government and private players.

##### **UNIT -III**

##### **Positive and negative impact of tourism**

- With reference to economical, social and environmental, and geographic etc.

##### **UNIT-IV**

##### **Domestic and international tourism-**

- Types and forms of tourism- heritage and historical, adventure, sports, conference, Convention, etc.

##### **UNIT-V**

##### **Tourist product**

- Meaning or concept, how they are different from other consumer products.
- Components of tourist product-
- Attractions-tourist destinations or places & tourist spots having tourist value from heritage or historical point of view or sports and recreational point of view, dance, fair festivals, trade fair, conferences and exhibitions etc.
- Religion based- Hindu, Muslim , Sikh, Buddhist, Jain and Christian
- Wild life sanctuaries- national parks, adventure, eco tourism destinations
- Facilities- hotels, transport- air, rail, road, water.

##### **UNIT - VI**

### **Travel lingo-**

- Technical terminology of tourism

### **Reference Books :**

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

## **BSCHMCT-203: FOOD & BEVERAGE SERVICE OPERATIONS -I**

### **UNIT-II**

#### **Room Service**

- Introduction, General principles, loopholes and pitfalls to be avoided
- Cycle of service, scheduling and staffing
- Room service menu planning
- Forms and formats.
- Order taking, thumb rules, telephone etiquettes, noting orders, suggestive selling and breakfast cards.
- Layout and setup of common meals, use of technology for better room service
- Time management - lead time from order taking to clearance

### **UNIT -III**

#### **Alcoholic Beverages-**

- Introduction, definition and classification of wines
- Classification
- Viticulture and viticulture methods
- Vinification - Still, Sparkling, Aromatized and Fortified wines
- Vine diseases
- Wines - France, Italy, Spain, Portugal, South Africa, Australia, India and California
- Food and wine harmony
- Wine glasses and equipment
- Storage and service of wine

### **UNIT-IV**

#### **Beers**

- Introduction
- Ingredients used
- Production
- Types and Brands, Indian and international
- Service of bottled, canned and draught beers.

### **UNIT-V**

#### **Other Fermented and Brewed Beverages**

- Sake
- Cider
- Perry
- Alcohol free wines.

### **UNIT - VI**

#### **Table Cheeses**

- Introduction
- Types
- Production
- Brands and Service

#### **Storage**

## **Food and Beverage Terminology related to the course.**

### ***Practical Schedule:***

- Room service tray and trolley lay - up and service
- Room service amenities, Set-up in rooms
- Functional and floor layouts for room service
- Conducting briefing and de-briefing for F&B Outlets
- Beverage order-taking
- Service of Beer, Sake, and Other fermented and brewed beverages
- Service of sparkling, aromatized, fortified, still wines.
- Table set-up with wines on the menu

## **SEMESTER II**

### **BSCHMCT-204: FOOD & BEVERAGE PRODUCTION - I**

#### **UNIT -I**

##### **Food commodities**

- Classification with examples and uses in Cookery -
- Game- meaning- types with examples
- Fruits- kinds with examples.
- Nuts- names of nuts commonly used in cooking.
- Cream- types, description and their uses.
- Yogurt- types
- Cereals- types and uses.
- Pulses used in Indian cooking
- Herbs- uses of herbs
- Spices & condiments- uses of different spices and condiments
- Coloring and Flavoring Agents: Name, Types and Uses.

#### **UNIT-II**

##### **Basic Indian Masalas & Gravies-**

Garam masala, pulao masala, curry powder, sambhar powder, rasam powder, chaat masala, tandoori marination white, red, green and yellow gravies.

#### **UNIT-III**

##### **Indian Regional Cuisine:**

A detailed study on North and South Indian Regional Cuisine: Goa, Kashmir, Andhra Pradesh, Karnataka, Tamil Nadu, Bengal, Assam, Gujarat, Punjab, Rajasthan etc., as regarding ingredients used, traditional preparation methods, utensils and accompaniments.

