

COURSE INFORMATION SHEET

Course code: HM 1021

Course title: FOOD PRODUCTION – I

Pre-requisite(s):

Credits:	L	T	P	C
	3	1	0	4

Class schedule per week: 3 lectures, 1 tutorial

Course Outcomes:

1. To explain culinary heritage with the cooking methods, equipment and basic food commodities.
2. To demonstrate the ability to organize and perform the basic pre-cooking kitchen works and cooking works, and reduce operational variances of cooked food.
3. To assess balanced diet, food quality and action of heat on food ingredients.
4. To employ the principles of HACCP.

Syllabus:

Module 1. Introduction to the art of cookery

Culinary history- Development of culinary art from the middle age to modern cookery. Aims and objectives of cooking, Principles of a balanced and a healthy diet, Action of heat on food.

Module 2. Kitchen Equipment

Different types of the kitchen equipment-- heat generating, refrigeration, kitchen machinery, storage tables, hand tools, weighing and measuring, pot wash. (diagrams, uses, maintenance and criteria for selection).

Module 3. Methods of cooking

Classifications, principles, equipment required, methods of cooking-boiling, poaching, braising, stewing, steaming, blanching, grilling, roasting, frying, sautéing, baking, broiling, micro-waving etc. Heat transfer methods- conduction, convection and radiation.

Module 4. Basic preparations

Mise-en-place, preparation of ingredients (sub division and fractionalization, combining and

mixing), Stocks- classification of stocks, stocks and their uses, preparation of stocks- white stock, brown stock, fish stock, vegetable stock, Indian yakhni stock.

Module 5. Food Commodities`

Classification with examples and uses in cookery—Cereals ,pulses, vegetables, mushrooms, fruits, foundation ingredients - their characteristics and their uses in cookery. Egg- structure and components, sizes, grading, storage, uses, preparation.

Module 6. Kitchen hygiene & HACCP- principles and its application

Personal hygiene, their importance, food handling & storage ,sanitation practices, attitude towards work in the kitchen, fumigation. HACCP- principles and its application in food service, benefits of a HACCP based food safety programme.

Module 7. Conversion tables

American, British measures and its equivalents.

Text Books:

1. A textbook of food production foundation: A. K. Shandilya, Trinitypublication
2. Food Production Operation: Parvinder S. Bali, Oxfordpublication
3. Theory of Catering: K. Arora, FrankBrothers
4. Modern Cookery for Teaching & Trade: Vol-I: Thangam E. Philip, Orientlongman
5. Theory of Catering: Victor Cesrani & Ronald Kinton,ELBS
6. Food Science and Nutrition: Sunetra Roday, Oxford publication

Reference Books:

1. Herrings Dictionary of classical & modern cookery, Walter Bickel
2. Chef manual of Kitchen Management, JohnFuller
3. The Professional Chef (4thedition), Le Rol A.Polsom
4. The Book of Ingredients, Jane Grigson
5. The Indian Food, K. T. Acharya, Oxford
6. Practical Cookery: Victor Cesrani & Ronald Kinton,ELBS

COURSE INFORMATION SHEET

Course code: HM 1202

Course title: FOOD PRODUCTION PRACTICAL - I

Pre-requisite(s) (If Any):

Credits:	L	T	P	C
	0	0	3	2

Class schedule per week: 1 Lab per week (3 Lecture Hr) per week for Main Kitchen + 1 Lab per week (3 Lecture Hr) per week for bakery

Course Outcomes : After completion of the course, the learners will be able to:

1. Illustrate knowledge of kitchen equipment, raw materials and knife skills.
2. Employ personal hygiene, first aid and safety practices observed in hotel Industry.
3. Prepare stock, egg dishes with accompaniments, fermented dough products, custards and puddings.
4. Apply cooking methods to food commodities.

Syllabus:

Lab I

Understanding the usage of equipment and hand tools; Familiarization, identification of commonly used raw material

Lab II

Proper usage of kitchen knife & Basic cuts of vegetables

Lab III

Basic hygiene practices to be observed in the kitchen; First aid for cuts & burns

Lab IV

Safety practices to be observed in the kitchen; Demonstration of fire fighting for kitchen fires

Lab V

Basic stock preparations

Lab VI

Demonstration of cooking methods -two items of preparation of each method

Lab VII

Egg cookery including classical preparations

Lab VIII

Fermented dough preparations- breads rolls, breads loaf, savarins, baba au rums, doughnuts, brioche, French bread etc.

Lab IX

Basic custards and simple pudding

Text Books:

1. Practical Cookery: Victor Cesrani& Ronald Kinton,ELBS
2. A textbook of food production foundation: A. K. Shandilya, Trinitypublication
3. Food Production Operation: Parvinder S. Bali, Oxfordpublication
4. Modern Cookery for Teaching & Trade: Vol-I & II: Thangam E. Philip, Orientlongman
5. Theory of Bakery and Confectionary: Yogambal Ashok Kumar,PHI

Reference Books:

1. Patisserie: L. J. Hanneman, Butterworth-Heinemann
2. Herrings Dictionary of classical & modern cookery, WalterBickel
3. Chef manual of Kitchen Management, JohnFuller
4. The Professional Chef (4thedition), Le Rol A.Polsom
5. The Book of Ingredients, JaneGrigson

COURSE INFORMATION SHEET

Course code: HM 1023

Course title: FOOD & BRVERAGE SERVICE I

Pre-requisite(s) (If Any):

Credits:	L	T	P	C
	3	0	0	3

Class schedule per week: 3 lectures

Course Outcomes : After completion of the course, the learners will be able to:

1. Identify different kind of hotel Industry & their growth in India also the role of catering establishments, classification of F & B Sector like welfare catering-Industrial/ Institutional, Transport such as rail ,air, road, ship etc.
2. Classify different types of Organization & their staffing, French terms related to F& B Staff, Duties, Responsibilities & Attributes of F & B Staff.
3. Differentiates between F& B Outlets such as Specialty restaurant, Coffee shop, Room service, Cafeteria, Fast food, Grill room, Banquet, Bar, Executive Lounge, Vending Machine, Discotheque, Night club, pantry, Food pick-up Area, Store, Linen room, Kitchen Stewarding etc. etc.
4. Explain different types of Food & Beverage Equipments like Cutlery, Crockery, Glassware, Flatware, Hollowware etc.
5. Apply different food and beverage service methods like, English/silver service, American, Butler/French, Russian, Takeaway, Vending, Kiosk, Food Courts, Bar, Automats And their terminology.

Syllabus:

MODULE – I

The hotel & Catering Industry:

Introduction to the hotel Industry & the growth of the hotel industry in India, Role of catering establishment in the travel/tourism Industry. Classification of F & B Sector, Welfare catering - Industrial, Institutional Transport such as Air, Road, Rail , Sea etc.

Commercial catering. Organizational structure of the catering Industry - A brief description of each.

MODULE – II

Departmental Organization & Staffing:

Organization of F& B department of hotel Principle staff of various types of F & B Operation. French term related to F & B Staff. Duties & responsibilities of F & B Staff, Attributes of F & B Staff.

MODULE – III

Food & Beverage Service Areas (F & B Outlets) :

Specialty restaurants, Coffee Shop, Room Service, Cafeteria, Fast food (Quick service restaurant) , Grill room, Banquet, Bar, Executive lounge, Vending machines, Discotheque, Night club.

MODULE – IV

Ancillary Department :

Pantry, Food pick-up Area/ Hot plate point, Store, Linen room, Kitchen stewarding.

MODULE – V

Food & Beverage Service Equipment:

Familiarization & Selection factors of Cutlery, Crockery, Glassware, Flatware, Hollowware, ,
All other equipments used in F & B Service

MODULE – VI

Food & Beverage Service Methods :

table Service- Silver/English Service, American, Butler/ French, Russian, Self Service- Buffet &
Cafeteria. Single Point Service-Take Away, Vending , Kiosk, Food Courts & Bars, Automats

MODULE – VII

Food & Beverage Terminology Related to the Inputs of the Ist Semester.

Text Book :

1. Food & Beverage Service - Dennis. R. Lillicrap & Cousins – ELBS Publication.
2. Food & Beverage Service - Vijay Dhawan – Franc Brothers
3. Food & Beverage Services - Singaravelavan - Oxford
4. Hotel for tourism developments - Dr. J.M.S. Negi - Mrtropolitan book co.(P)ltd.

Reference Books:

1. The hospitality management guide to wine, beer, and spirits - Albert W.A. Schmid -
Pearson
2. Beverages - Bhat -Pearson

COURSE INFORMATION SHEET

Course code: HM 1204

Course title: FOOD AND BEVERAGE PRACTICAL - I

Pre-requisite(s) (If Any):

Credits:

L	T	P	C
0	0	3	2

Class schedule per week: 1 Lab per week (3 Lecture Hr.)

Course Outcomes : After completion of the course, the learners will be able to:

1. Identify different kinds of service equipment used in a restaurant.
2. Demonstrate the procedure of performing silver service in a restaurant.
3. Explain the procedures of cleaning & polishing glassware used in a restaurant.
4. Demonstrate different types of napkin folds & prepare side boards for service in a restaurant.
5. Handle some of the common situations arising in a restaurant.

Syllabus:

Lab I:

Identification of equipments

Lab II:

Holding service spoon & fork

Lab III:

Carrying a tray/ salver

Lab IV:

Laying & relaying of table cloth

Lab V:

Placing meal plates & clearing soiled plates

Lab VI:

Stocking side board

Lab VII:

Service of water

Lab VIII:

Using service plates & crumbing down

Lab IX:

Napkin folds

Lab X:

Changing dirty ash tray

Lab XI:

Cleaning & polishing glassware

Lab XII:

Situation handling & role play

Text Books:

1. Food & beverage service - Lilicrap, Cousins - ELBSPub.
2. F& B service - Vijay dhawan - Francbrothers
3. Food & Beverage Service - Singaravelavam - Oxfordpub.

