

### Semester – III

Sl. No.	Subject Code	Subject	Theory 100		Practical 100	
			Int. 30	Ext. 70	Int. 30	Ext. 70
1.	<b>BHM- 301</b>	Front Office Operations – II	30	70	30	70
2.	<b>BHM- 302</b>	Food Production Operations – II	30	70	30	70
3.	<b>BHM- 303</b>	Food and Beverages Services Operations – II	30	70	30	70
4.	<b>BHM- 304</b>	Housekeeping Operations - II	30	70	30	70
5.	<b>BHM- 305</b>	Nutrition and Food Science	30	70	-	-
6.	<b>BHM- 306</b>	Hotel Accounting - II	30	70	-	-
		<b>Total Marks</b>	<b>1000</b>			

## ***BHM- 301 Front Office Operations – II***

**Objectives:** *This module aims at exposing the students to core functions and procedures of Front Office related to reservation, registration and guest handling.*

### **Module I - Guest Cycle**

- Introduction; scope
- Pre-arrival
- Arrival
- Stay
- Departure
- After Departure

### **Module II - Reservations**

- Importance of Reservation; registration modes
- Channels and sources (FIT, Travel Agents, GIT, Airlines)
- Types of reservations (Tentative, Confirm, Guaranteed, Non –guaranteed etc.
- System of Reservations ( Non-automatic, Semi-automatic and Fully Automatic)
- Cancellation, Amendments and overbooking
- Commission
- Reservation confirmation, Reservation Maintenance, Reservation reports and Reservation Consideration

### **Module III - Registration Process – I**

- Pre-registration Activity; Registration Record
- Room and rate Assignment
- Room Status; room rates; room locations; future blocks
- Methods of payment: cash · personal checks, credit cards; direct billing; special programs and groups

### **Module IV - Registration Process – II**

- Issuing the Room Keys
- Fulfilling special requests
- Creative options  
Self-Registration, Selling the guest rooms  
When Guest cannot be accommodated  
Walk-in Guest; guest with non-guaranteed reservations
- Guest with Guaranteed reservations

### **Module V - Procedures related to Guest Arrivals**

- Preparations before guest arrival
- Step-by-step procedures of guest check-in
- Receiving of the Guest; Pre-registration and registration formalities
- Allotment of Room
- Welcome Card
- Relevant records for FIT's Group, Air Crews and VIP's

### **Practicals**

- Guest cycle exercise
- Mock reservation exercises
- Role play- phone reservation queries
- Mail handling and Key handling
- FIT, VIP and Group Check-in related exercises
- Preparation of various reports
- Welcoming the guest, exchanging pleasantries and satisfying routine queries

## **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- 302 Food Production Operations – II**

**Objective:** This paper has been designed to familiarize the students with basic commodities and methods involved in food production especially with regard to 5 Star Hotels.

### **Module I - Basic Principles of Food Production**

- Introduction to Vegetable and Fruit Cookery  
Classification of vegetables; Pigments and colour changes; effects of heat on vegetables; cuts of vegetables  
Classification of fruits; uses of fruits in cookery; Salads and salad dressings
- Stocks: definition and uses; preparation of stock; recipes; Stock storage; care and precaution
- Sauces: meaning and classification; recipes of mother sauces; derivatives
- Soups: classification of soups; principles of making Soups; special points for preparation and service of the soups; thin, thick and cold soups; International soups; garnishes and accompaniments of different soups.  
Introduction to egg cookery; Structure of egg; egg – selection; uses of egg in cookery; method of cooking eggs
- Rice, Cereals and Pulses; identification and classification; basic principles for cooking of rice cereals and pulses

### **Module II-Basic Commodities**

- Structure and type of wheat; type of flour; processing of wheat flour; uses of flour in food production; cooking of flour
- Fats and Oils: types; role in cooking; advantages and disadvantages
- Raising agents: types and uses; actions and reaction of raising agents
- Sugar – types, uses and significance; cooking of sugar

### **Module III-Methods of Cooking Food**

- Type of cooking; Principles of roasting, boiling grilling, frying, baking, broiling and poaching; selection of food; care and precautions to be taken

### **Module IV- French Cookery**

- La material de Cuisine (The kitchen and its utensils)
- Hierarchy of kitchen personnel
- Methods of cooking
- Eggs and farinaceous
- Cuts of vegetables and meats
- Simple menu terminology

