



**KALINGA  
UNIVERSITY**

**SCHEME & SYLLABUS FOR**

# **Bachelor of Vocational Studies (B. Voc.) Hotel & Hospitality Management**



Kalinga University, Naya Raipur, Chhattisgarh

# HOTEL & HOSPITALITY MANAGEMENT

Semester-I							
Code No.	Paper	L	T/P	Credits	Internal Marks	End Semester Exam	Total Marks
BVHHM101	Communication Skills	3	0	3	30	70	100
BVHHM102	Fundamentals of Information Technology	3	0	3	30	70	100
BVHHM103	Foundation in Food Production – I	3	0	3	30	70	100
BVHHM104	Foundation in Food and Beverage Service – I	3	0	3	30	70	100
BVHHM105	Foundation in Front Office Operations – I	3	0	3	30	70	100
BVHHM106	Foundation in Housekeeping Operations – I	3	0	3	30	70	100
BVHHM107 P	Project-I	0	24	12	50	150	200
<b>Total</b>		<b>18</b>	<b>24</b>	<b>30</b>	<b>230</b>	<b>570</b>	<b>800</b>

Semester-II							
Code No.	Paper	L	T/P	Credits	Internal Marks	End Semester Exam	Total Marks
BVHHM201	Food Production and Cookery– II	3	0	3	30	70	100
BVHHM202	Environmental Studies	3	0	3	30	70	100
BVHHM203	Food and Beverage Services – II	3	0	3	30	70	100
BVHHM204	Foundation in Front Office Operations – II	3	0	3	30	70	100
BVHHM205	Foundation in Housekeeping Operations – II	3	0	3	30	70	100
BVHHM206 P	Project-II	0	30	15	50	150	200
<b>Total</b>		<b>15</b>	<b>30</b>	<b>30</b>	<b>200</b>	<b>500</b>	<b>700</b>

Semester-III							
Code No.	Paper	L	T/P	Credits	Internal Marks	End Semester Exam	Total Marks
<b>BVHHM301</b>	Food Production – III	3	0	3	30	70	100
<b>BVHHM302</b>	Food and Beverage Services – III	3	0	3	30	70	100
<b>BVHHM303</b>	Foundation in Front Office Operations – III	3	0	3	30	70	100
<b>BVHHM304</b>	Foundation in Housekeeping Operations – III	3	0	3	30	70	100
<b>BVHHM305</b>	Management information system in Hospitality Industry	3	0	3	30	70	100
<b>BVHHM306P</b>	<b>Project-III</b>	0	30	15	50	150	200
<b>Total</b>		<b>15</b>	<b>30</b>	<b>30</b>	<b>200</b>	<b>500</b>	<b>700</b>

Semester-IV							
Code No.	Paper	L	T/P	Credits	Internal Marks	End Semester Exam	Total Marks
<b>BVHHM401</b>	Food Production - IV	3	0	3	30	70	100
<b>BVHHM402</b>	Food and Beverage Services - IV	3	0	3	30	70	100
<b>BVHHM403</b>	Front Office Operations - IV	3	0	3	30	70	100
<b>BVHHM404</b>	Housekeeping Operations - IV	3	0	3	30	70	100
<b>BVHHM405</b>	Hospitality Law	3	0	3	30	70	100
<b>BVHHM406P</b>	<b>Project-IV</b>	0	30	15	50	150	200
<b>Total</b>		<b>15</b>	<b>30</b>	<b>30</b>	<b>200</b>	<b>500</b>	<b>700</b>

Semester-V							
Code No.	Paper	L	T/P	Credits	Internal Marks	End Semester Exam	Total Marks
<b>BVHHM501</b>	Food Production – V	3	0	3	30	70	100
<b>BVHHM502</b>	Food and Beverage Services, Control & Management – V	3	0	3	30	70	100
<b>BVHHM503</b>	Housekeeping Operations – V	3	0	3	30	70	100
<b>BVHHM504</b>	Front Office and PMS – V	3	0	3	30	70	100
<b>BVHHM505</b>	Hotel Accountancy & Cost Control	3	0	3	30	70	100
<b>BVHHM506P</b>	<b>Project-V</b>	0	30	15	50	150	200
<b>Total</b>		<b>15</b>	<b>30</b>	<b>30</b>	<b>200</b>	<b>500</b>	<b>700</b>

Semester-VI							
Code No.	Paper	L	T/P	Credits	Internal Marks	End Semester Exam	Total Marks
<b>BVHHM601</b>	Garde Manger	3	0	3	30	70	100
<b>BVHHM602</b>	Bar Management	3	0	3	30	70	100
<b>BVHHM603</b>	Yield Management	3	0	3	30	70	100
<b>BVHHM604</b>	Facility Planning and Budgeting of Housekeeping	3	0	3	30	70	100
<b>BVHHM605</b>	Entrepreneurship	3	0	3	30	70	100
<b>BVHHM606P</b>	<b>Project-VI</b>	0	30	15	50	150	200
<b>Total</b>		<b>15</b>	<b>30</b>	<b>30</b>	<b>200</b>	<b>500</b>	<b>700</b>

# SEMESTER - I

## BVHHM101

# COMMUNICATION SKILLS

### Unit I: THE PHONOLOGY OF ENGLISH

- 1.1 Introduction to phonology of English - International Phonetic Alphabet [IPA]
- 1.2 consonants, vowels, Diphthongs and Consonant Clusters.
- 1.3 Places and manners of articulation of sounds.

### Unit II: THE SYLLABLE AND STRESS PATTERNS

- 1.1 Introduction to syllable and stress patterns
- 1.2 Strong and weak forms. Sentence-stress-pause.
- 1.3 Intonation: patterns of intonation and use of them for reading and speaking purposes

### Unit III: PARTS OF SPEECH

- 1.1 Introduction to Parts of speech, articles, tenses, verbs and modals.
- 1.2 Practice of daily use words, numerals and tongue twisters
- 1.3 Vocabulary building, construction of simple sentences: Basic sentence pattern, subject and predicate.
- 1.4 Sentence construction – simple, complex and compound

### Unit IV: ENGLISH COMMUNICATION

- 1.1 About myself
- 1.2 Let's talk, making conversation, meeting and greeting
- 1.3 Introduction myself, my family and my friends
- 1.4 My opinions, my likes and dislikes
- 1.5 Life at college, hostel and workplace

# **BVHHM102**

# **FUNDAMENTALS OF INFORMATION**

# **TECHNOLOGY**

## **Unit I: COMPUTER CHARACTERISTICS**

- 1.1 Introduction to Computer characteristics: Speed, storage, accuracy, diligence
- 1.2 Digital signals, Binary System, ASCII
- 1.3 Historic Evolution of Computers
- 1.4 Classification of computers: Microcomputer, Minicomputer, mainframes, Supercomputers;  
Personal computers: Desktop, Laptops, Palmtop and Tablet.
- 1.5 Hardware & Software; Von Neumann model.

## **Unit II: HARDWARE**

- 1.1 Introduction to Hardware: CPU, Memory, Input devices,
- 1.2 output devices. Memory units: RAM (DRAM, ADRAM, SDRAM, RDAM, SRAM and DDR SDRAM); ROM-different types: Flash memory; Auxiliary storage;
- 1.3 Input devices - keyboard, mouse, scanner, speech input devices, digital camera, Touch screen  
Voice Input, Joystick, Optical readers, bar code reader
- 1.4 Output devices: Display device, size and resolution; CRT, LCD, LED; Printers: Dot-matrix, Inkjet, Laser; Plotters, Sound cards & speaker.