COURSE INFORMATION SHEET

Course code: HM 1209

Course title: APPLICATION OF COMPUTERS

Pre-requisite(s) (If Any):

Credits:	L	T	P	C
	3	0	0	3

Class schedule per week: 3 lectures

Course Outcomes : After completion of the course, the learners will be able to:

1. Explain the fundamental software and hardware component of computer along with its generations and storage devices used.
2. Illustrate the difference between an operating system and an application program.
3. Create and present basic power point presentation, word processing document and DBMS applications.
4. Explain Internet and its importance and classify different types of Network and protocol.
5. Explain Management Information System, its design, and functions.

Syllabus:

MODULE – I

Introduction to Computers

What is a computer, Block Diagram, Components of a computer system, generation of computers, programming languages, generation of languages, storage devices, floppy disks, CDROM's.

MODULE – II

Operating Systems

Introduction, Functions, types, Components, Case Studies - DOS, Windows.

MODULE – III

Introduction to DBMS

Data, Data types, Advantages, Introduction to FOXPRO, Creating a database, Searching, Sorting, Indexing, Writing simple programmes, overview of MSAccess.

MODULE – IV

Word Processing, Spread sheets and Presentations

What is Word Processing, Features of MS WORD, Editing Commands and Mail merge, What is spreadsheet, Features, Formulae and functions. If Statement, Preparing sample worksheets, Different graphs.

MODULE – V

PowerPoint

Features, Preparing a presentation, Preparing an Organization chart.

MODULE – VI

Introduction to Internet

What is Internet, Network, Network of Networks, WWW, Search Engines, e-mail, websites, Introduction to e - commerce.

MODULE – VII

Management Information System (MIS)

Concepts, MIS Design and functions, Managing Multi Processor Environments, MIS Security issues, MIS performance evaluation.

Text Book:

1. Fundamental of Computers, V. Rajaraman, Prentice Hall India
2. Mastering Microsoft Office, Lonnie E. Moseley & David M. Boodey, BPB Publication

Reference Books:

1. Fundamentals of Information Technology for BCA, S. Jaiswal, Galgotia Publication Pvt. Ltd..
2. Computer fundamentals, Pradeep K Sinha, Priti Sinha, BPB Publication
3. Computer Fundamentals, Anita Goel, Pearson

COURSE INFORMATION SHEET

Course code: HM 1210

Course title: COMPUTER PRACTICAL

Pre-requisite(s) (If Any):

Credits:	L	T	P	C
	0	0	3	2

Class schedule per week: 1 Lab per week (3 Lecture Hr.)

Course Outcomes : After completion of the course, the learners will be able to:

1. Illustrate the working of operating systems like DOS and Windows.
2. Illustrate the working of application software like word, excel, PowerPoint and FoxPro.
3. Illustrate usage of Internet.

Syllabus:

Lab I:

DOS, Windows

Lab II:

MS Word

Lab III:

MS Excel

Lab IV:

MS PowerPoint

Lab V:

Fox Pro and Access

Lab VI:

Internet Usage

Text Book:

1. Fundamental of Computers, V. Rajaraman, Prentice HallIndia
2. Mastering Microsoft Office, Lonnie E. Moseley & David M. Boodey, BPB Publication

Reference Books:

1. Fundamentals of Information Technology for BCA, S. Jaiswal, Galgotia Publication Pvt. Ltd..
2. Computer fundamentals, Pradeep K Sinha, Priti Sinha, BPB Publication
3. Computer Fundamentals, Anita Goel, Pearson

COURSE INFORMATION SHEET

Course code: MSH 1141

Course title: English for Technical Students

Pre-requisite(s) (If Any):

Credits:	L	T	P	C
	3	0	0	3

Class schedule per week: 3 lectures

Course Outcomes : After completion of the course, the learners will be able to:

1. Identify various forms and practices of communication.
2. Understand the nuances of business communication.
3. Develop their communication skills at the workplace.
4. Apply grammatical correctness in their communication.

Syllabus:

MODULE – I

Communication- Definitions of communication, Types of communication, Methods of communication.

MODULE – II

Effective Communication- Essentials of effective communication, 7Cs of communication, 4Ss of communication, Barriers to communication.

MODULE – III

Oral presentation skills- Major areas of verbal communication, Interpersonal speaking, Public speaking, Purpose of oral presentation, Structure of the presentation, Key elements of presentation, Basic guidelines for designing the presentation, Suggestions for improving presentation delivery.

MODULE – IV

Business letters- Meaning of business letters, Essentials of a good business letter, Styles of letter layout, Types of business letter- Letter of enquiry, Letter of quotation, Letter of order, acceptance, cancellation, Letters regarding complaints, claims and their adjustments.

MODULE – V

Vocabulary- Idioms and phrases, Words often confused, common errors.

MODULE – VI

Comprehension and précis.

MODULE – VII

Expansion of ideas.

Text Books:

1. Business Communication by R. K. Madhukar, Vikas Publishing House Pvt. Ltd.
2. Business Communication by Raman & Singh, Oxford University Press.

Reference Books:

1. Developing Communication Skills by Mohan & Banerji, Macmillan.
2. Business Correspondence and Report Writing by Sharma & Mohan, Mc Graw Hill.
3. English for the Hotel Industry by A. Viswamohan, Pearson.
4. English Phonetics for Indian Students by T. Balasubramanian, Trinity.
5. High School English Grammar and Composition by Wren & Martin, S.Chand.

COURSE INFORMATION SHEET

Course code: HM 1212

Course title: COMMUNICATION PRACTICAL

Pre-requisite(s) (If Any):

Credits:	L	T	P	C
	0	0	3	3

Class schedule per week: 1 Lab per week (3 Lecture Hr.)

Course Outcomes : After completion of the course, the learners will be able to:

1. Classify between enquiries & responses and apply in professional work.
2. Develop the knack of addressing group.
3. Conceptualize the delivery of speech and create the significance impact.
4. Create the telephone skills and demonstrate in professional work.
5. Manage hotel and restaurant situations.

Syllabus:

Lab I

Introduction, enquiries and responses.

Lab II

Addressing a group.

Lab III

Delivery of speech

Lab IV

Telephone skills

Lab V

Hotel and restaurant situations

Lab VI

Personal Interview and group discussion.

Text Book :

1. Business Communication, Raman and Singh, Oxford Publications.
2. Business Correspondence and Report Writing, Sharma and Mohan, McGraw Hill

Reference Books:

1. English for the Hotel Industry, Viswamohan, Pearson
2. Personality Development, Hurlock, McGraw Hill
3. English Phonetics for Indian Students, Balasubramanian, Trinity
4. Business Communication, R K Madhukar, Vikas Publication

COURSE INFORMATION SHEET

Course code: HM 1017

Course title: Human Biology

Pre-requisite(s): Completed higher secondary and enrolled for a professional course

Credits:

L	T	P	C
3	0	0	3

Class schedule per week: 3 lectures

Course Outcomes : After completion of the course, the learners will be able to:

1.	Explain the concept of nutrition through life cycle and classify nutrients, explain various properties, functions of the nutrients.
2.	Describe digestive system and state the importance of different enzymes.
3.	Give idea of general microbiology.
4.	Distinguish between different food borne infections and identify microbes' and its significance in food
5.	Reproduce preventive measures and general hygiene practices for commodities

Syllabus:

MODULE-1

Nutrition through Life cycle: Definitions of food, nutrition, nutrient, health, nutritional status, balanced diet, malnutrition, Role of nutrition – nutrients – nutritional needs importance of diet during life cycle, Importance of Nutrition for ensuring, adequate development, Energy in Human Nutrition: Definition of Energy and its unit, Energy Balance, Assessment of Energy Requirements—deficiency and excess, Determination of Energy in food, Basal Metabolic Rate.

MODULE-II

Nutritional Science: Food in relation to health, functions of food, Carbohydrates-classification, sources, functions, deficiency, excess, Proteins- Classification, sources, functions, deficiency, Lipids: Definition, sources, functions, deficiency and excess, Vitamins: Fat soluble – A, D, E, K , Vit. C – sources, functions, deficiency diseases and hypervitaminosis, Minerals: Ca, Fe, K, Na, P, I, F – sources, functions, deficiency diseases and excess, Water & Dietary Fiber - Sources, Functions, Deficiency Diseases.

MODULE-III

Physiology: Digestive system: Anatomy of digestive system (mouth, esophagus, stomach, small intestine, large intestine, liver, pancreas, gallbladder), and their functions, composition of different digestive juices & their functions. Digestion and absorption, metabolism of carbohydrate, protein and fat.

MODULE-IV

Factors affecting food Behavior: Relation of knowledge, attitude and practice about food in changing food behaviour for good nutrition, Factors affecting food behaviour like: Agricultural, Economic, Environmental, Socio-cultural, Psychological, Religious, Role of industrialization, urbanization, work pattern, mass media etc. in changing food behaviour, Food behaviour and linkages with health, Food Selection, Purchase of food.

MODULE-V

General Microbiology: Introduction to Microbiology-microbes, Prokaryotes and Eukaryotes.

MODULE-VI

Food Diseases: Microbes significance in foods- pathogenic organism, harmful and beneficial organisms, Food allergy –Definition, Sources, Symptoms, Food intolerance, types of food borne diseases (Infections and intoxications).

