

## DHMCTT- HOTEL MANAGEMENT

### 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. 1. Business Communication - K.K.Sinha.
2. 2. Business Communication - Pal & Korlahalli.

3. 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 - Ratandeep 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. 1. Fundamental of Computers, Prentice Hall India
2. 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)**