## **Unit III: SOFTWARE**

- 1.1 Introduction to Software: System software, Application software;
- 1.2 Concepts of files and folders, Introduction to Operating systems, Different types of operating systems;
- 1.3 Basic features of two GUI operating systems: Windows & Linux (Basic desk top management);
- 1.4 Programming Languages, Compiler, Interpreter, Databases; Number System- Decimal, Binary, Octal, Hexadecimal
- 1.5 Application software: Word documents (MS Word), spread sheets (MS Excel) and Presentation software (MS PowerPoint) and it's working.

#### **Unit IV: COMPUTER NETWORKS AND INTERNET**

- 1.1 Connecting computers, Requirements for a network: Server, Workstation, switch, router, network operating systems;
- 1.2 Internet: brief history, World Wide Web, Websites, URL, browsers, search engines, search tips;
- 1.3 Internet connections: ISP, Dial-up, cable modem, WLL, DSL, leased line Wireless and Wi-Fi connectivity
- 1.4 Email, email software features (send receive, filter, attach, forward, copy, blind copy)
- 1.5 Characteristics of web-based systems, Web pages, Web Programming Languages
- 1.6 Computer Viruses & Protection.

#### **Unit V: INFORMATION TECHNOLOGY AND SOCIETY**

- 1.1 Indian IT Act, Intellectual Property Rights.
- 1.2 Application of information Technology in Railways, Airlines, Banking, Insurance, Inventory Control, Financial systems, Hotel management, Education, Video games, Telephone exchanges, Mobile phones, Information kiosks, special effects in Movies.

#### **Unit VI: PROGRAMMING CONCEPTS & TECHNIQUE**

- 1.1 Techniques: Program Concept, Characteristics of Program, Stages in Program Development, Tips for Program Designing
- 1.2 Algorithms, Pseudo code, Flowcharts, Symbols, Rules, compiler & Interpreter.
- 1.3 Introduction to programming techniques, Top-down & Bottom-up approach, Unstructured, & Modular programming, Cohesion, Coupling, Debugging, Syntax, Testing and Debugging, Documentation.

# BVHHM103

## FOUNDATION IN FOOD PRODUCTION – I

### **Unit I: PROFESSIONAL STANDARDS AND ETHICS FOR FOOD HANDLERS**

- 1.1 Personal hygiene
- 1.2 General kitchen hygiene and sanitation
- 1.3 HACCP (Hazard Analysis and Critical Control Points) Ethics in the kitchen.

### **Unit II: FOOD COMMODITIES**

- 1.1 Classification of Ingredients Characteristics of Ingredients Uses of Ingredients
- 1.2 Food and its relation to health Definition of Basal Metabolism
- 1.3 Major nutrients – functions, sources and deficiency of Carbohydrates, Proteins, Fat, Vitamins, Minerals, Water and Fibre

### **Unit III: COOKING FUELS AND KITCHEN EQUIPMENT**

- 1.1 Types of cooking fuels Uses of cooking fuels Safety precautions
- 1.2 Classification of Kitchen Equipment Uses of Kitchen Equipment
- 1.3 Care and maintenance

### **Unit IV: PROCESSING OF COMMODITIES**

- 1.1 Cleaning and pre-preparation of food commodities
- 1.2 Quality points & cuts of fruits & vegetables, fish, lamb, beef, pork, poultry and game.

# **BVHHM104**

## **FOUNDATION IN FOOD & BEVERAGE**

### **SERVICES – I**

#### **UNIT I: FOOD & BEVERAGE SERVICE INDUSTRY**

- 1.1 Role of catering establishment in travel / tourism industry
- 1.2 Types of F& B operation (Classification), Commercial (residential / Non Residential)
  - Welfare
  - Institutional
  - Transport (Roads, Railways, Airlines, Marine)
- 1.3 Career opportunities

#### **UNIT II: HIERARCHY & ATTRIBUTES OF FOOD & BEVERAGE SERVICE PERSONNEL**

- 1.1 Organisation of F & B Department of a Hotel
- 1.2 Etiquette & Attributes of an F & B Personnel.
- 1.3 Departmental Relationship of F&B with other Departments.

#### **UNIT III: FOOD & BEVERAGE SERVICE AREAS WITH HIERARCHIES**

- 1.1 Different service areas.
- 1.2 Duties and responsibilities of F & B Staff.
  - a) F & B Manager.
  - b) Banquet manager.
  - c) Outlet Managers
  - d) Senior captain/ Captain/ Supervisor.
  - e) Steward.
  - f) Sommelier.
  - g) Hostess.
  - h) Cashier.

#### **UNIT IV: F & B SERVICE EQUIPMENT**

- 1.1 Classification of equipment.

1.2 Criteria for selection and requirements. Tableware/ silverware

- Glassware
- Crockery
- Bar equipment
- Furniture
- Linen.

1.3 Care and maintenance of equipment.

**UNIT V: BREAKFAST**

1.1 Types of breakfast

1.2 Breakfast Menu

1.3 Cover set up and services

# **BVHHM105**

## **FOUNDATION IN FRONT OFFICE OPERATIONS – I**

### **UNIT I: INTRODUCTION TO TOURISM, HOSPITALITY AND HOTEL INDUSTRY**

- 1.1 Tourism and its importance
- 1.2 Concept of Hospitality and its origin
- 1.3 Origin, History, Growth and Development of hotel industry - India and global
- 1.4 Brief introduction to hotel core areas with special reference to Front Office

### **UNIT II: CLASSIFICATION AND CATEGORIZATION OF HOTEL**

- 1.1 Size
- 1.2 Star
- 1.3 Location & clientele
- 1.4 Meal Plans
- 1.5 Types of Rooms

### **UNIT III: HOTEL ORGANIZATION**

- 1.1 Introduction to Front Office
- 1.2 Sections in front office department & Inter departmental coordination.
- 1.3 Basic Activities of Front & Attributes of front office staff
- 1.4 Lobby & Front Office department Layout
- 1.5 Equipment Various Sections of Front Office
- 1.6 Organization Structure of Front Office department of a 5 star and 3 star category hotel.
- 1.7 Job responsibilities of Front office staff
- 1.8 Room status & formats.

### **UNIT IV: INTRODUCTIONS TO GUEST CYCLE HANDLING**

- 1.1 Pre-arrival
- 1.2 Arrival
- 1.3 Occupancy
- 1.4 Departure

# **BVHHM106**

## **FOUNDATION IN HOUSEKEEPING**

### **OPERATIONS – I**

#### **UNIT I: HOUSEKEEPING DEPARTMENT**

- 1.1 Importance & functions of housekeeping department
- 1.2 Sections in housekeeping department
- 1.3 Job description and Organizational structure of the department (large, medium, and small)
- 1.4 Attributes of the housekeeping staff (Managerial, technical, Conceptual)
- 1.5 Skills of a good housekeeper
- 1.6 Inter departmental coordination with more emphasis on front office and maintenance Department and the relevant sub sections.

#### **UNIT II: HOTEL GUEST ROOM**

- 1.1 Types of guest rooms
- 1.2 Layout out of guest rooms
- 1.3 (types) Layout of floor pantry
- 1.4 Furniture, fixture, guest supplies, amenities in a guest room (to be dealt in brief only)  
Accessories

#### **UNIT III: DAILY ACTIVITIES IN HOUSEKEEPING**

- 1.1 Daily cleaning of occupied, departure, vacant, under repair, VIP rooms weekly cleaning, and spring cleaning.
- 1.2 Evening service –Turndown Procedure
- 1.3 Systems and procedures involved.
- 1.4 Cleaning process with equipment & agents
- 1.5 Cleaning and upkeep of public areas (lobby, cloak room, restaurants, bar, banquet halls, admin offices, lifts and elevators, staircases, back areas, front area, corridors)
- 1.6 Frequency of cleaning- daily, periodic, special.