MODULE-VII

Hygiene and sanitation in food sector: General principle of food Hygiene, general hygiene practices for commodities, equipment, work area and personnel, cleaning and disinfections.

Text Books:

1. Swaminathan, M.: Essentials of Foods and Nutrition, Vols -1and II. Ganesh and Co. Madras.
2. Sukhneet Suri. Food Science, Nutrition and Safety, Pearson, New Delhi.
3. Sunetra Roday: Food Science & Nutrition. Oxford University Press, New Delhi
4. Prescott, Harley, and Klein's: Microbiology. McGraw-Hill, a business unit of The McGraw-Hill Companies, Inc., 1221 Avenue of the Americas, New York, NY

Reference Books:

1. B. Srilakshmi: Nutrition Science, New Age International Publishers.
2. Guthrie, A. H.: Introductory Nutrition, 6th Ed. The C. V. Mesby Company.
3. Manne Sakuntala: Food Science
4. Joshi, S. A.: Nutrition and Dietetics, Tata McGraw Hill Publications, New Delhi.
5. Sanjur, D. (1982), Social and Cultural Perspectives in Nutrition, Prentice Hall, Inc.

COURSE INFORMATION SHEET

Course code: HM 1013

**Course title: INTRODUCTION TO TOURISM, TRAVEL & HOSPITALITY
INDUSTRY**

Pre-requisite(s) (If Any):

Credits:	L	T	P	C
	3	0	0	3

Class schedule per week: 3 lectures

Course Outcomes : After completion of the course, the learners will be able to:

1. Identify the meaning and concepts of hospitality and tourism.
2. Interpret the forms and types of tourism.
3. Develop the insight of hospitality and tourism products.
4. Conceptualize the various aspects of hospitality and tourism sector.
5. Illustrate different career opportunities in hospitality and tourism industry.

Syllabus:

MODULE – I

Meaning and Nature of Tourism, The Historical Perspective of Tourism, The economic, social and cultural significance of tourism, tourist, Excursionist, Tourism Market, Tourism Resources, Tourism Product, Destination, Recreation, Pleasure, Relaxation.

MODULE – II

Inter–regional and intra–regional tourism, Inbound and Outbound tourism, Domestic, International tourism. Forms of Tourism: religious, historical, social, adventure, health, business, conferences, conventions, incentives, sports and adventure, senior tourism, special interest tourism like culture or nature oriented, ethnic or ‘roots’ tourism and VFR

MODULE – III

A brief introduction of Indian culture, architecture, dances & music, fair & festivals. Facilitators of Tourism: Accommodation - types of accommodation, classification of accommodation, Transportation: Types and Relevance in Tourism, Characteristics and Components of Tourism Industry. Why it is different from other types of consumer product?

MODULE – IV

Concept, origin and growth of Hospitality Industry, Hospitality as an industry & linkages with other industries, role in global and Indian economy. External environment and hospitality industry, Characteristics of the hospitality Industry. Major hotel chains operating in India. Future trends in Hospitality Industry.

MODULE – V

Organization structure & Departmentation in hotels; Basic of Front office, Housekeeping, Food and Beverage (service & production), Engineering & Maintenance, Security, Human Resource dept., Sales & Marketing, Purchase & Stores, Accounts. Ancillary services, support services.

MODULE – VI

Meaning & definition, Functions & levels of distribution channels, Major hospitality distribution channels - Travel agents, Tour operators, Consortia and reservation system, Global Distribution System (GDS), Internet.

MODULE – VII

Hotels & Resorts, Restaurants & Commercial food services, Meeting & Event planning, Destination Managements companies (DMCs), Airlines, Cruises, etc.

Text Book :

1. Tourism Operations and Management by Sunetra Roday, Archana Biwal, Vandana Joshi, Oxford Publications.
2. Introduction to Hospitality Management by John R Walker, Pearson Education.

Reference Books:

1. Introduction to Tourism and Hospitality by Sudhir Andrews, Tata McGraw Hill.
2. Tourism principles, practices, philosophies by Charles R Goeldner, John Wiley Pub.
3. International Tourism by A K Bhatia, Sterling Publications.
4. Introduction to Hospitality by P N Seth, Sterling Publications.

(Second Semester)

HM 2021 Food Production II

Theory:

1. Kitchen Organization layout and hierarchy

Kitchen layout and functions-- receiving area, storage area, butchery, vegetable mise en place area, cold kitchen, hot kitchen, garde manger, bakery and confectionery etc. The classical and new kitchen brigade, duties and responsibilities of kitchen personnel, job description of the kitchen personnel , kitchen stewarding.

2. Stores

Principles of storage, Types of stores, Layout of Dry and cold room, Staff Hierarchy, Guidelines for efficient storage, control procedures, Inventory Procedures, EOQ, Re- order levels, Bin Cards, Form and formats, Function of a stores manager

3. Basic preparations

Mise-en-place of all basic preparations-- roux, aspic, glaze, bouquet garni, mirepoix, d'uxelle, batters, doughs, marinades and gravies.

4. Soup & Sauce

Soup - Classification of soups, principles, garnishes, accompaniments, International soups. Importance of sauces, mother sauce, thickening agents used in a sauce, rectification of faulty sauces, other popular sauces, Proprietary sauces.

5. Fish and Crustaceans

Classification- Fresh water and salt water, Cuts, SPS, uses and preparation.

6. Basic bakery and confectionery

Principles of baking, uses of different types of oven, temperature variations, role of ingredients used- bread chemistry, ingredient proportions and various mixes, fermented dough-methods (straight dough, sponge and dough, salt delayed, flying ferment), bread faults and remedies, bread diseases & preparation.

7. Herbs and spices & basic culinary terms (Indian and Western / International)

HM 2202 Food Production Practical - II

Practical:

- Basic sauce preparations and few (2 - 4) commonly used derivatives.
- Preparation of traditional / classical Indian, English and continental breakfast dishes.
- Preparation of three course simple Indian menus.
- Indian snacks / high tea items
- Preparation of basic continental cookery-stews, sauces and soups.
- Basic fish preparations.

Bakery:

- Demonstration and preparation of simple & enriched cakes- sponge, genoise, fatless, swiss roll, fruit cake, rich cakes, Dundee, madeira
- Icing-butter icing, fresh cream icing.
- Practice of fermented products.

Reference Books:

1. Practical Cookery: Victor Cesrani& RonaldKinton
2. Theory of Catering: Victor Cesrani& RonaldKinton
3. Food Production Operation: Parvinder S.Bali
4. Theory of Catering: K.Arora
5. Modern Cookery for Teaching & Trade: Vol-I: Thangam E.Philip
6. Larousse Gastronomique- Cookery Encyclopedia, PaulHamlyn
7. The Complete Guide to the Art of Modern Cookery:Esscofier

HM2023 FOOD AND BEVERAGE SERVICE – II

Theory:

1. Preparation for Service:

Organizing mise-en-scene, Organizing mise-en –place

2. Types of Meals:

Early morning tea, Breakfast (English, American, Continental, Indian), Brunch, Lunch, Afternoon/High Tea, Dinner, Supper.

3. Menu Planning:

Origin of menu, Objectives of menu planning, Types of menu (A la carte, Table d'hôte, Carte de jour, Plate de jour, Cyclic, Special Menu - Diet menu, Children menu, Low calorie menu etc.)

4. French Classical Menu:

Courses and sequence of French Classical Menu, Examples from each course, Classical food, its accompaniments and cover.

5. Sale Control System:

KOT/Bill control system (Manual), Triplicate Checking System, Duplicate Checking System, Single Order Sheet, Quick Service Menu & Customer Bill.

Making bill, Cash handling equipment, Record keeping (Restaurant Cashier)

6. Non-Alcoholic Beverage:

Definition, Classification and Characteristics. Tea- Origin & manufacture, Types & brands. Coffee - Origin & manufacture, Types & brands.

Juices & soft drinks, Cocoa & other beverages, Origin & manufacture.

7. Food & Beverage Terminology related to the Inputs of 2ndSemester:

HM2204 FOOD AND BEVERAGE PRACTICAL – II

Practical:

- **Table lay-up &service**

A la carte Cover, Table d' Hote Cover, English Breakfast Cover, American Breakfast Cover, Continental Breakfast Cover, Indian Breakfast Cover, Afternoon Tea Cover, High Tea Cover

- **Preparation for service (Restaurant)**

Mise-en-scene, Mise-en-place, Sideboard Organization

- **Procedure for service of a meal**

Taking guest reservations, receiving & seating of guests, order taking & Making a KOT, order processing, sequence of service, Crumbing, Clearing the table, presentation & encashing the bill, presenting & collecting guest comment cards, seeing off the guest., Presenting the bill

- **Social Skills**

Handling guest complaints, telephone manners, dinning & service etiquettes.