### **Module V - Basic Indian Cookery**

- Introduction to Indian food
- Condiments and Spices; role of spices in Indian cookery
- Masalas(Indian equivalent of spices): Types and composition; blending of spices; concept of blending of spices and concept of masala; masala available/popular different regions of the country
- Thickening Agents and their role in Indian cuisine; types of thickening agents

### **Practicals**

- Basic stock preparations
- Preparation of basic soups and sauces
- caramelization of sugar
- Preparation of light, medium and heavy syrups
- Potato preparations.
- Familiarization with appearance, taste, flavor, Texture and colour.
- preparation of basic masalas.
- Basic use of eggs in cookery
- Application of heat by using moist method

### **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- 303 Food and Beverages Services Operations – II**

**Objective:** *This module aims to acquaint the students with service methods applicable to 'various types of meals', 'familiarize them with organization and functions of a restaurant' and, make them to understand 'menu planning'.*

### **Module I - Food and Beverage Service Methods**

- Table Service-Silver, English, American, Family, French, Russian etc.
- Self Service-Buffer, Cafeteria and Counter Service.
- Specialized Service-Gueridon, Tray, Trolley, Lounge, Room etc.
- Single Point Service-Take away, Vending, Kiosks, and Bars etc.

### **Module II -Type of Meals and the Service Methods**

- Breakfast
- Brunch
- Lunch
- Hi-Tea
- Dinner
- Supper

### **Module III – Introduction to Restaurant**

- Different types of Restaurants
- Restaurant Layout; Staff requirement; stations; duty roster

- Organizational Hierarchy in Restaurants
- Restaurant staff - basic etiquette; briefings
- *Mise-en-scene* and *Mise-en-place* related functions.

#### **Module IV- Menu**

- Meaning, scope and significance
- Types of menu; *Ala Carte* and, *Table D'Hote*
- Menu Designing
- Menu Terms
- French Classical Menu

#### **Module V- Basics of Menu Planning**

- Compiling simple table *d'hôte* menu.
- Course Structure.
- Factors to be considered while compiling the menu.
- General accompaniments and covers.
- Standardized recipes
- Planning lunch and dinner Menu

#### **Practicals:**

- Laying and relaying of Table cloth; rules for laying a table; changing a tablecloth.
- Carrying silver/tray, plates, glasses and other equipments.
- Handling the Service Gear.
- Napkin Folding; types, precautions and significance
- Arrangement of Silverware on the table and sideboards
- Laying table for different types of covers.
- *Mise-en-place* for Brunch, Lunch, Hi-Tea , Dinner and SSupper

#### **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*  
*Table and Bar – Jeffrey Clarke*  
*Bar and Beverage Book – Costas Katsigns & Mary Porter.*  
*Mr. Boston's Bartender's and Party Guide- Warner*

## **BHM- 304 Housekeeping Operations – II**

**Objective:** *This paper has been planned to ensure that the incumbent students are able to effectively assimilate the intricacies of house keeping procedures including those related to house keeping control desk; fabrics and fibre; Linen/Uniform Room management and Key control.*

#### **Module I – Housekeeping Procedures**

- Indenting from stores; Inventory of Housekeeping Items.
- Handling lost and Found
- Paging systems and methods.

- Handling of guest queries, problems and requests.

### **Module II - Housekeeping Control Desk**

- Desk Control – records, registers; keys - types and keys.
- Intra and Interdepartmental coordination; service pantry - location, layout and essential features.
- Dealing with guest arrivals – departures,
- Missing and damaged goods procedure
- Role of control desk during Emergency.

### **Module III - Fabrics and Fibres**

- Fibre - characteristics and classification of fibres; need to understand fibres; synthetic filaments, silk filaments and staple fibres.
- Knitting, weaving and bonding
- Weaving: classification of weaves
- Fabrics commonly used in hotels.
- Bonded fabrics

### **Module IV - Linen / Uniform Room Management**

- Linen: nature and classification
- Selection criteria for the linen items.
- Soft furnishings: curtains, bedspreads, upholsteries and cushions)etc - selection criteria and requirement
- Activities of the linen room; location, equipment and layout of a linen room (basic rules)
- Purchases of linen/linen hire – qualitative and quantitative assessment;
- Storage, inspection, issuing and stocktaking of linen; procedure and records; condemned linen
- Uniforms – purpose; marking and monogramming
- Number of sets, issuing procedure and exchange of uniforms; procedure for exchange; designing uniform: functional and aesthetic considerations
- .Layout and planning of the uniform room; sewing area - equipment and activities; job specification of tailor; basic hand stitches; fasteners

### **Module V - Keys and Key Control**

- Types of Keys
- Electronic Key card
- Keys control – procedure, precautions and significance

### **Practicals**

Identification of different types of linen, fabrics and fibres  
 Familiarization with Indenting and Inventory formats related to housekeeping.  
 Preparation of lost and Found register; dealing case examples  
 Understanding Desk Control – records, registers and keys  
 Understanding Linen room records  
 Role Play - Handling of guest queries, problems and requests  
 Learning maintenance of linen and, basic hand stitching.