# **BVHHM107P**

## **PROJECT - I**

### **1. FOOD PRODUCTION:**

- a. Identification of Kitchen Equipment, Kitchen Uniform & Hygiene, Layout of Kitchen
- b. Cuts of Vegetables - Jardinière, Brunoise, Juliennes, Macedoine, Roundels, Mirepoix, Slit, Wedges, Paysanne, Shredding, Chiffonade, Fine Chop, Mince
- c. Egg Preparation - Soft Boiled Egg, Hard Boiled Egg, Sunny Side Up, Over Easy, Scrambled Eggs, Masala Omelette, Fluffy Omelette
- d. Potato Preparation - Parsley Potatoes, Lyonnaise potatoes, Duchess Potatoes, Pommes de Terre, French Fries, Jacket potatoes, Mashed potatoes
- e. Preparation of various Indian Snacks - Kanda Poha, Upma, Sheera, Stuffed Paratha, Laccha Paratha, Idli, Dos, Chutney, Sambhar
- f. Rice Preparation - Curd Rice, Lemon Rice, Dal Khichadi, Bisi Bhalle Bhaat, Sweet Coconut Rice
- g. Indian Gravies Preparation - Makhni Gravy, Shahi Gravy, Hariyali Gravy, Paneer Makhani, Mix Veg Hariyali, Afghani Chicken, Laccha Paratha, Steamed Rice.

### **2. FOOD & BEVERAGE SERVICES:**

- a. Restaurant Etiquette (Do's & Don'ts)
- b. Mise- en- Scène/ Mise -en Place
- c. Briefing
- d. Debriefing
- e. Identification of Equipment (Linen, Cutlery, Crockery, Glassware)
- f. Rules for laying a cover
- g. Laying and relaying a table cloth
- h. Role play (Reservation, Welcoming, Escorting, Menu Presentation)
- i. Breakfast cover setup

### **3. FRONT OFFICE:**

- a. Grooming and Hospitality etiquette
- b. Welcoming / Greeting the guest
- c. Basic telephone handling
- d. Role Play - Taking a reservation.

### **4. HOUSEKEEPING**

- a. Personal hygiene in housekeeping
- b. Housekeeping etiquette
- c. Bed Making
- d. Cleaning Rooms & Public Areas
- e. Guest Room Supplies
- f. Sample Layout of Guest Rooms

# SEMESTER - II

## BVHHM201

# FOOD PRODUCTION & COOKERY – II

### **Unit I: AIMS AND OBJECTIVES OF COOKING FOOD**

- 1.1 Importance of cooking food
- 1.2 Effects of action of heat on food- cereals, pulses, starchy vegetables, green leafy vegetable sweetening agents, meat, fish, eggs, dairy products, dairy fat, vegetable oils and fats, animal fat, nuts and oil seeds.

### **Unit II: METHODS OF COOKING**

- 1.1 Classification, principles, equipment required, commodities that can be used, menu examples for - Boiling, Steaming, Poaching, Blanching Sautéing, Grilling, Roasting, Baking Braising, Broiling, Microwaving, Frying. Stewing and En Papillote.

### **Unit III: ART OF COOKERY**

- 1.1 Styles of Cookery-Oriental/Asian/European/Continental/Pan American History and Development of Modern Cuisine-Classical and Contemporary

### **Unit IV: STOCKS, SAUCES AND SOUPS**

- 4.1 Types of Stocks, Mirepoix, Bouquet Garni, & its Uses
- 4.2 Basic mother sauces, derivatives, Thickening agents used in sauces rectification of faulty sauces, miscellaneous sauces & Gravies, Jus roti and Jus lie
- 4.3 Soups–Classification, principles, garnishing and accompaniments, popular international soups

# BVHHM202

## ENVIRONMENTAL STUDIES

### **Unit I: ENVIRONMENTAL STUDIES**

- 1.1 Definition, Scope and Importance
- 1.2 Need for public awareness
- 1.3 Renewable & Non-renewable Resources (Definition & Importance)
- 1.4 Consumerism & Waste Products

### **Unit II: NATURAL RESOURCES AND SUSTAINABLE DEVELOPMENT**

- 1.1 Meaning and definitions
- 1.2 Classification and types of resources,
- 1.3 Factors influencing resource utilization;
- 1.4 Resource conservation- meaning and methods - conventional and non-conventional resources,
- 1.5 Problems associated with and management of water, forest and energy resources - resource utilization and sustainable development

### **Unit III: POPULATIONS AND EMERGING ISSUES OF DEVELOPMENT**

- 1.1 Population explosion in the world and in India and arising concerns-
- 1.2 Demographic Transition Theory - pattern of population growth in the world and in India and associated problems
- 1.3 Human population and environment
- 1.4 Environment and Human Health
- 1.5 Human Development Index – The World Happiness Index.

### **Unit IV: ENVIRONMENTAL POLLUTION**

- 1.1 Definition, Cause, effects and control measures of Air pollution,
- 1.2 Water pollution, Soil pollution, Noise pollution,
- 1.3 Nuclear hazards. Role of an individual in prevention of pollution. -
- 1.4 Solid Waste Management: Sources, classification,
- 1.5 effects and control measures of urban and industrial solid wastes.

### **Unit V: URBANISATION AND ENVIRONMENT**

- 1.1 Concept of Urbanisation
- 1.2 Problems of migration and urban environment- changing land use, crowding and stress on urban resources, degradation of air and water, loss of soil cover impact on biodiversity,
- 1.3 Urban heat islands
- 1.4 Emerging Smart Cities and safe cities in India - Sustainable Cities.

# BVHHM203

## FOOD & BEVERAGE SERVICES – II

### UNIT I: TYPES OF SERVICE AND MENUS

- 1.1 Table Services
- 1.2 Assisted services
- 1.3 Self services
- 1.4 Specialized services

### UNIT II: MENU PLANNING

- 1.1 Introduction
- 1.2 Types of menus
- 1.3 Rules to be observed while planning menus
- 2.4 Classical French Menu
- 1.5 Menu Terms
- 1.6 Menu Design

### UNIT III: IN ROOM DINING

- 1.1 Hierarchy
- 1.2 Layout and design
- 1.3 Cycle of Service
- 1.4 Forms and formats

### UNIT IV: FUNCTION CATERING

- 1.1 Introduction
- 1.2 Types of Banquet
- 1.3 Banquet menu
- 1.4 Table and seating plans
- 1.5 Booking procedure with forms and formats

### UNIT V: BUFFET

- 1.1 Introduction
- 1.2 Types of Buffet services – Finger, Fork, sit down
- 1.3 Types of Buffet – Themes
- 1.4 Equipment

# **BVHHM204**

## **FOUNDATION IN FRONT**

### **OFFICE OPERATIONS - II**

#### **UNIT I: LOBBY AND BELL DESK OPERATIONS**

- 1.1 Concept of Uniformed Services & its function Job description and specification – Concierge, Bell Captain, Bell Boy, Doorman & Parking Valet Layout & equipment of Bell Desk
- 1.2 Luggage handling
- 1.3 Procedure on guest arrival – FIT, VIP, and Group
- 1.4 Luggage handling Procedure on guest Departure – FIT, VIP, and Group
- 1.5 Left Luggage procedure
- 1.6 Scanty Baggage procedure