- **Special food service (Cover, accompaniments &service)**

- **Writing a Menu in French & its Equivalent in English.**

- **Tea – Preparation &Service.**

- **Coffee – Preparation &Service.**

References:

1. Modern Restaurant Service – John Fuller
2. Food & Beverage Service Management-Brian Varghese
3. Introduction F& B Service-Brown, Heppner &Deegan
4. Professional Food & Beverage Service Management -Brian Varghese Food Service Operations Peter Jones &Cassel
5. Master Dictionary of Food & Wine-Joyce Rubash
6. Menu planning-Jaksa Kivela, Hospitality Press
7. The Restaurant (From Concept to Operation)-Lipinski
8. Professional Food Service- Sergio Andrioli & Peter Douglas, Heinemann Professional
9. Profitable Menu Planning -John Drysale

HM2025 ACCOMMODATION OPERATION - I

Theory:

1. Introduction To Housekeeping

Meaning and definition- Importance of Housekeeping, Responsibility of the Housekeeping department, A career in the Housekeeping department

2. Housekeeping Department

Organizational framework of the Department(large/Medium/Small Hotel),Role of Key Personnel in Housekeeping ,Job Description and Job Specification of staff in the department ,Attributes and Qualities of the Housekeeping staff - skills of a good Housekeeper, Inter departmental Co-ordination with more emphasis on Front office and the Maintenance department, Sub section of housekeeping department

3. Housekeeping Procedures

Briefing, Debriefing, House keeping control desk, Importance, Role, Co-ordination, check list, key control, Handling Lost and Found, Forms, Formats and registers used in the Control Desk, Paging systems and methods General operations of control desk Role of control desk during Emergency

4. The Hotel Guest Room

Layout of guest room, Layout of corridor and floor pantry, Types of guest rooms, Supplies and amenities used in rooms

5. Standard Contents of Guest Room

Guestroom Furniture, fixtures and fitting, Beds, mattresses, and bedding, Soft furnishing, Placement of guest supplies

6. Cleaning Science

Characteristics of a good cleaning agent, PH scale and cleaning agent with their application,
Types of cleaning agent, Cleaning products (Domestic and Industrial)

7. Cleaning Equipment

Types of Equipment, Operating Principles of Equipment, Characteristics of Good
equipment (Mechanical/Manual), Storage, Upkeep, Maintenance of equipment

HM2206 ACCOMMODATION OPERATION PRACTICAL – I

Practical:

- Guest Room Layout
- Identification of Manual cleaning equipment
- Identification of Mechanical cleaning equipment
- Cleaning of different surfaces – metal, plastic, Glass
- Scrubbing, polishing, wiping, washing, rinsing, swabbing, mopping, sweeping, brushing, buffing
- Use of cloths and their types, abrasives, polishes, chemical agents and commercially available products.

Reference books:

1. Hotel Housekeeping, Sudhir Andrews, Tata McGraw Hill
2. The Professional Housekeeper, Tucker Schneider, VNR
3. Professional Management of Housekeeping Operations, Martin Jones, Wiley
4. House Keeping Management for Hotels, Rosemary Hurst, Heinemann
5. Hotel, Hostel & Hospital House Keeping, Joan C. Branson & Margaret Lennox, ELBS
6. Accommodation & Cleaning Services, Vol I & II, David Allen, Hutchinson
7. Managing House Keeping Operation, Margaret Kappa & Aleta Nitschke
8. First Aid, St. John Ambulance Association, New Delhi
9. Hotel Housekeeping, G. Raghubalan & smritee Raghubalan

HM 2029 BASIC ACCOUNTING AND FINANCIAL MANAGEMENT

Theory:

1. Accounting Concept

Concept and Need, Principles of Double Entry System, Journal Entries, Ledger, Subsidiary Books – cash, sales & purchase books; Bank reconciliation statement; Computer Applications – preparation of record and financial statement.

2. Hotel Accounting

Visitor Tabular Ledger, Night Audit in Hotel; Uniform system of accounting – Introduction, Departmental Income and Expense statement.

3. Financial Statement Analysis

Ratio Analysis: - Meaning and objective, classification, profitability ratios, financial ratios, turnover ratios; Fund flow statement and cash flow statement. Depreciation policies – meaning, cause, objectives, determination.

4. Introduction to Financial Management

Concept of Finance, Finance functions, Role of Finance Manager, Preparation of Final Account, Analysis of Financial Statement.

5. Working Capital Management

Concept, importance, Influencing factor; Calculation- working capital requirement as per operating cycle.

6. Capital Budgeting

Concept, importance, Methods of appraisal.

7. Costing

Meaning of cost, types; Marginal costing- meaning, importance, Break Even Analysis; Standard costing – Meaning, importance, Material and Labor Variance.

References:

1. Double-Entry Bookkeeping, R.C. Chawla & C.Juneja
2. Introduction to Accountancy, T.S.Grewal
3. Hospitality Accounting, Richard Kotas& Michael Conlan, International Thomson
BusinessPress
4. Hotel & Catering Costing & Budgets, R.D.Boardman,Heinemann
5. Financial & Cost Control Techniques in Hotel & Catering Industry, Dr. Jagmohan Negi
6. Introduction to Financial Management, I.M.Pandey

HM2015 FOOD SCIENCE AND NUTRITION

Theory:

1. Introduction

Food & its related to health, Major nutrients, carbohydrates, fats, proteins, vitamins, minerals and water, their characteristics, functions, metabolism, deficiencies.

2. Classification of raw materials

Food sources, Cereals, pulses, milk and milk products, fruit and vegetables, nuts and dried fruits, sweet foods and sweetening agents, spices, condiments, emulsions colloids, flavor and browning.

3. Factors influencing food intake & food habits

Physiologic factors that determine food intake, environmental and behavioral factors influencing food acceptance.

4. Balanced Diet/ Menu Planning

Definition, importance of balanced diet, RDA for various nutrients, space, gender, psychological state, planning & nutritionally balanced meals based upon the three food groups stem, factors affecting meal planning, critical evaluation few meals served at the institutes/hotels based on the principles of the meal planning , calculation of nutritive value of dishes/meals.

5. Food Processing, Preservation & Evaluation

Definition, objectives, types of cooking, effect of factors like heat, acid, alkali on food constituents, Physical agents in food preservation, Chemical agents in good preservation, Objectives, sensory assessment of food quality methods, introduction to proximate analysis of food constituents, theological aspects of food.

6. Food Adulteration & Additives, Food standards & Quality Assurance.

Definition of adulterated food, common adulterants in different food, detection of food adulterants, classification of additive and its role. The need for food laws, Prevention of food adulteration act standards, Fruit product order standard, Agmark standards, Indian Standard Institution, International – Codex, Alimentations ISO, Regulatory Agencies, WTO, Consumer Protection Act, HACCP, Need Origin, Principles, terminology steps/stages, benefits.

7. Food microbiology, food borne diseases & Hygiene , sanitation in food sector General characteristic of micro organisms based on their occurrence and structure, factors affecting their growth in food (intrinsic and extrinsic), common food borne micro organisms that bring about food spoilage- Bacteria (spores/capsules) Fungi, Viruses, parasites, micro-organisms that bring about useful change in food, fermentation, vinegar, antibiotic, types of food borne diseases (Infections and intoxications), common diseases caused by food borne pathogens, preventive measures, General principle of food Hygiene, general hygiene practices for commodities, equipment, work area and personnel, cleaning and disinfections(Methods & agents commonly used in hospitality Industry), safety aspects of processing matter (uses & standards), hazards and risk analysis of food , waste water & waste disposal.

References:

1. Fundamental of food & nutrition, Mudambi& Raj Gopal IV Edition2001.
2. Food and nutrition –Dr.M.Swaminathan
3. Food facts and principles- ShakuunthalaMania.
4. Food Microbiology by Frazier and WestHoff.
5. Food safety by Bhat&Rao.
6. Clinical dietetics & nutrition-F.P.Anita.
7. Normal & therapeutic nutrition –H.Robinson.
8. Microbiology-Anna.K.Joshna

9. Nutritive value of Indian Foods-G.Gopalan.
 10. A textbook of bio-chemistry-A.V.S.S. RamaRao
 11. Catering Management: An Integrated Approach- Mohinseth, SurjeetMulhan
 12. Food Science- SumathiMudambi.
 13. Nutritive value of Indian Foods- Indian Council of medicalresearch
 14. Principles of Food Technology by PJFellows
 15. Hand book of analysis & quality control by fruits &vegetables by rangana S (Tata Mc. GrawHill)
 16. Sensory evaluation by Amerina (AcademicPress)
 17. Principles of Food Science by Borgstrom andMacmillon
 18. Food Science by Potter &Hotchkiss
 19. Modern Food Microbiology by JajJ
 20. Safe Food Handling by JacobM.
 21. Food Processing by HobbsBetty
 22. PFA Rules
- HACCP-A practical approach – sara Mortimore & Carol Wallace Chapman &Hall

HM 2020 Personality Development Practical- I

Practical:

- **Personality Enrichment**

Grooming, Personal hygiene, social and business and dining etiquettes, body language use and misuse, Art of good conversation, art of intelligent listening

- **Personality Development strategies**

Communication skills, presentation skills, public speaking, Extempore speaking, importance and art of small talk before serious business

- **Interpersonal Skills**

Dealing with seniors, colleagues, juniors, customers, suppliers, contract workers, owners etc. at workplace.

- **Telephone conversation**

Thumb rule, voice modulation, tone , do's and don't, manner and accent

BTES 1001 ENVIRONMENTAL SCIENCE (BREADTH SUBJECT)

Theory:

1. Introduction and development of environmental message to

Staff-raise awareness, builds commitment, provide support, reward efforts, and celebrate success, Business partners-coordination, Guests-Participation, Community- sponsorship, urban beautification, alternate energy sources, Principles of responsible purchasing, Implementation of Eco-friendly purchasing, products: recycled paper, future products.

2. Energy and waste conversion

Introduction, Energy efficiency action plan, assessing current performance, energy conversion measures, evaluation of new technology for energy management.

3. Water

Concept, objectives, types of water sources and application, drinking water quality parameters and standards.

4. Air pollution

Air pollutants parameters and its standard, sources of air pollution and its effect, air pollution control measures, potential sources of indoor air pollution, types of indoor air pollutants, improving indoor air quality and management costs, ventilation system.