### **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- 305 Nutrition and Food Science**

**Objective:** *After the study of this module, the students will be able to know the affects of micro organisms on food and apply the acquired knowledge in preserving food against contamination, intoxication and spoilage.*

### **Module I - Introduction to Food Science**

- Food Science: definition, scope and, significance
- Food chemistry, food microbiology, food processing and Food Science: Concept and linkages

### **Module - II Bacteria, Yeast and Moulds**

- Bacteria: harmful affects of bacteria; food spoilage and putrefaction.
- Food borne illnesses; food poisoning and food infection.
- Moulds: meaning and purpose; beneficial effects; cheese making and antibiotics.
- Yeast: uses, role and significance in food and beverage Industry; alcoholic fermentation; bread baking.

### **Module III - Nutrition**

- Dietary/energy sources; functions of carbohydrates, lipids, protein, vitamins, minerals and water
- Daily dietary requirements; affects of dietary deficiency and excess
- Balanced diet and nutrition: quantitative and quality requirements according to on age, sex, occupation and climate etc.

### **Module IV - Food Preservation**

- Food Preservation: need and scope; principles of preservation;
- Methods of preservation: low temperature treatment (refrigeration, freezing); thermal preservation (pasteurization, sterilizing, canning); drying and dehydration;
- Chemical preservatives, Irradiation (*principles only*).

### **Module V – Food Standards**

- Food spoilage; causes of Food Spoilage
- Food Packaging: types and functions; packaging material; Aseptic packaging and , modified-Atmosphere Packaging.
- Food standards; food adulteration, adulterants and control measures
- Ethical, legal and regulatory framework

### **Suggested Readings**

*Clinical Dietetics & Nutrition by F.P. Anita.*

*Fundamentals of Food and Nutrition, Mudambi and Rajgopal.*

## **BHM- 306 Hotel Accounting - II**

**Objectives:** *The module aims at acquainting the students with key areas, issues and procedures concerning hotel accounting.*

### **Module I**

- System of Accounting followed in hotels
- Meaning of tabular system and its importance in hotel industry
- Revenue Producing Departments of a Hotel.
- Types of ledgers maintained in hotels
- Meaning, purpose and preparation of Visitors Tabular Ledger and Guest Weekly Bills

## **Module II**

- Organisational Structure of Accounts and Finance department in a Five Star Hotel Responsibilities, Duties and Area of work
- Computers in Hotel accounting
- Foreign Exchange and Hotels
- Room Tariff – types and range of room tariffs in a standard hotel; margin of allowances; basis of charging Room rates - 24 hrs. basis, night Stay basis and check out time basis
- Fixing room rates – criteria and strategic considerations
- Methods for calculating and fixing room rates

## **Module III**

- Guest accounting; Allowances Granted to the guests
- Hotel Statistical Information
- Methodology of Food Costing
- Advantages of using computers in accounting; commonly used software in hotel accounting

## **Module IV**

- Hotel Sales Record & Control of Rooms
- Departmentalization of hotel revenue including operating costs
- Night Audit – Basic Principles
- Daily report
- Sales record and control of revenue producing departments

## **Module V**

- Record & control of Cash – Incoming & Outgoing Cash
- Preparation of various reports - Revenue Report, City Ledger
- Summary Report, Guest account Control report, Management Information Report
- Uniform System of Accounts in Hotels-Objectives, Advantages , Systems & Procedures

### **Suggested readings:**

*Book keeping in the Hotel & Catering Industry - Richard Kotas.*  
*A uniform system of accounts for hotels- hotel association of New York.*  
*Financial & Cost Control Techniques - Dr. Jag Mohan Negi.*  
*Dr. Jag Mohan Negi. Elements of Hotel Accountancy H.K.S. Books International.*  
*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.*