#### **UNIT II: RESERVATION CONCEPTS**

- 1.1 Sources and modes
- 1.2 Types – Guaranteed & non-guaranteed Reservation
- 1.3 Method of receiving a reservation
- 1.4 Handling special requests Confirmation of reservation
- 1.5 Modification of reservation
- 1.6 Cancellation of reservation Charts
- 1.7 Records and forms used
- 1.8 Job description and specification – Reservation Assistant

#### **UNIT III: HANDLING GUESTS REQUESTS**

- 1.1 Guest message/mail handling
- 1.2 Custody and handling of keys
- 1.3 Guest room change process

# **BVHHM205**

## **FOUNDATION IN HOUSEKEEPING**

### **OPERATIONS – II**

#### **UNIT I: CLEANING EQUIPMENTS**

- 1.1 Types of equipment
- 1.2 Operating principles of equipment's
- 1.3 Characteristics of good equipment (Mechanical, manual)
- 1.4 Storage, upkeep, maintenance of equipment

#### **UNIT II: HOUSEKEEPING CONTROL DESK**

- 1.1 Importance, role, coordination, checklist
- 1.2 Forms, formats & registers used in the desk
- 1.3 reports Role of computers, snapshots of software
- 1.4 Lost & found
- 1.5 Key control Gate pass
- 1.6 Indenting from stores

#### **UNIT III: LINEN, UNIFORM, TAILOR ROOM**

- 1.1 Layout of Linen Room
- 1.2 Types of linen, sizes, linen exchange
- 1.3 Procedures Storage facilities and conditions
- 1.4 Par stock. (Introduction & definition) Discard procedure, re use of 3.5 discard Inventory system
- 1.6 Functions of uniform
- 1.7 Room Functions of tailor room

# **BVHHM206P**

## **PROJECT – II**

### **1. FOOD PRODUCTION:**

- a. 04 Course Indian Menu 1 - Cabbage Foogath, Dal Tadka, Steam Rice, Chapati, Seviyan Kheer
- b. 04 Course Continental Menu 1 - Tossed Salad, Puree de Lentils, Spaghetti Bolognese,  
Baked Jacket Potatoes, Crepes Suzette
- c. 04 Course Indian Menu 2 - Chicken tikka with mint chutney, Batata bhaji/Poori, Mixed veg  
Pulao with veg kachumber, Kala jamun
- d. 04 Course Continental Menu 2 - Waldorf Salad, Consommé Julienne, Poulet A'la Rex,  
Course Provençale, Chocolate Mousse
- e. 04 Course Indian Menu 3 - Jeera Rice, Dal Fry, Palak Paneer, Murgh Masala, Phulka, Sooji  
Halwa
- f. 04 Course Continental Menu 3 - Cream of Spinach, Poulet sauté Champignons, Herbed Rice,  
Herbed Potatoes, Caramel Custard
- g. 04 Course Indian Menu 4 - Baingan ka Bharta, Panchratna Dal, Saffron Rice, Satpura Paratha,  
Rasgulla
- h. 04 Course Continental Menu 4 - Cabbage Chowder, Hungarian Goulash, Scotch Eggs,  
Bubble & Squeak, Fruit Trifle
- i. 04 Course Indian Menu 5 - Keema Samosa, Goan Fish Curry, Dhakai Paratha, Muttar Kumbh  
Masala/Jeera Rice, Rose Rabdi
- j. 04 Course Continental Menu 5 - Pumpkin puree, Prawns fried in batter, Roast Chicken, Cole  
slaw

### **2. FOOD & BEVERAGE SERVICES:**

- a. Cover Set ups (Lunch/Dinner, HI Tea, Banquets)
- b. Role Play (Order Taking, Sequence of service, billing)
- c. Compiling of a menu in French
- d. Room service tray set ups
- e. Napkin folds

### **3. FRONT OFFICE:**

- a. Names of countries & capitals
- b. Names of currencies and official airlines of the world
- c. Luggage handling – FIT, walk-in, scanty baggage, regular, crew and group guest reservations.
- d. Taking down a reservation for FIT, FFIT, Corporate guest and group
- e. Special requests
- f. On Demand of reservation
- g. Cancellation of reservation
- h. Great Personalities of the hotel industry (min. 3 personalities to be given as an assignment)

#### 4. HOUSEKEEPING

- a. Applying Brasso.
- b. Bed making – traditional
- c. Glass cleaning tasks – mirror, glass, window pane
- d. Sweeping, Scrubbing and Mopping
- e. Wet and Dry dusting
- f. High ceiling cleaning – cobwebs
- g. Demonstration of Public area cleaning – Restaurant
- h. Demonstration of Public area cleaning - Offices, corridors
- i. Forms and formats – occupancy slip, gate passes, job order, lost and found register, key registers.

# SEMESTER – III

## BVHHM301

### FOOD PRODUCTION – III

#### **Unit I: FOOD PRESERVATION**

- 1.1 Methods of Food Preservation
- 1.2 Physical and chemical agents in food
- 1.3 Preservation of perishable foods

#### **Unit II: CHEESE**

- 1.1 Manufacturing process
- 1.2 Types of cheese according to texture
- 1.3 Uses of cheese in cookery
- 1.4 Famous cheese of the world

#### **Unit III: MENU PLANNING**

- 1.1 Principles of menu planning
- 1.2 Types of menus
- 1.3 Names and description of popular national and international dishes.

#### **Unit IV: REGIONAL INDIAN CUISINE**

- 4.1 Characteristics, ingredients used, equipment used, cooking methods for regional cuisines – Punjabi, Awadhi, Bengali, Hyderabadi, Chettinad, Coastal India, Karnataka.
- 4.2 Glossary of Indian Culinary Terms and Popular dishes

# **BVHHM302**

## **FOOD & BEVERAGE SERVICES - III**

### **UNIT I: INTRODUCTION TO BEVERAGES**

- 1.1 Classification of beverages

### **UNIT II: NON ALCOHOLIC BEVERAGES**

- 1.1 Non-alcoholic beverages and its sub classification
- 1.2 Detail study of non-alcoholic beverages

### **UNIT III: ALCOHOLIC BEVERAGES**

- 1.1 Consumption – Benefits, abuse, sensible drinking
- 1.2 Introduction and classification of alcoholic beverages

### **UNIT IV: WINE**

- 1.1 Introduction to wines
- 1.2 Grading
- 1.3 Wine producing districts
- 1.4 Champagne
- 1.5 Manufacturing Process

### **UNIT V: TOBACCO**

- 1.1 Introduction
- 1.2 Cigar
- 1.3 Cigarettes
- 1.4 Storage and Service

# BVHHM303

## FOUNDATION IN FRONT OFFICE OPERATIONS - III

### UNIT I: RESERVATION OPERATIONS

- 1.1 Reservations and sales
- 1.2 Reservation inquiry – CRS, Inter sell Agencies, GDS, Internet and Property Direct. Group Reservations
- 1.3 Reservation reports
- 1.4 Tariff Structure
- 1.5 Front Office & Guest Handling

### UNIT II: FRONT DESK OPERATIONS

- 1.1 Information
- 1.2 Role of Information
- 1.3 Handling of mails, registered posts, parcels etc. Handling of messages. Handling of guest room keys, Paging.
- 1.4 Providing information to the guest. Aids used in the Information section.
- 1.5 Reception
- 1.6 Introduction to reception
- 1.7 Coordination between FO and other departments Types of keys and their control
- 1.8 Room change procedure
- 1.9 Preparation of expected arrival & Departure Reports Preparation of other documents
- 1.10 Preparation of Guest History Card
- 1.11 Arrival procedure – FIT, FFIT, Walk-in, Scanty Baggage, Corporate guest & Group
- 1.12 Departure procedure – FIT, FFIT, Walk-in, Scanty Baggage, Corporate guest & Group Records and forms used.
- 1.13 Job description and specification – Receptionist

### UNIT III: TELEPHONES

- 1.1 Role of telephone Department Staff organization.
- 1.2 Telephone etiquettes, Records and forms use.

