

Semester – II

Sl. No.	Subject Code	Subject	Theory		Practical	
			100		100	
			Int.	Ext.	Int.	Ext.
			30	70	30	70
1.	BHM- 201	Front Office Operations - I	30	70	30	70
2.	BHM- 202	Food Production Operations – I	30	70	30	70
3.	BHM- 203	Food and Beverage Services Operations – I	30	70	30	70
4.	BHM- 204	Housekeeping Operations – I	30	70	30	70
5.	BHM- 205	Hygiene and Sanitation	30	70	-	-
6.	BHM- 206	Hotel Accounting - I	30	70	-	-
		Total Marks	1000			

BHM- 201: Front Office Operations – I

Objective: *The course endeavours to introduce the students about the concept, significance, organization and basic functions of Hotel Front Office.*

Module I - Introduction to Front Office:

- Front Office – meaning, nature and scope
- Functions of Front Office
- Components of Front Office
- Organizational structure of Front Office of large, medium and small hotels
- Significance, role and contribution of Front Office in hotel operations

Module II –Organization of Front Office:

- Qualities/Attributes of Front Office staff
- Factors affecting Staffing : size of hotel, location, service ,standards, types of guests, level of automation
- Duties of Front Office Staff: Reservation Assistant , Reception, Information Assistant, Front Office Cashier, Bell Captain, Bell Boy, Concierge, Telephone Operator, Guest Relation Executive, Front Office Manager, Lobby Manager, Business Centre and Night Auditor etc.
- Front office work shifts

Module III- The Accommodation Product:

- Type of guest rooms as per number dimension of beds; décor, room size and location; executive floor and presidential suites
- Room rates, rack rate, corporate rate, commercial rate, airline rate, group rate, children's rate, package plan rate, series rate(back to back), government rates, weekend rates, half day charges
- Meal Plans : AP, MAP, EP, CP
- Tariffs : Cost based pricing and market based pricing
- Minor Operating Departments : Business centres, telephones, health clubs, barbers shop, beauty parlour, recreation facilities, swimming pool and shopping arcade etc
- Hobart Formula

Module IV- Guest Handling Procedures:

- Guest Cycle
- Introduction to check-in and check-out procedures
- Types of Hotel Guests; pleasure Travellers and business Travellers.
- Types guests vis a vis guest needs

Module V- Front Office Layout and Equipments:

- Layout
- Room Rack/ Numerical Rack
- Information Rack / Alphabetical Rack
- Mail /Key Rack
- Computers
- Billing Machine
- Folio Well
- PABX, EPABX, Fax

Practical

- Telecommunication skills and telephone manners.
- Front office terminology
- Forms/formats related to front office
- Maintaining Room Rack / Numerical Rack, Information Rack / Alphabetical Rack, Mail /Key Rack
- Paging procedure.
- Role play concerning luggage handling
- Basic manners and grooming standard required to front office operations.

Suggested Readings

Andrews, Sudhir: 1985, Hotel Front Office, Tata MC Graw Hill, New Delhi.

Malik, S. Profile of Hotel and Catering Industry, Heinemann, 1972.

Check in Check out – Jerome Vallen

Front Office Procedures – Peter Abbott & Sue Lewry

Basic Hotel Front Office Procedures – Peter Renner

Managing Front Office Operations – G.E.Steadman

Front Office Operations and Management – Dennis L.Foster

Effective Front Office Operations – Michael L.Kasavana

Front Office Procedure, Social Skills and Management – Peter Abbott & Sue Lewry

Butterworth- Heinemann.

BHM- 202: Food Production Operations – I

Objective: *The course aims at preparing the students to subsequently understand and apply Professional Cookery during the subsequent semesters. Thus, topics ranging from 'culinary history', 'personal hygiene', 'kitchen organization', 'food production equipment', 'basic elements of cooking' and, 'Menu Planning' have been incorporated for study.*

Module I – Introduction

- Food Production – meaning and scope
- Culinary History ; origin of classical and modern cuisine
- Attitudes and behaviour in the Kitchen
- Personal Hygiene
- Uniform and protective clothing
- Safety procedures in handling equipment
- Organization of modern kitchen
- Standard of professionalism.

Module II - Kitchen Organization

- Kitchen organization and staffing
- Duties and responsibility of various Chefs; levels of skills and experiences
- Coordination with other departments
- Layout of the kitchen in various organizations
- Layout of receiving, service and wash up areas

Module III - Equipment and Fuel

- Different equipments used in food production
- Conventional vis a vis modern gadgets
- Various fuels used with advantage and disadvantage
- Automation in commercial kitchens

Module IV- Basic Element of Cooking Food

- Aims and objectives of cooking food
- Various textures
- Various consistencies
- Pre-preparation Techniques
- Preparation Techniques

Module V-Basic Menu Planning

- Menu; meaning, nature and purpose
- Types of menu

- Menu planning principles
- Salient feature of an effective Menu
- Steps in Menu Planning