5.

6. Noise

Introduction, Problems of noise, Room Acoustics and its Management.

7. Ecotels

Definition, case studies in India and abroad.

Reference Book:

1. Environmental Management OF Hotels. Butterworth & Heinemann.

(Third Semester)

COURSE INFORMATION SHEET

Course code: MSH 1137

Course title: Economics

Pre-requisite(s): Completed higher secondary and enrolled for a professional course

Credits:	L	T	P	C
	3	0	0	3

Class schedule per week: 3 lectures

Course Outcomes : After completion of the course, the learners will be able to:

1.	Outline the concept meaning of economics.
2.	Describe macro and micro economics and utility concept.
3.	Interpret demand and demand shift and cost output in short and long term.
4.	Illustrate concept of market forms as per perfect and imperfect competition
5	Explain the concept national income and inflation.

Syllabus:

MODULE-1

Concept, Meaning and subject matters of Economics

MODULE-II

Micro and Macro Economics, Utility Concept

MODULE-III

Demand and Demand Functions: Concept, Determining Factors, Law of Demand, Demand Schedule and Demand Curve, Shift of Demand Curve and Movement along the Demand Curve,

MODULE-IV

Cost Concepts: Different Types of Costs, Cost Curves, Cost-Output in Short Term and Long Term.

MODULE-V

Market: Concept of Market forms according to Competition- Perfect, Imperfect Competition and Monopoly. Price determination under Perfect Competition.

MODULE-VI

National Income: Concept, Meaning and Measurement of National Income.

MODULE-VII

Money: Concept and Meaning of Money, Supply and Demand of Money. Inflation- Meaning and effect.

References:

1. Managerial Economics D.N. Dwivedi
2. Principles of Economics- S.K. Agarwal- ExcelBooks
3. Business Economics- M.J.Mankar,
4. Business Economics- Atmanand

COURSE INFORMATION SHEET

Course code: HM 3021

Course title: FOOD PRODUCTION – III

Pre-requisite(s):

Credits:	L	T	P	C
	3	0	0	3

Class schedule per week: 3 lectures

Course Outcomes:

After completion of the course learners will be able to-:

- **Analyse menu planning, French classical menus, International menus,**
- **Differentiate Indian regional cuisine from its various regions.**
- **Demonstrate understanding of food commodities and think critically about their uses.**
- **Explain different types of food service system and quantity food production.**
- **Illustrate the types of cake chemistry.**

Syllabus:

Module 1. Menu Planning

Introduction, types of Menus, French classical menus, International menus, Menu terms, Factors that affect menu planning. Low calorie food- advantages and disadvantages with menu examples.

Module 2. Regional cuisine

Introduction to regional cooking, Factors affecting eating habits, Differentiation of regional cuisine, North Indian regional cuisine: Kashmir, Punjab, Bengal, Rajasthan, Avadhi, Gujrat; South Indian regional cuisine: Goa, Kerala, Karnataka, Tamil nadu, Hyderabad, Chettinad, koorg- Ingredients used, Traditional preparation, methods, Utensils and accompaniments (pickles, chutneys, murabbas, papadetc). Indian Breads and sweets, Souring agents, Colouring agents, Thickening agents, Tendering agents, Flavouring & Aromatic agents used in Indian cooking.

Module 3 Food Commodities

Classification of milk and milk products including cheese, Production, Classification, and International cheese. Raising agents, setting agents, leavening agents, flavours, colouring agents, modifiers, brighteners and emulsifiers.

Module 4. Meat Cuts

Meat cookery-- Cuts of beef, pork, lamb, chicken, SPS, methods of cooking for each cut. Ham, bacon, sausages, common types of ham, preparation, selection, storage points. Pressed meats, Smoked Meats.

Module 5. Food service system

Cook chill systems-- Purpose of chilling food, cook chill process, finishing kitchens, distribution of cook chill and types of containers to preserve food.

Cook freeze system--Preparation of food for freezing, storage of frozen food, transport of frozen food, reheating of frozen or cooked food. Advantages of cook freeze over cook chill.

Module 6. Quantity food production

Introduction to large scale commercial cooking: contract catering, Industrial catering, Institutional catering, Airline and Cruise liner meal planning.

Layout of a large quantity kitchen, production, workflow.

Module 7. Cake making

Role of ingredients used- cake chemistry, Methods- sugar batter, flour batter, blending, boiled, sugar water and all in one process. Formula balance in cake- batter type, foam type and pound. Cake faults and remedies. Icing- types.

Text Books:

1. Food Production Operation: Parvinder S. Bali, Oxfordpublication
2. Theory of Catering: K. Arora, Frank Brothers
3. Modern Cookery for Teaching & Trade: Vol-I: Thangam E. Philip, Orientlongman
4. Theory of Catering: Victor Cesrani& Ronald Kinton,ELBS
5. Food Science and Nutrition: SunetraRoday, Oxfordpublication
6. Theory of Bakery and Confectionary: Yogambal,Ashok

Reference Books:

1. Herring's Dictionary of classical & modern cookery, Walter Bickel
2. Chef manual of Kitchen Management, John Fuller
3. The Professional Chef (4th edition), Le Rol A. Polson
4. The Book of Ingredients, Jane Grigson
5. The Indian Food, K. T. Acharya, Oxford
6. Practical Cookery: Victor Cesrani & Ronald Kinton, ELBS

COURSE INFORMATION SHEET

Course code:HM3023

Course title: FOOD AND BEVERAGE SERVICE - III

Pre-requisite(s) (If Any):

Credits:	L	T	P	C
	3	0	0	3

Class schedule per week: 3 lectures

Course Outcomes : After completion of the course, the learners will be able to:

1. Explain the production process, types, service and storage procedure of beer, cider, perry, sake and various types of wine.
2. Apply basic beverage knowledge.
3. Demonstrate knowledge of the menu, beverage items and other services offered by the hotel for room service.
4. Elucidate the concept and service procedure of afternoon tea and high tea.
5. Explain the production process, types, service and storage procedure of cheese.

Syllabus:

MODULE – I

Alcoholic Beverage

Introduction & definition, Classification.

MODULE – II

Beer

Introduction & definition, Types of beer, Production of each type, Storage, Service of Bottled, canned & draught beer.

MODULE – III

Other Fermented & Brewed Beverages

Sake, Cider, Perry, Alcohol free wines.

MODULE – IV

Wines

Introduction & definition, Classification, Table/still/natural, Fortified, Sparkling, Aromatized wine. Definition, Production, Classification and Brand names of each category - White, Red and Rose, Sparkling wine/Champagne, Port wine, Sherry, Madeira, Marsala, Aromatized wine. Wine producing countries of the world including India (New World) Principal wine regions of France, Germany, Italy, Spain. Food & wine harmony, Storage of wine, Service of Wine.

MODULE –V

Room Service:

Introduction, General principles and pitfalls to be avoided, Cycle of service, Scheduling and staffing, Room service Menu planning, Form & Formats, Order taking, thumb rules, suggestive selling, breakfast card, Time management, Lead time from order taking to clearance.

MODULE – VI

Afternoon, High Teas & Table Cheeses:

Introduction of afternoon tea & high tea, Menu, Cover & Service of afternoon tea & high tea. Introduction of cheese, Types, Production, Brands & Service, Storage of cheese.

MODULE – VII

Food & Beverage Terminology Related to the Inputs of the 3rd Semester.

Text Book :

1. Food and Beverage Service, R. Singaravelavan, Publisher: Oxford University Press.
2. United Colours of Alcohol, Jana & Srivastava, TRIDENT.

Reference Books:

1. Food & Beverage Service - Lillicrap & Cousins, ELBS
2. The Beverage Manager's Guide to Wines, Beers and Spirits, Albert W.A. Schmid & John Peter Laloganes, Pearson.
3. Food & Beverage Service: A Training Manual, Sudhir Andrews, McGraw Hill Education.
4. Food & Beverage: F&B Simplified, Vara Prasad & R. Gopi Krishna, Pearson.

COURSE INFORMATION SHEET

Course code: HM 3202

Course title: Food Production- III

Pre-requisite(s) (If Any):

Credits:	L	T	P	C
	0	0	3	2

Class schedule per week: 1 Lab per week (3 Lecture Hr.)

Course Outcomes : After completion of the course, the learners will be able to:

1. Demonstrate the Indian gravies and masalas.
2. Create Indian regional menu.
3. Prepare bakery products like short pastry, choux pastry, flaky and puff pastry.
4. Prepare elaborate Indian menu for large quantity.

Syllabus

Lab I

Preparation of gravies and commonly used Indian masalas.

Short crust pastry and their products- tarts, pie etc.

Lab II

North Indian regional cuisines with proper accompaniments like chutney, Indian breads rice preparations.

Choux pastry and its products-eclairs, profit rolls etc.

Lab III

East Indian regional cuisines with proper accompaniments like chutney, Indian bread preparation.

Flaky pastry product patties, palmiers.

Lab IV

West Indian regional cuisines with proper accompaniments like chutney, Indian bread, and rice preparation.

Puff pastry product –vol au vent, cream horns.

Lab V

South Indian regional cuisines with their proper accompaniment like chutney, Indian bread rice preparations etc.

Lab VII

Preparation of elaborate Indian menu for 40 portions.

Cookies –assorted.

Text Book :

1. Theory of bakery and confectionary.

Reference Books:

1. Prashad, Cooking with Masters: J. Inder SinghKalra
2. A Taste of India: MadhurJaffery
3. Dastarkhwan-e-Awadh: Sangeeta Bhatnagar & R.K.Saxena
4. Food Production Operation :Parvinder S.Bali.