# **BVHHM304**

## **FOUNDATION IN HOUSEKEEPING**

### **OPERATIONS – III**

#### **UNIT I: LINEN ROOM OPERATIONS**

- 1.1 Introduction, classification and sizes of linen
- 1.2 Selection criteria for linen
- 1.3 Calculation of linen requirement – Par stock
- 1.4 Purchase of linen
- 1.5 Layout and equipment in linen room
- 1.6 Activities in linen room

#### **UNIT II: LINEN ROOM FORMATS**

- 1.1 Linen Exchange Slip
- 1.2 Purchase Index Card
- 1.3 Linen Replenishment Slip
- 1.4 Master Inventory Sheet – Linen/Uniforms/F&B Linen
- 1.5 Floor Inventory Sheet
- 1.6 Stock Register
- 1.7 Linen Discard Sheet
- 1.8 Lost Linen Record
- 1.9 Laundry List

# **BVHBM305**

# **MANAGEMENT INFORMATION SYSTEM IN HOSPITALITY INDUSTRY**

## **Unit I: Management Information Systems**

- 1.1 Definition of MIS
- 1.2 MIS Personnel
- 1.3 Managing multiprocessor environments
- 1.4 MIS security issues

## **Unit II: Selecting and Implementing Computer systems**

- 1.1 Analysing current information needs
- 1.2 Collecting sales information
- 1.3 Establishing system requirements
- 1.4 Requesting proposals from vendors
- 1.5 Contract negotiation

## **Unit III: Reservation Systems**

- 1.1 E-Distribution systems
- 1.2 Inter-sell agencies
- 1.3 Central Reservation Systems
- 1.4 Property Level Reservation systems
- 1.5 Reservations through the internet

## **Unit IV: Point of Sale Technologies**

- 1.1 POS Order entry units
- 1.2 POS Printers
- 1.3 Accounts Settlement
- 1.4 Managing Guest Accounts
- 1.5 POS Software
- 1.6 Automated Beverage control systems

## **Unit V: Food & Beverage Management Applications**

- 1.1 Recipe Management
- 1.2 Sales Analysis
- 1.3 Menu Management
- 1.4 Integrated Food Service software
- 1.5 Automated Beverage system reports

# **BVHHM306P**

## **PROJECT- III**

### **1. FOOD PRODUCTION:**

- 1) 05 Course Menu - Punjabi Cuisine - Chicken Tikka, Hara Bhara kebab, Lahori Chicken, Sarso da Saag, Dal Makhani, Makki di Roti, Phulkari Pulav, Rose Gulkand Phirni, Punjabi Laccha Pyaaz
- 2) 05 Course Menu - Awadhi cuisine - Paya Shorba, Lucknowi Biryani, Dum Aloo, Boondi Raita, Malai Gilori
- 3) 05 Course Menu - Bengali cuisine - Begun Bhaja, Aloo Posto, Macher Kalia, Luchi, Ghee Bhaat/Cholar, Dal Sandesh
- 4) 05 Course Menu - Hyderabad cuisine - Shami Kebab, Malai Subj, Rumali Roti, Hyderabad Biryani, Pyaj ka Raita, Shahi Tukda
- 5) 05 Course Menu - Chettinad cuisine - Raw Banana Bajji, Coriander Chutney, Chicken Chettinad, Rava Dosa, Vella Korma, Coconut Rice, Paal Payasam
- 6) 05 Course Menu - Goan cuisine - Bombay Duck Rawa Masala Fry, Mushroom Cafreal, Chicken Xacuti, Arroz Com Cocco, Koiloreo, Solkadhi, Bebinca
- 7) 05 Course Menu - Kerala cuisine - Kerala Chicken Curry, Neer Dosa, Sambhar, Paruppu, Rasam, Steamed Matta Rice, Cabbage Thoran,

### **2. FOOD & BEVERAGE SERVICES:**

- a. Service of non-alcoholic beverages
- b. Reading of the wine maps of France, Italy, Germany
- c. Reading of wine labels
- d. Service of Still wines
- e. Service of Sparkling wines
- f. Service of fortified, aromatized wines
- g. Service of cigars & Cigarettes

### **3. FRONT OFFICE:**

- a. Handling messages,
- b. Handling keys
- c. Providing information to the guest Handling group reservations
- d. Handling registration – FIT, FFIT, VIP/Regular, Corporate, Group/Crew
- e. Guest Security Deposit Box handling,
- f. Credit Card Handling procedure
- g. Foreign Currency exchange procedure

### **4. HOUSEKEEPING:**

- a. STAIN REMOVAL
- b. Ink • Tea/Coffee • Juice • Lipstick/nail polish • Curry • Shoe polish • Oil / grease • Hair  
b. Maid Cart trolley set - up with Linen.
- c. Linen Inventory
- d. Stock Keeping

# SEMESTER-IV

## BVHHM401

### FOOD PRODUCTION – IV

#### **Unit I: FOOD STANDARDS**

- 1.1 Importance
- 1.2 WHO standards-voluntary and compulsory standards
- 1.3 Common adulterants and their detection
- 1.4 Classification of additives and their role
- 1.5 Mislabelling

#### **Unit II: INTRODUCTION TO BAKERY**

- 1.1 Role of Ingredients in Baking
- 1.2 Types of Dough-bread
- 1.3 Types of Breads – Names and description of Breakfast, Lunch, Snacks and International breads
- 1.4 Glossary of Bakery Terms
- 1.5 Cookies- Different types, faults and remedies

#### **Unit: 3PASTRY**

- 1.1 Pastry – Puff pastry, flaky pastry, shortcrust pastry-(sweet and savory), choux pastry,
- 1.2 Types of Sponge cakes
- 1.3 Types of Gateaux
- 1.4 Types of Icing- Fondant, fresh cream, butter cream, American frosting, royal, truffle, ganache
- 1.5 Types of desserts-hot and cold desserts
- 1.6 Petite fours-Definition and examples

# BVHHM402

## FOOD & BEVERAGE SERVICES – IV

### UNIT I: COCKTAIL

- 1.1 Introduction and Definition
- 1.2 Method of mixing cocktails
- 1.3 Rules for making cocktails

### UNIT II: BEER

- 1.1 Introduction
- 1.2 Manufacturing Process
- 1.3 Types of beer
- 1.4 Service of beer

### UNIT III: ALCOHOLIC BEVERAGES (SPIRITS)

- 1.1 Introduction
- 1.2 Effect of alcohol on health
- 1.3 Classification of alcoholic beverages Pot still distillation
- 1.4 Patents still distillation Proof systems
- 1.5 Whisky
- 1.6 Brandy
- 1.7 Rum
- 1.8 Gin
- 1.9 Vodka
- 1.10 Tequila

### UNIT IV: OTHER SPIRITS

- 4.1 Absinthe
- 4.2 Ouzo
- 4.3 Slivovitz
- 4.4 Akvavit
- 4.5 Feni
- 4.6 Arrack
- 4.7 Schnapps
- 4.8 Pastis

# **BVHHM403**

## **FRONT OFFICE OPERATIONS – IV**

### **UNIT I: REGISTRATION**

- 1.1 Objectives
- 1.2 Legal obligations
- 1.3 Pre-registration
- 1.4 Registration procedure – FIT, FFIT, Walk-in, Scanty Baggage, VIP, Crew and Group guests
- 1.5 Walk-in Guests, guests with non-guaranteed reservations and guests with guaranteed reservations.
- 1.6 Reports, forms and equipment used.

