

Semester – V

Sl. No.	Subject Code	Subject	Theory 100		Practical 100	
			Int. 30	Ext. 70	Int. 30	Ext. 70
1.	BHM- 501	Front Office Operations-IV	30	70	30	70
2.	BHM- 502	Food Production Operations-IV	30	70	30	70
3.	BHM- 503	Food and Beverage Services Operations -IV	30	70	30	70
4.	BHM- 504	Housekeeping Operations-IV	30	70	30	70
5.	BHM- 505	Material Management	30	70	-	-
6.	BHM- 506	Hotel Engineering	30	70	-	-
7.	BHM- 507	Training Report + Log Book (50 + 50)	100			
Total Marks			1000			

Ten Weeks' Preliminary Industrial Training: As per the course requirement, incumbent students have to go on a preliminary industrial training in a leading hotel/resorts property, duly approved by the Department. Though the Department may help the incumbent students in arranging their training in suitable institutions, the sole responsibility, in this context, will rest on the students. They will have to submit a comprehensive training report along with the logbook, on the formats prescribed by the Department, at least one month before commencement of the fifth semester examinations. The report and logbook to be evaluated in 5th Semester, shall stand for 50 marks each

BHM- 501 Front Office Operations-IV

Objectives: *This module aims at exposing the potential hotel professionals to 'front office accounting and internal control'; and 'application of advanced software in front office operations and management,.*

Module I – Fundamentals of Front Office Accounting

- Accounting Fundamentals; accounts; folios; vouchers; point of sale; ledgers
- Creation and maintenance of account; record keeping system;
- Charges privileges, credit monitoring; account maintenance
- Tracking Transaction; cash payment; charge Purchase
- Account Correction; account allowances; account transfer and, cash advance

Module II – Internal Control, Audit Control and Credit Card Procedures

- Internal Control
- Cash bank and, audit control
- Credit card; credit card procedures; grounds for non-acceptance of credit cards; advantages and disadvantages of credit card with relation to hotels, card holder, and credit card company
- Payments by cheque; personal cheques and travellers cheques
- Indian and foreign currencies; exchange rates and procedure

Module III – Introduction to PMS and IDS

- Property management system (PMS) – need, scope and significance;
- Software options; criteria for PMS components); selecting PMS; need, analysis and procedures
- Salient features of Fortune, SHAWMAN , Amadeus and Galileo
- Choosing functions/procedures related to room department; reservation/ front desk, cashier and room management; options and menu
- Intellect Data System (IDS); FortuneVI.32 (Features, Benefits);

Module IV - Applications of Property Management System

- PMS Application (Reservation, Yield management, Registration, Room status, Posting, Call Accounting, Check-out, Night Auditor, Enquires report, Back office, Housekeeping, Food and Beverage, Maintenance, Security, Marketing, Sales and HRM)

Module V - Service and Communications

- Telephones
- Organization Chart and Duties of telephone Operators.
- Communication
- Basic Etiquettes
- Induction / Orientation and raining
- Business Center and Club Service

Practicals

Familiarization with different software used in front office, especially concerning reservation, registration, guest history, and room status, call accounting

Familiarization with accounting stationeries used in front office

Settlement of Guest Bills; handling of credit, debit cards, cash, cheques and traveller's cheques

Foreign Exchange handling

Role plays involving crisis situations

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*

BHM- 502 Food Production Operations-IV

Objectives: *This module would enable the students to effectively perceive the rich culinary heritage of India and the related pivotal aspects including food costing, purchase and storage etc.*

Module I- Introduction Indian Cuisine

- Introduction to Indian regional cuisine
- Heritage of Indian cuisine; Staple diets and special equipment
- Factors affecting eating habits in different parts of the country: geographic location, Historical/cultural background and, seasonal availability of the commodities

Module II – Ethnic Regional Cuisine of India

- Culinary Heritage of Indian States with special reference to Jammu and Kashmir, Punjab, Rajasthan, Uttar Pradesh, West Bengal, Assam, Maharashtra and Goa, Gujarat, Andhra Pradesh, Tamilnadu, Karnataka and Kerala
- Specialty cuisine for festivals and special occasions
- Salient features of Parsee, Chettinad, Hyderabadi, Lucknowi, Avadhi and Malabari cuisine

Module III – Popular Indian Breads, Sweets and Snacks

- Indian Breads
- Indian Sweets
- Indian Snacks

Module IV – Food Costing, Indenting and Purchasing

- Modern techniques
- Costing & indenting
- Preparation and holding
- Purchasing and Receiving;
- Quality Purchase