COURSE INFORMATION SHEET

Course code: HM 3204

Course title: FOOD AND BEVERAGE PRACTICAL - III

Pre-requisite(s) (If Any):

Credits:	L	T	P	C
	0	0	3	2

Class schedule per week: 1 Lab per week (3 Lecture Hr.)

Course Outcomes : After completion of the course, the learners will be able to:

1. Demonstrate ability in taking order for beverages.
2. Demonstrate practical ability in the service of a range of fermented beverages.
3. Demonstrate practical ability to set up a table in a professional manner for table d'hôte menu.
4. Demonstrate the service skills necessary in order to undertake room service well.
5. Demonstrate the ability to serve afternoon tea, high tea and cheese.

Syllabus:

Lab I

Taking an Order for Beverages.

Lab II

Opening technique of wine bottle Still wine, Sparkling wine, Aromatized & fortified wine

Lab III

Service of Wine White wine, Red wine, Rose wine, Sparkling wine, Fortified wine, Aromatized wine.

Lab IV

Service of beer Bottled beer, Canned beer, Draught beer.

Lab V

Set up a table with Prepared Menu with wines.

Lab VI

Room Service Tray & Trolley Lay-Up and service.

Room Service Amenities Set-up in Rooms.

Functional & Floor Layouts for room service.

Lab VII

Service of Afternoon, High teas & Service of cheese.

Text Book :

1. Food and Beverage Service, R. Singaravelavan, Publisher: Oxford University Press.
2. United Colours of Alcohol, Jana & Srivastava, TRIDENT.

Reference Books:

1. The Beverage Manager's Guide to Wines, Beers and Spirits, Albert W.A. Schmid & John Peter Laloganes, Pearson.
2. Food & Beverage Service: A Training Manual, Sudhir Andrews, McGraw Hill Education.
3. Food & Beverage: F&B Simplified, Vara Prasad & R. Gopi Krishna, Pearson.

COURSE INFORMATION SHEET

Course code: HM 3027

Course title: FRONT OFFICE OPERATION - I

Pre-requisite(s) (If Any):

Credits:	L	T	P	C
	3	0	0	3

Class schedule per week: 3 lectures

Course Outcomes : After completion of the course, the learners will be able to:

1. Identify different categories of Hotel and their rooms.
2. Classify Front Office Department and explain the functions of front office department in a hotel.
3. Design tariff card and meal plans for different categories of guests in a hotel.
4. Explain different types of passport and Visa.
5. Illustrate different types of communication required in hotel industry.

Syllabus:

MODULE – I

History and development of Hotel Industry, Types of hotels, Defining the term hotel, Classifying hotels, levels of service.

MODULE – II

Front office operations, Organization chart of small, medium and large hotel, staffing, scheduling, work shifts, job specifications & job descriptions of Front office personnel.

MODULE – III

The guest cycle, Front office systems, Front office forms, the front desk, Front office equipment's, Telecommunication, Property management systems.

MODULE – IV

Need for hotel product brochures, tariff cards, Types of guest rooms and suites, Types of room rates, basis for charging room rates.

MODULE – V

Meal plans - Types, needs and use of such plans, Types of guests - FIT, Business travelers, GIT, Special Interest Tours, domestic, foreign.

MODULE – VI

Passport- meaning and definition, Visa – meaning, Types of Visa – Tourist Visa, Business Visa, Employment Visa, conference Visa, student visa, sports visa etc. Permits

MODULE – VII

Communication, verbal communication, nonverbal communication, written communication, telecommunication, general office practice, additional tasks, legal requirement.

Text Book :

1. Managing front office operations by Kasavana & Brooks, AHLA
2. Front Office Management by Sushil Kumar Bhatnagar, Fran Bros. & Co.

Reference Books:

1. Front office operations by Colin Dix & Chirs Baird
2. Hotel Front office management by James Bardi, VNR
3. Front office training manual by Sudhir Andrews, Tata McGraw Hill.
4. A Manual of Hotel Reception, J.R.S. Beavis & S. Medlik, Heinemann

COURSE INFORMATION SHEET

Course code: HM 3208

Course title: FRONT OFFICE PRACTICAL - I

Pre-requisite(s) (If Any):

Credits:	L	T	P	C
	0	0	3	2

Class schedule per week: 1 Lab per week (3 Lecture Hr.)

Course Outcomes : After completion of the course, the learners will be able to:

1. Apply the communication skill in business communication, presentation, and public speaking.
2. Illustrate telecommunication skill & handle different telephonic situation in hotel industry.
3. Design various forms and formats used in front office department of a hotel and explain countries, capital, airline and flags.
4. Identify equipment, work structure and stationery used in hotels.
5. Explain the basic manners and grooming required in hotel industry.

Syllabus:

Lab I

Communication skills - verbal, nonverbal.

Lab II

Presentation and public speaking.

Lab III

Telecommunication skills telephonic situation handling

Lab IV

Preparation and study of countries, capitals, currencies, airlines and flags chart

Lab V

Forms and formats related to 3rd semester

Lab VI

Identification of equipment, work structure and stationery

Lab VII

Basic manners and grooming standards required for Front Office operation

Text Book :

1. Front office Training Manual by Sudhir Andrews, Tata McGraw Hill.
2. A Manual of Hotel Reception, J.R.S. Beavis & S. Medlik, Heinemann

Reference Books:

1. Front office operations by Colin Dix & Chirs Baird
2. Hotel Front office management by James Bardi, VNR
3. Managing front office operations by Kasavana & Brooks, AHLA
4. Front Office Management by Sushil Kumar Bhatnagar, Fran Bros. & Co.

COURSE INFORMATION SHEET

Course code: HM 3025

Course title: Accommodation Operation - II

Pre-requisite(s) (If Any):

Credits:	L	T	P	C
	3	0	0	3

Class schedule per week: 3 lectures

Course Outcomes : After completion of the course, the learners will be able to:

1. Explain aspects of the cleaning of various surfaces and hotel areas.
2. Apply guidelines and the function of budgeting meant for supervisors and managers.
3. Illustrate safety and security practices in hotel premise.
4. Manage pest and waste effectively.

Syllabus:

MODULE – I

Cleaning Of Guest Rooms: Daily cleaning of (Occupied/Departure/Vacant/Under repair/VIP rooms, Weekly cleaning/spring cleaning, Evening service, Systems & procedures involved, Forms and Formats, Guest room cleaning - Replenishment of Guest supplies and amenities

MODULE – II

Housekeeping Supervision: Importance of inspection, Check-list for inspection, typical areas usually neglected where special attention is required, Self-supervision techniques for cleaning staff, Degree of discretion / delegation to cleaning staff

MODULE – III

Cleaning Of Public Areas: Cleaning process, Cleaning and upkeep of Public areas, Lobby, Cloak rooms/Restaurant/bar/banquet Halls/Administration offices/Lifts, Elevators/Staircase/back areas/Front areas/Corridor)

MODULE – IV

Safety Awareness and Security: Concept and Importance, Safety: Accidents, Fires (Cause, Procedure, Accident report form), Security: Security of Guest/Staff/Public areas/Rooms/Back office areas, First Aid: Concept and Emergency Procedures (Heart Attack, Fits, Burns, Fainting, Fractures, Scalds, Artificial respiration)

MODULE – V

Safeguarding Assets: Concerns for safety and security in Housekeeping operations, Concept of Safeguarding assets, Theft: Employee, guest, external persons, Security in Hotel guest rooms

MODULE – VI

Pest Control And Waste Disposal: Types of pests, common pests and their control, Integrated Pest Management Waste disposal

MODULE – VII

Budgeting For Housekeeping Expenses: Types of budgets, Housekeeping expenses, Budget planning process, Income statement of the rooms division, Controlling expenses, Inventory control and stock taking, Purchasing

Text Books:

1. Hotel Housekeeping by Raghubalan & Raghubalan, Oxford University

Press. Reference Books:

1. Hotel Housekeeping by Singh, Mc Graw Hill.
2. Hotel Housekeeping by Kausal & Gautam, Frank Brothers.
3. Housekeeping Training Manual by Andrews, Tata McGraw Hill.

COURSE INFORMATION SHEET

Course code: HM 3206

Course title: ACCOMMODATION OPERATION PRACTICAL - II

Pre-requisite(s) (If Any):

Credits:	L	T	P	C
	0	0	2	1.5

Class schedule per week: 1 Lab per week (3 Lecture Hr.)

Course Outcomes : After completion of the course, the learners will be able to:

1. Explain the use and importance of room attendant trolley on housekeeping operations.
2. Illustrate and outline the procedure for the turn down service.
3. Manage and organize cleaning task for guest rooms and public areas of the hotel.
4. Explain the use and importance of checklist in cleaning.
5. Manage guest complaints related to room cleaning and maintenance.

Syllabus:

Lab 1

Room Attendant Trolley

Lab 2

Bed Making

Lab 3

Turn down service

Lab 4

Cleaning of departure room

Lab 5

Cleaning of Occupied room

Lab 6

Cleaning of vacant room

Lab 7

Cleaning of public areas- functional, leisure areas

Lab 8

Inspection of guest rooms & public areas with the help of checklist

Lab 9

Handling guest complaint related to room cleaning and maintenance

Text Book :

1. Hotel Housekeeping, Sudhir Andrews, Tata McGraw Hill
2. The Professional Housekeeper, Tucker Schneider, VNR
3. Professional Management of Housekeeping Operations, Martin Jones, Wiley
4. Hotel Housekeeping, G. Raghubalan & smritee Raghubalan

Reference Books:

- 1 House Keeping Management for Hotels, Rosemary Hurst, Heinemann
- 2 Hotel, Hostel & Hospital House Keeping, Joan C. Branson & Margaret Lennox, ELBS
- 3 Accommodation & Cleaning Services, Vol I & II, David Allen, Hutchinson

(Fourth Semester)

MSH 1143 FRENCH -I (BREADTH SUBJECT)

AIMS AND OBJECTIVES

1. Developing the following language skills:

LISTENING:

To enable the learners to listen and understand the spoken French language which uses the elementary spoken structures.