### **UNIT II: CASH AND ACCOUNTING**

- 1.1 Departure procedure
- 1.2 Job description of cashier.
- 1.3 Security deposit box handling
- 1.4 Credit card handling procedure
- 1.5 Foreign currency exchange procedure
- 1.6 Accounting Fundamentals – Accounts, folios, vouchers, POS, ledgers
- 1.7 Accounting cycle
- 1.8 Creation and maintenance of accounts, Guest and non-guest accounts
- 1.9 Accounting system – non-automated, semi-automated and fully automated

### **UNIT III: FRONT OFFICE AND GUEST SAFETY AND SECURITY**

- 1.1 Importance of security system
- 1.2 Emergency situations – accident, illness, theft, fire, and bomb threat etc.

# **BVHHM404**

## **HOUSEKEEPING OPERATIONS – IV**

### **UNIT I: HORTICULTURE AND FLOWER ARRANGEMENTS**

- 1.1 Indoor and outdoor plants, Care and upkeep
- 1.2 Bonsai
- 1.3 Landscaping
- 1.4 Identification of flowers
- 1.5 Types of arrangements
- 1.6 Principles of arrangement
- 1.7 Arrangements by location points to be remembered

### **UNIT II: CLEANING SCIENCE**

- 1.1 Cleaning principles
- 1.2 PH scale and cleaning agent with their
- 1.3 Application types of cleaning agents
- 1.4 Cleaning products – hotel specific
- 1.5 Characteristics of a good cleaning agent

### **UNIT III: SUPERVISION IN HOUSEKEEPING**

- 1.1 Role of a supervisor (Desk, Public Area, Floor, Linen, Uniform, Laundry)
- 1.2 Supervisors checklist
- 1.3 Guest complaints & guest complaint handling
- 1.4 VIP room checking
- 1.5 Leave handling procedures

# **BVHBM405**

## **HOSPITALITY LAW**

### **UNIT I: SOURCES OF LAW**

- 1.1 Definition: Law, Sources of Indian Law
- 1.2 Preamble to the Indian Constitution
- 1.3 Fundamental Rights and Fundamental Duties
- 1.4 Law of contract, Definition of Contract, Difference between Agreement and Contract
- 1.5 Essentials of Valid Contract, Contract of Indemnity and Contract of Guarantee

### **UNIT II: LAW OF AGENCY**

- 1.1 Definition: Agency, Agent and Principal.
- 1.2 Rights and Duties of Principal and Agent
- 1.3 Law of bailment
- 1.4 Definition and Nature of Bailment.
- 1.5 Rights and Duties of the Bailor and Bailee.

### **UNIT III: CONSUMER PROTECTION ACT & PREVENTION OF FOOD ADULTERATION ACT**

- 1.1 Objectives of the Act,
- 1.2 Definition: Consumer, Goods/Service, Consumer Complaint, Consumer Dispute, Deficiency, Defect
- 1.3 Definition: Food, Adulterant, Adulteration, Misbranding and Label
- 1.4 Food Inspector - Powers and Duties
- 1.5 Procedure to be followed by Food Inspectors

### **UNIT IV: INDUSTRIAL DISPUTES ACT & INDUSTRIAL EMPLOYMENT (STANDING ORDERS) ACT**

- 1.1 Objectives and Applicability
- 1.2 Definition: Industry, Workmen, Industrial Dispute, Strike, Layoff, Lockout, Closure, Misconduct
- 1.3 Causes and Effects of Industrial Dispute, Kinds of Punishments: Minor and Major
- 1.4 Definition: Standing Orders, Model Standing Orders
- 1.5 Procedure for Disciplinary Action

### **UNIT V: FACTORIES ACT, BOMBAY SHOPS AND ESTABLISHMENTS ACT**

- 1.1 Definition: Factory, Occupier
- 1.2 General Duties of the Occupier.
- 1.3 Health, Safety and Welfare Provisions
- 1.4 Definition of Establishment, Commercial Establishment, Procedure for Registration
- 1.5 Working hours

# **BVHHM406P**

## **PROJECT- IV**

### **1. FOOD PRODUCTION:**

- a. Demonstration of Breakfast, Lunch, Snack and International Breads - Pita Bread, White Bread, Brown Bread, Bread Rolls & Knots, French Baguette, Focaccia
- b. Demonstration of Pancakes - Buttermilk Pancakes, Whole Wheat Pancakes, Strawberry Pancakes, Banana Pancakes, Savoury Pancakes
- c. Demonstration of Cookies - Choco Chip Cookies, Coconut Macaroons, Nankhatai, Vanilla Cookies
- d. Demonstration of Cakes - Choco Chip Cookies, Coconut Macaroons, Nankhatai, Vanilla Cookies
- e. Demonstration of Pastries - Apple Pie, Puff Pastry, Churros, Cheese Straws, Donuts

### **2. FOOD & BEVERAGE SERVICES:**

- a. Service of beer
- b. Service of spirits and liqueurs.
- c. Preparation of popular Cocktails
- d. Service of Liqueurs

### **3. FRONT OFFICE:**

- a. Calculation of room occupancy percentages and room position
- b. Preparation of a guest folio
- c. Check-out procedure
- d. PMS activities: Check In, Check Out, Reservation, Billing
- e. Preparing a reservation
- f. Cancellation and Reinstating a reservation messages
- g. Check in guest
- h. Room and rate assignment Room change
- i. Emergency situation Handling Fire Death
- j. Natural Disasters – Floods, earthquake, epidemics etc. Accident Lost & Found
- k. Situation handling, role play - Drunk Guest, Scanty Baggage, Theft Guests, Bomb and Terrorism Threats

### **4. HOUSEKEEPING:**

- a. Flower arrangement (circular, horizontal, triangular, vertical, one sided triangular, ikebana)
- b. Care and maintenance of indoor plants, landscape and bonsai.

# SEMESTER – V

## BVHHM501

### FOOD PRODUCTION – V

#### **Unit I: FRENCH CUISINE**

- 1.1 Features, regional classification, ingredients, methods of cooking, courses of the menu.
- 1.2 Glossary of French Culinary Terms

#### **Unit II: ITALIAN CUISINE**

- 1.1 Features, regional classification, ingredients, methods of cooking, courses of the menu.
- 1.2 Glossary of Italian Culinary Terms

#### **Unit III: SPANISH /MEXICAN CUISINE**

- 1.1 Features, regional classification, ingredients, methods of cooking, courses of the menu.
- 1.2 Glossary of Spanish/Mexican Culinary Terms

#### **Unit IV: ORIENTAL CUISINE**

- 4.1 Chinese-Features, regional classification, ingredients, methods of cooking, courses of the Menu
- 4.2 Thai-Features, regional classification, ingredients, methods of cooking, courses of the Menu
- 4.3 Japanese-Features, regional classification, ingredients, methods of cooking, courses of the Menu

#### **Unit V: KITCHEN ORGANIZATION AND HUMAN RESOURCE**

- 1.1 The classical kitchen brigade-the Partie system
- 1.2 Job description and job specification of executive chef, chef de partie and commis
- 1.3 Recruitment and selection
- 1.4 Induction, training and development