#### **UNIT -IV**

##### **Meat Cookery:**

- Fish -classification with examples selection & cuts of fish, cooking of fish.
- Poultry- selection of poultry classification bases on size, uses of each type.
- Butchery -selection, cuts size and uses of lamb, mutton, beef, veal & pork.
- Bacon, Ham, Gammon and Steaks -Description of steaks from sirloin & fillet.

#### **UNIT-V**

##### **Vegetable Cookery:**

- Vegetables -classification of vegetables, importance of vegetables in diet, cooking of vegetables. Retention of color, flavor, and nutrients while cooking. Potatoes - styles of presenting potatoes and their description.
- Storage -Principles of Vegetable Storage.

#### **UNIT-VI**

##### **Quantity Food Production:**

- Introduction to Large scale commercial cooking.

- Layout of a large kitchen, staff hierarchy and production workflows.

***Practical Schedule:***

- Preparation of basic gravies and commonly used Indian Masala.
- Regional Cuisines of India -
- Covering various States of India.
- Planning Elaborate Indian Menus up to 40 portions.

**SEMESTER II**

**BSCHMCT-205: 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

#### **SEMESTER II**

##### **BSCHMCT-206: BASICS OF COMPUTERS**

##### **UNIT-I**

##### **Introduction to Computers**

- What is a computer? Block Diagram, Components of a Computer System, Generation of Computers, Programming Languages, generation of languages, storage devices, floppy disks, CD ROM's etc.

##### **UNIT-II**

##### **Operating Systems**

- Introduction, functions, types, components, case studies - DOS, Windows.

##### **UNIT -III**

##### **Introduction to DBMS**

- Data, Data types, advantages, introduction to FOXPRO, creating a database, searching, sorting, indexing, writing simple programmes, overview of MS Access.

##### **UNIT-IV**

##### **Word Processing, Spread Sheets and Presentations**

- What is word processing? Features of MS Word, editing commands and mail merge.
- What is a spreadsheet, features, formulae and functions. If statement, preparing sample worksheets, different graphs.
- Features of Power Point.
- Preparing a presentation.
- Preparing an organization chart.

##### **UNIT-V**

##### **Introduction to Internet**

- What is Internet? Network, network of networks, WWW, search engines, E-mail, Websites, introduction to e-commerce.

### *Practical Schedule*

- DOS, WINDOWS
- MS WORD
- MS EXCEL
- MS POWERPOINT
- FOXPRO & ACCESS
- INTERNET USAGE

### Reference Books

1. Fundamental of Computers, Prentice Hall India
2. Mastering Microsoft Office, Lonnie.E.Moseley, BPB Publication.

## SEMESTER II

### BSCHMCT-207: PRACTICAL

Total Marks: 100

Part A (25 marks, Demonstration: 15, Viva Voce: 10)

**Housekeeping** (To individually demonstrate any one of the following, through lots, followed by Viva Voce on the task performed)

- Bed making
- Glass Cleaning
- Floor Polishing
- Wood Polishing
- Brass/Silver cleaning

Part B (25 marks)

#### Front Office

Viva Voce / Role plays on:

- FIT Reservation
- FIT Registration
- Telephone courtesy

Part C (25 marks)

#### Computers

Internal assessment (25 Marks)

## SEMESTER III

### BSCHMCT-301: ADVANCED FRONT OFFICE OPERATIONS - I

#### 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.

### ***Practical Schedule:***

- 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.