SPEAKING: To enable the learners to speak and engage in simple dialogues in French

READING SKILLS AND TEXTUAL COMPREHENSION: To enable the learners to read and understand the elementary texts in French.

WRITING: To enable the learners to write simple sentences and short paragraphs in French.

2. To enable the learners to manipulate the simple grammatical structures of the language and the most essential vocabulary.

3. To expose the learners to the culture of France / Francophone countries.

Theory:

Functional Grammar

- Nouns and Articles: gender and number
- Pronouns
- Verbs

- Present, past, and future
- Adjectives and Adverbs
- Interrogation & Negation
- Simple essay writing
- Simple conversation

Life and culture of French and Francophone peoples.

Cuisine, Fashion, Cinéma, science and technology, geography etc.

References:

1. Le Nouveau sans Frontières-1, CLE International
2. AlterEgo-1
3. Panorama – 1, CLE international
4. Campus- 1, CLE international
5. Connexions-1, Didier
6. Café Crème -1, Hachette
7. Libre Echange- 1, Didier
8. 450 Exercices de phonétique, CLE International(2010)

HM 4021 FOOD PRODUCTION – IV

Theory:

1. Garde Manger

Definition, Functions, Importance of Garde manger and Butchery, layout, Staff organization, Storage points, SPS of meat products, Yields test calculations and portioning.

2. Accompaniments and garnishes

For all French classical menus, Classical vegetable accompaniments, classical potato preparation, Accompaniments for popular international dishes Classical garnishes: (Indian, Asian and western foods) General principles, modern and special innovative garnishes.

3. Salads

Classification of salads, types, dressings, examples, Parts of a salad, principles, and vegetable based, meat based, pasta based, seafood, pulses, cereals etc.

4. Basic pastes

Choux paste, short crust paste, puff paste, flaky paste, hot water paste, Danish paste, filo paste. Cookies- batter type, foam type, rolled type

5. Sandwiches, rolls, burgers, pizzas, hotdogs

Types, preparations, selection of spreads, fillings, classical sandwiches, smorgasbord, canapés, presentation styles and appropriate garnishes and accompaniments

6. Convenience food and Fast foods, RechauffeCokkery

Characteristics, types - Indian and western, Menu examples, equipment used, differences, Role of convenience foods in fast food operations, advantages and disadvantages of convenience food, labor & cost saving aspect

7. Popular International cuisine

Features, Regional classification, Ingredients, methods of cooking, courses of the menu:-

Mexican, Chinese, Spanish and Thai.

HM 4202 FOOD PRODUCTION PRACTICAL – IV

Practical:

- Preparation of Salads, centerpiece, cold cuts and sandwiches
- Working knowledge of butchery- cuts of beef, fish, poultry, game etc.
- To be skilled in Chinese, Thai, Spanish and Mexican cuisine in all aspects of the cuisine from menu planning to preparation of dishes

Regional aspects

Ingredients used

Courses of menu

Methods of cooking

Meal plans Recipes

Menus

Presentation

Bakery:

- Cold sweets- caramel custard, mousse, soufflé, bavaroise, diplomat pudding, tiramisu etc Hot sweets- bread and butter pudding, hot chocolate pudding, steamed pudding etc
- Chocolate preparation, fancy cakes, savory items, quiches, tarts etc
- Pancakes, waffle, ice cream, sorbet

References:

1. Practical Cookery: Victor Cesrani& Ronald Kinton
2. Theory of Catering: Victor Cesrani& Ronald Kinton

3. Food Production Operation: Parvinder S.Bali
4. Theory of Catering: K.Arora
5. Modern Cookery for Teaching & Trade: Vol-I: Thangam E.Philip
6. Larousse Gastronomique- Cookery Encyclopedia, PaulHamlyn
7. The Complete Guide to the Art of Modern Cookery:Esscofier

HM 4023 FOOD AND BEVERAGE SERVICE – IV

Theory:

1. Spirits:

Introduction & definition, Production of spirit, Pot still method, Patent still method, Proof-Different scales, Production, classification, brand names & service of:
Whisky, Rum, Gin, Vodka, Brandy, Tequila, Other spirits (Arrack, Fenny)

2. Aperitifs:

Introduction & definition, Types & Service

3. Liqueurs & RTD:

Definition & history, Production method, Classification, Service of liqueur
RTD: Bacardi Breezer, VK Vodka, Smirnoff Ice etc.

4. Cocktails:

Definition & history, Classification, Cocktail bar equipments, Component of cocktail, Methods of making cocktail, Preparation & service & Mock tail

5. Tobacco:

History, Production

Processing for cigarettes & cigars, Cigarettes – Types & Brand names, Cigars – Shapes, Sizes, Colours & Brand names, Care & Storage of Cigarettes &Cigars

6. Bar:

Introduction, bar stocks maintenance, Types, Layout, Equipments Used, Control Methods & Licenses, Staffing, job description, job specification, Bar Planning and Designing & Bar Menus, costing, corkage.

7. Gueridon Service:

History and definition, Advantages and disadvantages, Types of trolleys, Gueridon equipments and ingredients, Ingredients Used, Common preparations, Flambé dishes, Carving, Salad making etc., Trolley service - Beverages, Starters, High tea, Desserts etc.

HM 4204 FOOD AND BEVERAGE PRACTICAL - IV

Practical:

- Service of Whisky, Rum, Gin, Vodka, Brandy, Tequila
- Service of aperitifs
- Service of popular liqueur
- Bar Set-up and operations
- Cocktail/ Mocktail Preparation, presentation and service.
- Gueridon service – Basic preparation, classical dishes
- Service of Cigar and Cigarette
- Social Skills
- Handling guest complaints, telephone manners, dinning & service etiquettes.

Reference Books:

1. Modern Restaurant Service – John Fuller,
2. Introduction F& B Service - Brown, Heppner & Deegan,
3. Professional Food & Beverage Service Management – Brian Varghese,
4. The World Of Wines, Spirits & Beers -H. Berberoglu,
5. Beverage Book - Andrew, Dunkin & Cousins,
6. Professional Guide to Alcoholic Beverages –Lipinski,
7. Alcoholic Beverages - Lipinski & Lipinski,
8. Food Service Operations - Peter Jones & Cassel,
9. New York Bartenders Guide- BD&L,
10. Mr. Boston's Bartender & Party Guide -Warner,

HM 4025 ACCOMMODATION OPERATION – III

Theory:

1. Linen Room

Layout, Types of Linen, sizes and Linen exchange procedure, Selection of linen Storage Facilities and conditions, Par stock: Factors affecting par stock, calculation of par stock, Discard Management, Linen Inventory system, Function of Tailor room

2. Uniforms

Selection and Design of Uniform, Establishing par stock of uniform, Issuing and exchanging of uniform, Advantages of providing uniform

3. Laundry

In-house Laundry v/s contract Laundry : merits & demerits, Layout, Laundry Flow process, Equipment (Washing machine, Hydro extractor, Tumbler, Calendar/ Flat

4. Stain Removal

Types of stain , work, Iron, Hot, head/Steam press, Cooler press, Pressing tables), Laundry detergents, Care of fabrics of different types, typical fabrics used in hotels, Handling guest laundry, Stain removal process

5. Contract Cleaning

General, Complete program, Special, Periodic, Pricing a contract

6. Textiles

Classification and identification of textile fibres ,Characteristics of textile fibres ,Yarn, Fabric construction, Blends and union, Use of textiles in hotel

7. SewingRoom

Activities in the sewing room, Job specification of a seamstress/tailor, Sewing area and equipment, Basic hand stitches, Fasteners

HM 4206 ACCOMMODATION OPERATION PRACTICAL – III

Practical:

- Laundry equipment handling
- Laundry operations
- Handling different types of fabrics in manual & mechanical laundry
- Special decorations
- Stain Removal
- Guest complaint handling related to laundry handling

References:

1. Hotel Housekeeping, Sudhir Andrews, Tata McGraw Hill
2. The Professional Housekeeper, Tucker Schneider, VNR
3. Professional Management of Housekeeping Operations, Martin Jones, Wiley
4. House Keeping Management for Hotels, Rosemary Hurst, Heinemann
5. Hotel, Hostel & Hospital House Keeping, Joan C. Branson & Margaret Lennox, ELBS
6. Accommodation & Cleaning Services, Vol I & II, David Allen, Hutchinson
7. Managing House Keeping Operation, Margaret Kappa & Aleta Nitschke
8. First Aid, St. John Ambulance Association, New Delhi
9. Hotel Housekeeping, G. Raghubalan & smritee Raghubalan

HM 4027 FRONT OFFICE OPERATION - II

Theory:

1. Lobby and Bell Desk Operation

Role of lobby managers, Role of guest relation executive, Function of bell desk, Layout and equipment used, Function of Hospitality desk / Concierge desk, Handling VIPs, Staff Organization, Duty rota and Work schedule, Luggage handling procedure, Bell desk forms and formats, Car valet operations.

2. Reservations

Reservation methods, Types of Reservation, Reservation inquiring, Group reservation, The Reservations record, Reservation confirmation, Reservation maintenance Reservation reports, Reservation considerations.