# BVHHM502

# FOOD AND BEVERAGE SERVICES, CONTROL & MANAGEMENT- V

## UNIT I: AN OVERVIEW OF FOOD AND BEVERAGE MANAGEMENT

- 1.1 Introduction to Food & beverage management.
- 1.2 The hospitality industry and its products
- 1.3 Service standards
- 1.4 Purchase, Inventory, Storage,
- 1.5 Role of Purchase department & purchase cycle
- 1.6 Bar frauds and best practices

## UNIT II: MENU ENGINEERING

- 1.1 Definition and objective of menu engineering
- 1.2 Concept of - Sales Mix, Sales Mix Report, Contribution Margin & Gross Profit, Sales
- 1.3 History.
- 1.4 Menu Evaluation -common questions.
- 1.5 Menu Analysis- Profitability & Popularity index, Kasavana's Menu Item Analysis

## UNIT III: BUDGETING & PRICING

- 1.1 Budgeting
- 1.2 Concepts of Catering Policy
- 1.3 Forecasting
- 1.4 Volume forecasting & Production Sheet, Use of Leftover
- 1.5 Restaurant Revenue Management
- 1.6 Methods of Pricing

## UNIT IV: RECENT CONCERNS AND TRENDS

- 1.1 Future of Quick service Restaurants
- 1.2 Concept of Fast-food, well-known Brands in India
- 1.3 Changing trends in modern food & beverage practices

# **BVHHM503**

## **HOUSEKEEPING OPERATIONS – V**

### **UNIT I: TEXTILES AND UNIFORM DESIGNING**

- 1.1 Fibre (natural, manmade, characteristics, advantage, disadvantages)
- 1.2 Weaves (plain, twill, jacquard, damask, satin)
- 1.3 Finishing processes
- 1.4 Importance of Uniforms
- 1.5 Types of Uniforms
- 1.6 Characteristics of Uniforms
- 1.7 Selection of Uniforms
- 1.8 Par stock
- 1.9 Laundry – layout

### **UNIT II: CONTRACT SERVICES – LAUNDRY, PEST CONTROL**

- 1.1 Introduction.
- 1.2 Contract Services – complete program, special, periodic, pricing, types.
- 1.3 Pest control – common pests, eradication, control, Types, equipment used for pest control.

### **UNIT III: REFURBISHMENT, REDECORATION, NEW PROPERTY OPENING**

- 1.1 Definition
- 1.2 Factors involved in refurbishment and redecoration
- 1.3 Procedures & Task involved
- 1.4 Snagging list
- 1.5 Takeover of a new property from projects

# **BVHHM504**

## **FRONT OFFICE & PMS – V**

### **UNIT I: PLANNING & EVALUATING FRONT OFFICE OPERATIONS**

- 1.1 Setting Room Rates
- 1.2 Preparation of night reports
- 1.3 Room selling techniques – Upselling and Discounts

### **UNIT II: BUDGETING & PMS**

- 1.1 Types of budget & budget cycle
- 1.2 Making front office budget
- 1.3 Capital & operations budget for front office
- 1.4 Forecasting room revenue
- 1.5 Advantages & Disadvantages of budgeting
- 1.6 Property Management System (Fidelio / IDS / Shawman)

### **UNIT III: FRONT OFFICE ACCOUNTING, CHECK-OUT AND SETTLEMENT**

- 1.1 Tracking transaction – cash payment, charge purchase, account correction, account allowance, account transfer, cash advance
- 1.2 Internal control – Cash Bank
- 1.3 Check-out and account settlement
- 1.4 Control of cash and credit
- 1.5 Methods of settlement
- 1.6 Checkout options - Express checkout, self-checkout, late check-out
- 1.7 Account collection, account aging, unpaid account balances, Late Charges.

### **UNIT IV: THE FRONT OFFICE AUDIT**

- 1.1 Role and importance of Night Audit
- 1.2 Job Description of the night auditor establishing an end of day
- 1.4 Guest Credit monitoring
- 1.5 Front Office audit process

### **UNIT V: COMPUTER APPLICATIONS IN FRONT OFFICE OPERATIONS**

- 1.1 Role of computers
- 1.2 Various types of PMS used
- 1.3 Front Office modules and its applications

# BVHBM505

# HOTEL ACCOUNTANCY & COST CONTROL

## **Unit I: Uniform System of Accounts for Hotels**

- 1.1 Introduction to Uniform system of accounts
- 1.2 Contents of the Income Statement
- 1.3 Contents of the Balance Sheet (under uniform system)

## **Unit II: Internal Control**

- 1.1 Definition and objectives of Internal Control
- 1.2 Characteristics of Internal Control
- 1.3 Implementation and Review of Internal Control

## **Unit III: Internal Audit and Statutory Audit**

- 1.1 An introduction to Internal and Statutory Audit
- 1.2 Distinction between Internal Audit and Statutory Audit
- 1.3 Implementation and Review of internal audit

## **Unit IV: Standard Costing & Variance Analysis**

- 1.1 Advantages & Limitations of Standard Costing
- 1.2 Variance Analysis
- 1.3 Material Variances: Material Cost Variance, Material Price variance & Material Usage (quantity variance)
- 1.4 Labour Variances – Labour cost variance, Labour Rate variance & Labour Efficiency variance.

# **BVHHM506P**

## **PROJECT- V**

### **1. FOOD PRODUCTION:**

- a. Menus of French Cuisine - Soupe à l'oignon, Coq au Vin, Salade Verte, TarteTatin, Café et Macarons
- b. Menus of Italian Cuisine - Bruschetta al Pomodoro, Risotto ai Funghi, Ossobuco, Insalata Caprese, Tiramisu
- c. Menus of Spanish/ Mexican Cuisine - Gazpacho, Tacos al Pastor, Paella Valenciana, Ensalada de Nopales, and Churros con Chocolate
- d. Menus of Chinese Cuisine - Spring Rolls, Suan La Tang, Hong Shao Rou, Fish-Fragrant Eggplant, Sesame Balls
- e. Menus of Thai Cuisine - Spicy Shrimp Soup, Green Curry Chicken with Steam Rice, Green Papaya Salad, Mango Sticky Rice
- f. Menus of Japanese Cuisine - Edamame, Miso Shiru, Teriyaki Chicken, Kaiso Salad, Matcha Green Tea Ice Cream

### **2. FRONT OFFICE:**

- a. Up selling
- b. Complaint handling
- c. PMS Activities
- d. Posting of charges
- e. Transferring folio
- f. Splitting folio
- g. Checking out guests

### **3. HOUSEKEEPING:**

- a. Selection and designing of uniforms
- b. Room designing.
- c. Principles of designing.
- d. 3D Layout

# SEMESTER – VI

## BVHHM601

### GARDE MANGER

#### **Unit I: GARDE MANGER - LARDER**

- 1.1 Salads-Classification, principles of salad making, ingredients used, parts of a salad, salad dressings, garnishes, types of salads, classical salads
- 1.2 Hors d'oeuvres-Classification, examples and accompaniments
- 1.3 Sandwiches- composition, types, principles of preparation, classic sandwiches, rules to be followed, and accompaniments.
- 1.4 Specialty meats- Farcis, terrines, pates, galantines, ballotines, mousses.
- 1.5 Cold sauces- Dips, Chaud froids, Aspics.
- 1.6 Charcuterie-Sausages, Bacon and Ham