Module V – Storage, Spoilage and Portion Control

- Food Storage – Principles, Significance and Contemporary Techniques
- Spoilage – reasons, precautions, measure and strategies
- Portion control – Meaning and Significance; Methods and Procedures, S.P.S

Practicals:

- Regional Cookery of India- Preparation of at least one speciality Dish each of Kashmir, Punjab, Rajasthan, Assam, Bengal, Goa, Gujarat, Kerala, Andhra Pradesh, Karnataka, with appropriate accompaniments.
- Different Indian bread preparation.
- Menu Planning –menu planning for Indian festivity feasts and other special occasions.
- Preparation of popular Chettinad, Hyderabadi, Lucknowi, Avadhi and Malabari dishes.

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- 503 Food and Beverage Services Operations -IV

Objective: *The course structure has been designed to develop the insight of the students on bar and bar related operations..*

Module –I Bar Operation:

- Types of bar
- Layout of Bar
- Bar Planning, Designing and Bar Menu
- Bar Equipment
- Bar Control
- Terms related to Alcoholic Beverages
- Menu terminology

Module –II Spirits:

- Introduction to Spirits (Whiskey, Brandy, Vodka, Gin, &Tequila).
- Types and Production
- Brands-Indian and International
- Service of different spirits
- Other Alcoholic Beverages like Feni, Calvados and Absinthe.

Module –III Gueridon Flambé Service:

- History of Gueridon
- Definition
- Advantage / Disadvantage
- Types of trolleys
- Gueridon Equipment

Module –IV Liqueurs:

- Types
- Production
- Brands -Indian and International and Service

Module –V Cocktails:

- Introduction, History, Types & Presentation
- Classic Cocktails- Recipes
- Innovative Cocktails & Mocktails
- Cocktail Bar Equipments
- Garnishes and Decorative accessories

Practicals:

- Service of Spirits and Liqueurs.
- Bar set- up and operations
- Mocktail and Cocktail Preparations
- Presentation and Service of Cocktail and Mocktails
- Service of Cigars and Cigarettes
- Preparation of Guerdon

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- 504 Housekeeping Operations-IV

Objectives: *This paper has been planned to familiarize the incumbent budding professionals with such significant areas of housekeeping like interior design, furniture arrangement, and horticulture, alongside the key 'guest room' perspectives.*

Module I- Interior Design-I:

- Factor affecting interior design (particularly guest bed rooms and public areas)
- Basic elements of art and principle of design
- Role of colour in Interior designing, Quality of colour, classification of colour, factor affecting colour schemes
- Lighting and lighting systems in Hotels
- Window and window treatments

Module II- : Interior Design-II:

- Floor and wall coverage in different areas of hotels
- Carpets – Types; selection criteria; role of accessories in selection
- Layout of rooms and suites
- Affects of physical layout

- Special consideration for rooms for physically handicapped and disabled
- Redecoration and refurbishing of guest rooms
- Shagging lists

Module III- Furniture and fixtures

- Principles
- Types of furniture
- Planning the furniture in harmony with the ambience
- Selection of desired furniture
- Care and maintenance of furniture
- Types of Joints; fixtures

Module IV Horticulture:

- Essential components of Horticulture
- Landscaping
- Indoor Plants
- Bonsai in the Hotel Properties

Module V Hotel Guest Room:

- Importance of Guest room to a guest
- Types of Guest rooms
- Guest room Status
- Guest floor Rooms

Practical

Understanding colour wheel and schemes
 Identification of different carpets
 Identification of different types of lights
 Arrangement of various fixtures and furniture
 Understanding fundamentals of horticulture.
 Designing guest room interiors.

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- 505 Materials Management

Objectives: *The key objectives of this course is to acquaint the students with decision making for effective and efficient purchase, storage and flow of materials in hospitality*

organizations; and make them to understand the Cost reduction techniques in pre purchase, Purchase and post purchase systems.