## **SEMESTER III**

### **BSCHMCT-302: HOTEL HOUSEKEEPING OPERATIONS - III**

#### **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

##### **Soft Furnishings**

- Curtains - Loose Covers
- Blinds Cushions

##### **Bed and Beddings**

- Construction of Beds
- Mattresses
- Bedspreads
- Beddings
- Blankets

#### **Unit III**

##### **Flower Arrangement**

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

#### **Unit IV**

##### **Pest Control and Waste Disposal**

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

## Unit V

### Fibers and Fabrics

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

### Laundry

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

### Managing On Premises Laundry

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

## Unit VI

### 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

### *Practical Schedule*

- Stain Removal
- Laundry Operations
- Special Decorations
- Use of Different types of Cloth
- First Aid
- Glass Cleaning
- Flower Arrangement
- Cleaning of Ceramics and Plastics

## SEMESTER III

### BSCHMCT-303: FOOD & BEVERAGES SERVICE OPERATIONS -II

#### UNIT-I

##### Non-Alcoholic Beverages

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

#### UNIT-II

##### Spirits

- Introduction to spirits - types
- Production methods
- Whisky - Production, types and brands
- Brandy - Production, types and brands
- Gin - Production, types and brands
- Rum - Production, types and brands

- Vodka - Production, types and brands
- Tequila - Production, types and brands
- Other alcoholic beverages - Absinthe, Aquavit, Slivovitz, Arrack, Feni, Grappa, Calvados, etc.

#### **UNIT -III**

##### **Liqueurs**

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

#### **UNIT-IV**

##### **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-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 - VI**

##### **Tobacco**

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

##### **Food and Beverage Terminology related to the course.**

##### *Practical Schedule*

- Service of spirits and liqueurs
- Bar setup and operations
- Cocktail and mocktail preparations, presentation and service
- Service of Cigars and cigarettes
- Glassware used for different spirits, non alcoholic drinks offered with different spirits service procedure.
- Order taking -writing a BOT
- Writing a menu in French
- Service of hot and cold non- alcoholic beverages

#### **SEMESTER III**

#### **BSCHMCT-304: FOOD & BEVERAGE PRODUCTION - II**

##### **UNIT-I**

##### **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 boilingdegrees 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**

##### **Indian Regional Cuisine.**

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

#### **UNIT-V**

##### **Rechauffe' Cookery.**

- Introduction, Definition
- Concept and Importance.

##### **Basic Culinary Terms:**

- Indian, Western & International

##### *Practical Schedule:*

- Regional Indian Cookery.
- Preparation of Basic Bakery and Confectionery.
- Biscuit Dough, Bread Dough, Cake batters, Puff Pastry Dough, Doughnuts etc.
- Preparation of Salads, Cold cuts and Sandwiches.
- Hot continental desserts.
- Preparation of basic salads.
- Preparation simple Indian Desserts.

#### **BSCHMCT-305: 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, etre, aller, recevoir venir, partir-sortir pouvoir, vouloir ouvrir. PRESENT Passe compose futur grammar exercisus, 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, ou. VERBS IRREGULIERS Rendre descendre prendre dormir courir servir plevois savoir, falloir devoir.

### **UNIT 6**

- Impar fait - plusque parait - futur anterieur.

#### **References:**

1. Le Francais de'L Hotellerie
2. Ei in Tourisme: M. Dany - Jr. Laloy

## **BSCHMCT-306: HOSPITALITY 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.

- Advertising agencies.
- Collateral material - mass media and print media.

#### **References:**

1. Marketing Management - Philip Kotler
2. Marketing Management - Ramaswamy
3. Hospitality Sales & Marketing - Jagmohan Negi

### **SEMESTER III**

#### **BSCHMCT-307 : PRACTICAL**

Total Marks: 100

##### **Part A (50 Marks)**

**Front Office (Viva Voce & Role Plays on the following)**

- GIT Reservation
- GIT Registration
- Arrival formalities for FIT/GIT
- Situation Handling
- Handling Credit Cards
- Reservation Cancellation Procedures

##### **Part B (25 Marks)**

**Housekeeping (To individually demonstrate any one of the following, through lots)**

- Guestroom Cleaning
- Bathroom Cleaning
- Public Area Cleaning
- Cleaning of Tiles/Floors/Carpets

**Internal assessment (25 Marks)**

## SEMESTER - IV

### INDUSTRIAL EXPOSURE TRAINING (IET)

Duration: Minimum 20 Weeks with coverage of all major and minor departments of a full service

hotel. (Can be substituted with operational training in reputed Fast Food operations, Airlines,

Resorts, and similar industry in accordance with course curriculum).