#### **Unit II: ACCOMPANIMENTS AND GARNISHES**

- 1.1 Classical vegetable accompaniments
- 1.2 Potato preparations
- 1.3 Garnishes and accompaniments for popular dishes

#### **Unit III: KITCHEN PLANNING**

- 3.1 Sections of the kitchen with layout and functions
- 3.2 Production workflow
- 3.3 Planning of Kitchen Spaces
- 3.4 Layout of a large quantity kitchen and satellite kitchen
- 3.5 Planning of Storage Spaces

#### **Unit IV: FOOD PRODUCTION SYSTEMS**

- 1.1 Principles of large scale commercial cooking
- 1.2 Rechauffe – effective use of leftovers.
- 1.3 Catering systems
- 1.4 Cook Chill Systems-definition, procedure, advantages and disadvantages
- 1.5 Cook Freeze System –definition, procedure, advantages and disadvantages
- 1.6 Sous Vide- definition, procedure, advantages and disadvantages

# **BVHHM602**

## **BAR MANAGEMENT**

### **UNIT I: AN OVERVIEW OF BEVERAGE MANAGEMENT**

- 1.1 Introduction to beverage management
- 1.2 The hospitality industry and its products
- 1.3 Service standards

### **UNIT II: BAR AND BEVERAGE MANAGEMENT**

- 1.1 The legal framework in India
- 1.2 Compiling various wine and drink lists
- 1.3 Inventory, Storage,
- 1.4 Sourcing of liquor
- 1.5 Pricing of alcoholic beverages
- 1.6 Bar stocktaking and inventory, determining stock levels
- 1.7 Standard recipe, costing and pricing of drinks
- 1.8 Bar frauds and best practices
- 1.9 Books and records in bar

### **UNIT III: FACILITY PLANNING AND DESIGN OF SERVICE AREAS**

- 1.1 F & B Function areas
- 1.2 Food service outlets
- 1.3 Lounges and bars
- 1.4 Conference, banqueting and function rooms

### **UNIT IV: MANAGEMENT INFORMATION SYSTEM**

- 1.1 Reports generated
- 1.2 Analysis of revenue reports
- 1.3 Daily sales report
- 1.4 APC, Cover turnover ratio
- 1.5 P & L statement (food service outlets)

# BVHHM603

## YIELD MANAGEMENT

### UNIT 1: YIELD MANAGEMENT

- 1.1 Applicability to rooms division.
- 1.2 Capacity Management.
- 1.3 Discount allocation
- 1.4 Duration control.
- 1.5 Measuring yield.
- 1.6 Elements of yield management.
- 1.7 Uses of yield management.

### UNIT 2: SECURITY AND LODGING INDUSTRY

- 1.1 Developing the security program.
- 1.2 Management role in security.
- 1.3 Setting up the security program.
- 1.4 Security and law.

### UNIT 3: TIMESHARE & VACATION OWNERSHIP

- 1.1 Definition and types of timeshare options
- 1.2 Difficulties faced in marketing timeshare business
- 1.3 Advantages & disadvantages of timeshare business
- 1.4 Exchange companies -Resort Condominium International, Intervals International
- 1.5 How to improve the timeshare /referral /condominium concept in India:  
Government's role/industry role

### UNIT 4:- PLANNING AND EVALUATING FRONT OFFICE OPERATIONS

- 1.1 Establishing Room rates
- 1.2 Basis of charging
- 1.3 Plans, competition, customer's profile, standards of service and amenities.
- 1.4 Hubbart's Formula.
- 1.5 Forecasting room availability
- 1.6 Forecasting techniques
- 1.7 Forecasting data
- 1.8 Forecast formula
- 1.9 Sample forecast formula.

## **UNIT 5: ACCOMMODATION FACILITY PLANNING**

- 1.1 Planning the Front Office Layout
- 1.2 Ergonomics
- 1.3 Lobby layout
- 1.4 Front Desk layout
- 1.5 Bell Desk layout
- 1.6 Back Office layout

# **BVHHM604**

# **FACILITY PLANNING AND BUDGETING OF HOUSEKEEPING**

## **UNIT 1:- ACCOMMODATION FACILITY PLANNING**

- 1.1 Room dimensions (length, width, height, space management)
- 1.2 Facilities and services for disabled guest room.
- 1.3 Balconies and terrace
- 1.4 Eva floor
- 1.5 Work ergonomics
- 1.6 Bathroom layout
- 1.7 Fitting and fixtures
- 1.8 Disabled guest bathroom features

## **UNIT 2:- BUDGETING FOR HOUSEKEEPING**

- 1.1 Inventory control and stock taking
- 1.2 Types of budgets (operational and capital)
- 1.3 Budget preparation
- 1.4 Cost control in specific areas, guest room, public areas, linen room, stores, cleaning
- 1.5 Material and supplies, flowers)
- 1.6 Purchasing. (Principles involved, stages, types)

## **UNIT 3:- DAILY ROUTINES AND HOUSEKEEPING PROCEDURES**

- 1.1 A day in the life of an Executive Housekeeper, Accommodation Manager
- 1.2 A day in the life of an Assistant Housekeeper
- 1.3 A day in the life of a Floor Supervisor
- 1.4 A day in the life of a Public Area Supervisor
- 1.5 A day in the life of a Desk Housekeeper
- 1.6 A day in the life of a Uniform, Linen Supervisor

# **BVHHM605**

# **ENTREPRENEURSHIP**

## **UNIT I: BASICS OF ENTREPRENEURSHIP**

- 1.1 Meaning, Definitions & characteristics of Entrepreneurship
- 1.2 Managerial competency attributes
- 1.3 Entrepreneurial functions
- 1.4 Need for Entrepreneurship

## **UNIT II: ACQUIRING ENTREPRENEURIAL VALUES AND MOTIVATION**

- 1.1 Attitude and Motivation- Meaning and concept.
- 1.2 Developing Entrepreneurial Motivation and Competency
- 1.3 Creativity, Risk Taking, Leadership,
- 1.4 Barriers to Entrepreneurship.

## **UNIT III: INTRODUCTION TO MARKET DYNAMICS**

- 1.1 Meaning, characteristics & types of market
- 1.2 Perfect competition & its features
- 1.3 Monopoly market & its features
- 1.4 Monopolistic competition & its features

## **UNIT IV: ENTREPRENEURIAL OPPORTUNITIES & ENTERPRISE CREATION**

- 1.1 What is a business opportunity?
- 1.2 Environmental factors (the pestle model)
- 1.3 Selection of an enterprise
- 1.4 Steps in setting up of an enterprise

# BVHHM606P

## PROJECT- VI

### 1. FOOD PRODUCTION:

- a. Larder - Meat Quenelles, Galantine, Ballotine, Terrine, Chaud Froid Sauce, Aspic Jelly
- b. Cheeseboard & Charcuterie
- c. Sandwich - CLUB Sandwich, Grilled Sandwich, Bookmaker Sandwich, Open Bread Sandwich, Pinwheel Sandwich, Ribbon Sandwich.
- d. Mystery Basket - Fusion Menu

### 2. EVENT MANAGEMENT

#### BOOKS FOR REFERENCE:

#### FOOD PRODUCTION:

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3. Krishna Arora - Theory of Cookery – 2nd – 1992
4. Parvinder S. Bali - Food Production Operations
5. Parvinder S. Bali – Quantity Food Production and Indian Cuisine
6. Bernard Davis - Food Commodities - 4th – 1998
7. Digvijaya Singh - Cooking Delights of The Maharajas - Vakils, Fetter & Simons Ltd. - 1995
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