

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

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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 spoilage-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 Fixtures

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 pargait - 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)