Suggested Training Schedule:

- \* F&B Service: 4 Weeks
- \* F&B Production: 4 Weeks
- \* Front Office: 4 Weeks
- \* Housekeeping: 4 Weeks
- \* Other : 4 Weeks (HR, Sales & Marketing, Finance etc.)

Documents to be submitted after successful completion of IET:

WTO (What To Observe) Sheets

Training Log - Book (To be issued by Learning Centre)

Departmental Appraisal Forms

Training Report in 2 Copies (1 for PTU & 1 for LC).

Training Certificate from the concerned Hotel Authority.

MAXIMUM MARKS: 600

Based on:

- Completed WTO Sheets (100)
- Industrial Training Report (150)
- Industrial Training Log-Book (100)
- Industrial Training Project (report) Presentation (200)
- Viva (50)

DETAILS:-

WTO SHEETS (100)

- 20 marks on each department trained (4 departments- Front Office, F&B Service, F&B Production & Housekeeping), Total: 80 marks.
- 20 marks on other departments trained (Human Resource, Finance, Sales & Marketing, Kitchen Stewarding, Purchase, Receiving & Stores, etc.)

INDUSTRIAL TRAINING LOG BOOK (100)

- Daily Summary of work done & observed duly signed by the concerned supervisor (50)
- Appraisal Forms (50)

INDUSTRIAL TRAINING REPORT (150)

- Contents (100) : About the Hotel, Photographs, Formats, Charts & Diagrams, written material etc.

- Creativity (25)

- Neatness, cover & layout (25)

INDUSTRIAL TRAINING PROJECT (REPORT) PRESENTATION (200)

(One-to-group presentation)

Time: 60 minutes (Maximum)

To mark on:

- Communication & Presentation skills (50)
- Grooming, Uniform & Body Language (50)
- Presentation Content (50)
- Use of Slides, Multimedia and other presentation aids (25)

- Handling of spot queries/questions from the audience (25)
- VIVA (50)  
Vive-voce on the presentation, conducted by Faculty Members.

## SEMESTER V

### BSCHMCT-501: FRONT OFFICE MANAGEMENT - I

#### 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-VII**

### **The Role of Government Agencies**

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

## **UNIT-VII**

### **Managing Human Resources**

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

#### ***Practical Schedule:***

- Assignments and Projects
- Yield Management - Calculations.

## **BSCHMCT-502: ADVANCED ACCOMMODATION OPERATIONS - I**

### **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**

#### **Furniture**

- Principles
- Types of Joints
- Selection

### **Unit IV**

#### **Planning Trends in Housekeeping**

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

### **Unit V**

#### **Industrial Laundry**

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

#### ***Practical Schedule***

- Planning Layouts - Guest Rooms / Bathrooms / Suites / Lounges etc.
- Laundry Equipment Handling
- Laundry Operations - (Industrial)
- Laying and Cleaning of Carpets

## **BSCHMCT-503: 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**

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

### **UNIT-IV**

#### **Other 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-V**

#### **Afternoon and High Teas**

- Introduction , Menu, Cover and Service

### **UNIT - VI**

#### **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 - VII**

#### **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

**Food and Beverage Terminology related to the course.**

***Practical Schedule:***

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

**BSCHMCT-504: ADVANCED FOOD & BEVERAGE PRODUCTION - I**

**UNIT-I**

**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-II**

**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 -III**

**Popular International Cuisines :**

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

**UNIT-IV**

**Advanced Bakery Preparation :**

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

**UNIT-V**

**Appetizers :**

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

***Practical Schedule:***

- Cold preparations, platters and buffets.
- International Cooking : recipes from various countries.
- Exotic Indian & Western starters, snacks and horsd'oeuvres.
- Advanced bakery - Rolls, Breads, Pastries, Cookies, Cakes.