Practical

Proper Usage of kitchen Knives and other hand tools.
 Identifying different commodities
 Proper use of tools and equipments related to food production.
 Identification of basic ingredients/commodities; use of objective and subjective methods and simple identification techniques
 Understanding weights, measurements and temperatures.
 Conversion of weights in home measures and convenient measures.
 Preparation of basic appetizers (Indian) - *Jaljeera, Chachh and Rasam*
 Snacks – *Hara Bhara Kabab, Paneer Ball, Assorted Pakoras, Cocktail Samosas, Bhajiya, Dhokla, Chila*
 Indian Chutneys- *Pudina, Tomato, Coconut and, Tamarind chutneys*

Suggested Readings

Arora Krishna: Theory of Cookery; Frank Bros & Co.
Klinton & Cesarani: Practical Cookery; Arnold Heinemann.
Larousse Gastronomique- Cookery Encyclopedia by Paul Hamlyn
Modern Cookery for Teaching and the Trade Vol.I & Vol. II – Thangam E.Philip (Mumbai, Orient Longman).
Chef's Manual of Kitchen Management – John Fuller.
Le Repertoire De La Cuisine – L.Saulnier.

BHM- 203: Food and Beverage Services Operations – I

Objective: *The module has been designed so as to inculcate basic understanding on the structural and operational perspectives of Food and Beverage Service so that the students could be gradually exposed to the professional and applied intricacies of the subject.*

Module I - Introduction to F & B Service

- F & B Service: origin, growth and development
- Role of catering establishments in travel and tourism industry.
- Significance of F&B Service's department with special reference to Hotels.
- Sectors of Food and Beverage Industry.
- Types of various Food and Beverage Establishments.

Module II- Organization of F &B Service Department:

- Organizational structure of a Large, medium and small hotel
- Duties and Responsibilities of F & B staff.
- Job description and job responsibilities of various ranks
- Attitude and attributes of F & B staff.
- Interdepartmental coordination

Module III - Food & Beverage Service Areas:

- Coffee Shops
- Snack Bar/Counter Service.
- Vending machines.
- Specialty Restaurant.
- Banquet Operations.
- Room Service.

Module IV -Ancillary Departments:

- Pantry
- Food Pickup areas
- Stores
- Linen Room
- Kitchen Stewarding.
- Still Room

Module V - F & B Service Equipment – An Introduction:

- Classification of Equipment
- Criteria for selection and purchase.
- Crockery
- Tableware (Silver / Stainless)
- Glassware
- Hollowware
- Flatware
- Other special equipment
- Linen including Furniture

Practical:

- Identification, care and maintenance of F& B Service equipment
- Silver cleaning.
- Familiarization with sideboards; their upkeep and usage.
- Basic Restaurant Etiquette.
- Rinsing and Drying of Silver Cutlery, Crockery, and special equipment.
- *Mise-en -Scene* and *Mise-en-place*.
- Practice of different serviette folds.

Suggested Readings

Lillicrap Dennis, Cousins John & Smith Robert: Food & Beverage Services; Hodder & Stoughton Educational.
Andrews Sudhir: Food & Beverage Service Training Manual; Tata McGraw Hill.
Essential Table Service for Restaurants – John Fuller
The Waiter – A.J.Curry
Modern Restaurant Service – John Fuller
Beverage Management – Michael Coltman

BHM- 204: Housekeeping Operations – I

Objective: *The course structure has been planned in a manner that the students are able develop basic understanding on the concept of House Keeping Operations with particular reference to art and science of cleaning.*

Module I- Introduction to Housekeeping Department

- House Keeping – objectives, Functions, scope and significance
- Types of establishments; organizational structure of. small, medium, large Housekeeping Department
- Duties and Responsibilities of housekeeping personnel.
- Layout of a typical Housekeeping Department.

Module II- Cleaning Science

- Classification of cleaning agents and their applications.

- Characteristics of a good cleaning agent
- Selection, care and storage of cleaning agents.
- Polishes - metal, furniture and floor.
- Composition, care and cleaning of various surfaces (metals, glass, leather, plastic, ceramics, wood, floor finishes and wall finishes).

Module III- Cleaning Equipments

- Types of equipment.
- Operating Principles of equipment.
- Selection, care and storage of house keeping equipment.
- Automation in house keeping functions

Module IV- Cleaning and Maintenance of Guest Rooms

- Types of guest rooms
- Types of cleaning – special cleaning programmes, periodical cleaning, spring cleaning, public area cleaning.
- Making up of a guest room – occupied room, vacant room and departure room.
- Turndown services
- Guest room inspection; neglected areas
- Guest corridors– types of floors and floor; floor finishes and their treatment
- Rooms under repair
- Standard contents of a guest room; placement and frequency of change.
- Service pantry.