Module I- Role of Purchasing & Materials Management:

- Concepts and Objectives
- Purchase Procedure
- Purchasing Methods
- Determination and description of Material Quantity
- Material Planning

Module II- Determination and description of Material Quality:

- Receiving & incoming Quality inspection
- Acceptance sampling plans.
- Vendor Process Capability.
- Material specific issues and procedures

Module III- Cost Reduction Techniques:

- Standardization, Simplification & Variety reduction
- Make or Buy Decisions
- Purchasing Research, Sources of Supply, Price determination and negotiation
- Role of time management

Module – IV Material Logistics:

- Warehousing management, Material Handling
- Traffic & Transportation
- Disposal of Scrap
- Surplus and Obsolete materials

Module V- Stores Management:

- Location of storage spaces and planning for storage spaces
- Types of Storage
- Stores layout
- Sanitation, Safety and Security of Stores
- Stock verification
- Inventory management

Suggested Readings:

Ansari A and Modarress B., JIT Purchasing, New York, Free Press, 1990.
Dobler, D.W. etc. Purchasing and Material Management, New York, Mc Graw Hill, 1990.
Dutta, A.K., Integrated Material Management, New Delhi, PHI, 1986.
Gopoolakrishnan P. and Suderashan M, Handbook of Material Management, New Delhi, Prentice Hall of India, 1994.
Baily P.etc., Purchasing Principles and Management, London, Pitman, 1994.

BHM- 506 Hotel Engineering

Objectives: *This course of study will familiarize the students with the Hotel engineering equipment, and proper management of the hotel equipment and maintenance of the equipment and to make them understand Engineering & Maintenance operations in Hotel Industry and the underlying significance in overall Operation and Management of the Hotels.*

Module - I

- Maintenance – Preventive and Breakdown maintenance and comparisons
- Role and importance of maintenance department in the hotel industry with emphasis on its relation with other departments of the hotel.
- Organization chart of maintenance department, duties and responsibilities of maintenance department

Module – II

- Types of Fuel used in catering industry and comparative study of different fuels, and calculation of amount of fuel required and cost.
- Gas – heat terms and units; method of transfer.
- LPG / CNG and its properties; principles of Bunsen burner, its precautions to be taken while handling of gas; low and high pressure burners.
- Gas bank, location, different types of manifolds
- Refrigeration & Air-conditioning – basic principles, latent heat, boiling and its dependence on pressure, vapour compressor system of refrigeration and refrigerants
- Vapour absorption system care and maintenance of refrigerators, defrosting, types of refrigerant units, their care and maintenance.
- Vertical transportation, elevators and escalators

Module – III

- Fire prevention and fire fighting system (Classes of Fire, method of Extinguishing fires, Fire Extinguisher, portable and stationery, Fire detector and Alarm, Automatic fire detectors cum extinguishing devices, Structural protection, Legal Requirements.)
- Water Disposal and Pollution Control
- Solid and liquid waste, sludge and sewage, disposal of solid waste
- Sewage treatment
- Pollution related to hotel Industry
- Water pollution, sewage pollution
- Air pollution, Noise pollution, thermal pollution
- Legal Requirement issues

Module – IV

- Audio visual equipment
- Various audio visual
- Care and Cleaning of overhead projector, slide projector, LCS and power point presentation units
- Maintenance of Computers
- Care and cleaning of PC, CPU, Modem, UPS, Printer, Laptops
- Contract Maintenance
- Necessity of Contract maintenance, advantages and Disadvantages.
- Essential requirements of Contract, types of contract, and their comparative advantages and Dis-advantages
- Procedure for inviting and processing tenders, negotiating and finalizing

Module – V

- Fundamentals of Electricity, insulators, conductors, current, potential difference resistance, power, energy concepts; definitions, their uses and relationships, AC and Dc; Single phase and three phase and its importance on equipment specification. Electric Circuits, open circuits and close circuits, symbols of circuit elements, series and parallel connection, short circuit, fuses; MCB, earthing, reason for placing switches on live wire side.
- Electric wires and types of wiring
- External lightening

- Safety in handling electrical equipment
- Water System; Water distribution system in a hotel
- Cold water system in India
- Hardness of Water, water softening, base exchange method
- Swimming pool maintenance
- Cold and Hot water supply system in Hotels
- Flushing system, water taps, traps and closets

Suggested Readings:

Hurts R., Services and Maintenance for Hotel and Restaurant establishment.
Textbook of Hotel Maintenance –Goyal and Arora.
Hotel Planning & Design –Rutes & Penner
Hospitality Facility Planning –David
Principles of Hotel Engineering –Orsenis
Principles of Hotel Maintenance –Glad Well

BHM – 507 Training Report and Log Book

Ten Weeks' Preliminary Industrial Training: *As per the course requirement, incumbent students have to go on a preliminary industrial training in a leading hotel/resorts property, duly approved by the Department. Though the Department may help the incumbent students in arranging their training in suitable institutions, the sole responsibility, in this context, will rest on the students. They will have to submit a comprehensive training report along with the logbook, on the formats prescribed by the Department, at least one month before commencement of the fifth semester examinations. The report and logbook to be evaluated in 5th Semester, shall stand for 50 marks each*