## **BSCHMCT-505: PRINCIPLES OF 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.Mamoria

## **BSCHMCT-506: HOTEL ACCOUNTANCY**

### **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

## **BSCHMCT-507: PRACTICAL**

Total: 100 Marks

### **Part A (50 Marks)**

#### **Housekeeping (Viva Voce on the following)**

- Stain Removal
- Flower Arrangements
- Laundry Operations
- Redecoration & Refurbishing
- Colour Schemes
- Housekeeping Reports

### **Part B (25 Marks)**

#### **Front Office (Viva Voce on the following)**

- Key Control
- Front Office Reports
- Yield Management (Practical Approach)

- Establishment of Room Rates
  - Situation Handling, Problem Solving
  - Occupancy Ratios
- Internal assessment (25 Marks)

## SEMESTER-VI

### BSCHMCT-601: FRONT OFFICE MANAGEMENT - II

#### UNIT-I

##### Evaluating Front Office Operations

- Accommodation & Management Concepts
  - Tariff Decisions
  - Cost & Pricing - The Hubbart Formula with its various schedules.
  - Market Pricing.
  - Daily Front Office Reports Statistics - Analysis and evaluation.
- Budgeting
  - Preparation of departmental budget.
  - Comparison of revenue and expenses.

#### 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 - IV

##### 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-V

##### Guest Service

- Service Standards - verbal and visual.
- Empowerment and Diversity Awareness.
- International Guests.
- Management's role in guest service.
- Guest Service Training.

##### Review of all Front Office Operations.

##### *Practical Schedule:*

- 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

## **BSCHMCT-602: ADVANCED ACCOMMODATION OPERATIONS - II**

### **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

### **Unit V**

#### **Housekeeper and the Management of department**

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

#### ***Practical Schedule:***

- VIP Drill - Functions Group Arrivals
- Situation Handling - Mock Situations
- Housekeeper Role-play.

## **BSCHMCT-603: 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.

## **BSCHMCT-604: ADVANCED FOOD & BEVERAGE PRODUCTION - II**

### **UNIT-I**

#### **Sausages Salami and Other Forcemeats:**

- Types
- Manufacture
- Process casings.

### **UNIT-II**

#### **Out-Door Catering:**

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

### **UNIT -III**

#### **Banquet Preparations:**

- Types of Banquets
- Themes Production
- Menu Preparation.

### **UNIT-IV**

#### **Miscellaneous Cooking:**

- Power Breakfasts
- Brunches and Lunches
- High Teas
- Cocktail Snacks
- Theme Menus
- Food Festivals.

### **UNIT-V**

#### **Convenience Food :**

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

### **UNIT - VI**

#### **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.

#### ***Practical schedule:***

- Breakfast Menus
- International Cookery .
- Bakery and Confectionery - Chocolate Cakes Savory Items Quiches & Tarts etc.
- Preparation of Sausages Salamis and other Forcemeats.
- Basket Cooking.
- Food Carvings and Decorations.

#### **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.

## **BSCHMCT-605: 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**

#### **Labour 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.

## **BSCHMCT-606: 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

#### **BSCHMCT-607: PRACTICAL**

Total: 100 Marks

**Part A** (50 Marks, Practical/Demonstration: 40, Viva Voce: 10)

**Food Production** (To individually prepare/demonstrate any one of the following, through lots, followed by

Viva Voce on the task performed)

- Indian Cuisine
- Continental Cuisine
- Chinese Cuisine
- Italian Cuisine
- Fast Food items
- Hors' d'oeuvres
- Desserts
- Cold Preparations

**Part B** (25 Marks, Practical/Demonstration: 15, Viva Voce: 10)

**F&B Service** (To individually demonstrate service skills in the training restaurant, followed by Viva Voce on

the following:)

- Bar Operations
- Restaurant Planning
- Banqueting & ODC
- Wines, Alcoholic Beverages, Cheese & Cigars
- F&B reports

- Revenue Control & Performance Measures  
Internal assessment (25 Marks)