Practical:

- Familiarization house keeping areas
- Identification of various floor surfaces;
- Identification of cleaning equipments; laundry equipments – washing machine, clothes dryer and automatic iron etc.
- Identification and classification of cleaning agents
- Glass Cleaning and Mirror Cleaning.
- floors and bathroom cleaning.
- Understanding scrubbing, polishing, wiping, washing, rinsing, swabbing, mopping, sweeping and brushing,

Suggested Readings

Andrews Sudhir, Hotel Housekeeping Manual, Tata McGraw Hill.
Branson & Lennox, Hotel Housekeeping, Hodder & Stoughton.
A.C. David, Hotel and Institutional Housekeeping.
Wellek, Hotel Housekeeping.
Professional Management of Housekeeping Operations, Martin Jones, Wiley.
Accommodation and Cleaning Services, Vol.I & Vol.II, David.Allen, Hutchinson.

BHM- 205: Hygiene and Sanitation

Objective: *This module aims to acquaint the students with key aspects of hygiene and sanitation with regard to the hotel industry; ranging from ‘personnel hygiene’ to ‘hygiene and Sanitation’ concerning food, premises and equipments*

Module I- Personal Hygiene

- Personal hygiene – meaning and significance
- Standards of personal health and hygiene - hands and skin, hair, nose, mouth and ears, cuts,

- boils etc; jewellery and perfume; smoker.
- General health and reporting of illness.
- Protective clothing - clothes, aprons, head coverings, gloves and foot wear.
- Equipment for personal hygiene - taps, showers, soap dispensers, nail brushes and hand dryers.

Module II-Water

- Importance of water.
- Sources of water supply
- Purification of water through filtration, chlorination, boiling, decantation and ion exchange.
- Examination of water of swimming pool, wells and storage tanks.
- Hygiene of ice making.
- Potable water.

Module III- Kitchen Hygiene

- Keeping plant and equipment clean; clean-as-you go systems and, deep cleaning operations
- Cleaning methods - (manual cleaning, automatic cleaning and, double skin washing etc
- Cleaning of hoods, ranges, food mixers, chopping blocks, slicers and juicers.
- Cleaning of kitchen floors, walls and equipment; need for using different cleaning agent
- Pot Washing.

Module IV-Hygiene in Storage of Raw and Cooked Foods

- Food storage conditions for dry foods, canned foods and perishables.
- Correct use of refrigerators, walk-in coolers and reach-in refrigerators.
- Thawing of frozen food; rules for handling frozen poultry.
- Equipment and the temperatures used for holding of cooked foods.
- Importance of stock rotation FIFO.

Module VI - Hygiene in Buildings

- Planning consideration include workflow, interaction between work centres, separation of functional areas, economy of movement.
- Design principles to be followed for better Hygiene.
- Consideration details (ceilings, wall finishes, floor surfaces, windows & doors) ventilation, light.
- Precautions to be taken to avoid pest infestation.

Suggested Readings:

Managing Food Hygiene by Nicholas Johns, Publishers: Macmillan.
The Food Hygiene Handbook by Richard A S Preger, Publishers: High Field Publications.
Social & Preventive medicine by Yash Pal Bedi, : Publishers : Atma Ram & Sons.
Park's Textbook of preventive & Social Medicine 13th edition by J.E. Park, K. Park
 Publishers: M/S Banarsidas Bhonot.
Catering Management an Integrated Approach 2nd edition by Mohini Sethi, Surjeet Malhan
 Publishers: Wiley Eastern Ltd.

BHM- 206: Hotel Accounting - I

Objective: *This paper endeavours to acquaint the students with accounting principles and basic accounting procedures and formats so that they could effectively understand hotel accounting in the subsequent semesters.*

Module I

- Accounting: meaning, definition, objectives and scope
- Accounting Vs Accountancy
- Basic terms in Accounting
- Branches of Accounting
- Concept and Conventions; Generally Accepted Accounting Principles(GAAP)
- Uses and Limitation of accounting.
- Parties interested in accounting information.
- Accounting Standards with reference to hospitality industry.

Module II:

- Accounting Equation; meaning, computation and effect of transaction.
- Basic accounting procedures: Journal-debit and &credit, rules of debit & credit, method of journalizing.
- Ledger - meaning of ledger, utility of ledger, posting of entries.

Module III:

- Practical system of book-keeping - Cash book; types of cash books, Contra Entry.
- Trial Balance – meaning and objective; preparation of trial balance, errors & rectification of errors.

Module IV:

- Bank Reconciliation Statement - meaning, cause of difference, need & importance of BRS, preparation of BRS.
- Depreciation-meaning, need and methods.

Module V:

- Financial Statement - Trading account; Profit and Loss A/c; balance Sheet.
- Trading Account-meaning, need, preparation of trading a/c.
- P/L a/c - meaning, need, preparation of P/L a/c.
- Balance Sheet - meaning need, preparation of balance sheet.

Suggested Readings:

T,S, Grawal, 'Double Entry Book Keeping', Sultan Chand & Sons New Delhi
C. Mohan Juneja, Chawla, Saksena, 'Double Entry Book Keeping', Kalyani Publication, New Delhi
Gupta & Radhaswamy, 'Advanced Accountancy'
SC Gupta, 'Advanced Accountancy', Sultan Chand & Co. New Delhi
Joseph A Wiseman & James A Cashin, 'Advanced Accountancy' Mc Graw Hill Publishers