3. Selling Techniques

Reception as a sales department, purpose of selling, the hotel product, selling methods.

4. Registration

Pre-registration activities, Registration activity, the registration record

Room and rate assignment – Check in Process for - FITs, Groups, Crew, Indian & Foreign national, Documents required for foreign national, Method of payment, Issuing the room key, Fulfilling special requests, Creative options, Change of room, Over- booking cases.

5. Front Office Responsibilities

Guest services, Guest relations, Dealing with emergencies: medical, death, theft, robbery, fire, bomb threats etc.

6. Front Office Computer Operation

Basics of computer, Application of property management system, Reservations, Registration, Cashiering, Night audit.

7. Front Office Security Functions

Role of Front Office in Hotel Security, Check in: use of metal detectors, validations, scanty baggage handling, Keys control: ELS (Electronic Cards), Handling Grand Master

/ Master key, lost & found & damaged keys, use of key cards, Guest & staff movement & access control, Protection of funds, safe deposit boxes.

HM 4208 Front Office Practical – II

Practical:

- Identification of lobby layout and all equipment
- How to handle inquiries, suggestive selling
- How to convert inquiries to valid reservations
- Preparing and filling up reservation forms
- Role play of accepting reservations, walking a guest and complaint handling for bumped reservations
- Reservation handling by computers. Actual computer lab work with the PMS
- Preparing and filling up registration card
- Role play for different check ins as Walk in, Corporate, VIP, CIP and Groups
- Role play on guest complaint handling, critical and dangerous situation handling
- How to handle query in French at – Reception desk & Restaurant.

References:

1. Front office operations by Colin Dix & Chirs Baird
2. Hotel front office management by James Bardi
3. Managing front office operations by Kasavana & Brooks
4. Front office training manual by Sudhir Andrews

(Fifth Semester)

COURSE INFORMATION SHEET

Course code: HM 5021

Course title: FOOD PRODUCTION – V

Pre-requisite(s):

Credits:	L	T	P	C
	3	0	0	3

Class schedule per week: 3 lectures

Course Outcome:-

After completion of the course learners will be able to:-

(Limit the course outcome to 4-5 only, It should begin with words like explain ,classify, create, design, interpret, Identify, conceptualize, apply illustrate, develop, manage etc.)

- Develop idea about classical French, Italian, and Japanese cuisine. menus,
- Demonstrate understanding of cold cuts ,charcutiere and think critically about their uses.
- Interpret kitchen management in food production.
- Illustrate the types of chocolate, its production and sugarcraft
- Explain banquet menu and buffet preparation.

Syllabus:

Module 1 Classical French cuisine

Origin and development of cuisine, ingredients, cooking methods, recipes, presentation forms, French term for food items, French specialties, Regional classification.

Module 2. Cold cuts

Farcis, terrines, pates, galantines, ballotines, mousses, quenelles -types, preparation, menu examples, Cold sauces, dips, chaudfroid, aspics, methods of preparations, examples, charcutiere, sausages,types,preparation,popularsausages,SPS,cookingmethods,casings,storage,problems.

Module 3 Italian Cuisine

Originanddevelopmentofcuisine,ingredients,cookingmethods,recipesandpresentationforms, Italian terms for food items, regional classification

Module 4. Japanese cuisine

Origin and development of cuisine, ingredients, cooking methods, recipes and presentation forms, Japanese terms for food items, regional classification.

Module 5. Kitchen Management

Workflow, layout, stewarding, staffing, stores management, indenting, production planning, New product development, use technologies in food production.

Module 6 Banquet menus

Planning, indenting, costing, forecasting, recipes, pre - preparation and cooking techniques, themes, Buffet preparation.

Module 7 Bakery desserts and decorations

Chocolate-Production, chocolate confectionary, chocolate decorations, tempering
Cold sweets and hot sweets- mousse, mousseline, soufflé, Sugar craft- fondent, marzipan, gum paste.

Text Books:

1. Food Production Operation: Parvinder S.Bali
2. Modern Cookery for Teaching & Trade: Vol-I: Thangam E. Philip, OrientLongman
3. Larousse Gastronomique- Cookery Encyclopedia, PaulHamlyn
4. The Complete Guide to the Art of Modern Cookery:Esscofier
5. Theory Of Cookery: KrisnaArora
6. Practical Cookery: Victor Cesrani& Ronald Kinton,ELBS
7. Theory of Catering: Victor Cesrani& Ronald Kinton,ELBS

Reference Books:

1. International Cuisine &Food Production Management: Parvider S.Bali
2. TheoryOf Bakery And Confectioery : YagambalAshokumar

COURSE INFORMATION SHEET

Course code: HM 5202

Course title: FOOD PRODUCTION PRACTICAL - V

Pre-requisite(s) (If Any):

Credits:	L	T	P	C
	0	0	3	2

Class schedule per week: 1 Lab per week (3 Lecture Hr.)

Course Outcomes : After completion of the course, the learners will be able to:

1. Prepare basic French, Italian, & Japanese cuisine.
2. Illustrate the different types of cold cuts.
3. Create various forms of ice & vegetable carving.
4. Design kitchen layout and planning.

Syllabus:

Lab I

To be skilled in French cuisine and to be confident in all aspects of the cuisine from menu planning to preparation of dishes.

Lab II

To be skilled in Italian cuisine and to be confident in all aspects of the cuisine from menu planning to preparation of dishes.

Lab III

To be skilled in Japanese cuisine and to be confident in all aspects of the cuisine from menu planning to preparation of dishes.

Lab IV

Cold cuts – choudfroid, quenelles. galantine, ballotines

Lab V

Basics of ice carving, vegetable carving.

Lab VI

Kitchen planning and layout

Lab VII

Cold cuts- pate, Terrines

Text Book :

1. International Cuisines & Food Production Management: Parvinder S Bali

Reference Books:

1. Practical Cookery: Victor Cesrani & Ronald Kinton
2. Theory of Catering: Victor Cesrani & Ronald Kinton
3. Food Production Operation: Parvinder S. Bali
4. Theory of Catering: K. Arora
5. Modern Cookery for Teaching & Trade: Vol-I: Thangam E. Philip
6. Larousse Gastronomique- Cookery Encyclopedia, Paul Hamlyn
7. The Complete Guide to the Art of Modern Cookery: Escoffier

COURSE INFORMATION SHEET

Course code: HM5023

Course title: FOOD AND BEVERAGE SERVICE-V

Pre-requisite(s) (If Any):

Credits:	L	T	P	C
	3	0	0	3

Class schedule per week: 3 lectures

Course Outcomes : After completion of the course, the learners will be able to:

1. Design and analyze menu for food service establishments.
2. Develop business plan for restaurant.
3. Explain the concept and operation procedure of function catering.
4. Discuss the concept of food and beverage controls as an integral part of a hospitality operation.
5. Apply the principles and concepts of control system to typical decisions in food and beverage establishments.

Syllabus:

MODULE – I

Menu Management: Introduction, Types of Menu, Menu Planning Considerations & Constraints, Menu Costing and Pricing, Menu Merchandising, Menu Engineering, Menu Fatigue, Menu as a In-House Marketing Tool.

MODULE – II

Restaurant Planning: Physical lay-out of functional & ancillary areas, Objectives of a good lay-out, Steps in planning, Factors to be considered while planning, calculating space requirement, Various set-up for sitting, Planning staff requirement, Menu planning, Selection of equipment, lighting, fixtures, crockery, cutlery etc.

MODULE – III

Function Catering: Introduction, Types – Formal and Informal, Organization of banquet dept., Duties and responsibilities, Sales and booking procedure, Banquet menu, Space requirement and sitting plan, Mise-en place, Service

MODULE – IV

Buffet: Introduction, Types of buffet (display, sit down, fork, finger, cold and breakfast buffet), Factors to plan buffet, Area requirement, Planning and organization, Menu planning and sequence of food, Equipment, supplies and checklist.

MODULE – V

F&B Control Overview: Introduction, Objectives of F&B Control, Problems in F&B Control, Methodology of F&B Control, Personnel Management in F&B Control.

MODULE – VI

Cost & Sales Concepts: Definition of Cost, Elements of Cost, Classification of Cost, Sales defined, Ways of expressing sales concepts, Cost/Volume/Profit Relationships (Break-even analysis).

MODULE – VII

Food & Beverage Control: Food Purchasing Control, Food Receiving Control, Food Storing and Issuing Control, Food Production Control, Food Cost Control, Food Sales Control, Standard Yield, Standard Portion Sizes, Standard Recipes. Beverage Purchasing Control, Beverage Receiving

Control, Beverage Storing and Issuing Control, Beverage Production Control, Beverage Cost Control, Beverage Sales Control.

Text Book:

1. Food and Beverage Service, R. Singaravelavan, Publisher: Oxford University Press
2. Food & Beverage Management- Sudhir Andrews, McGraw Hill Education
3. Food & Beverage Service - Lillicrap & Cousins, ELBS

Reference Books:

1. Menu Engineering: A Practical Guide to Menu Analysis, Michael L. Kasavana, Donald I. Smith, Hospitality Pub
2. Management by Menu, Lendal H. Kotschevar, Diane Withrow, Wiley Publication
3. Restaurant Planning Guide, Peter Rainsford, David H. Bangs, Kaplan Publishing
4. Restaurant Planning, Design, and Construction: A Survival Manual for Owners, Operators, and Developers, Jeff B. Katz, John Wiley & Sons
5. Food & Beverage Management, Davis B, Lockwood A, Stone S, Butterworth-Heinemann (Elsevier)

COURSE INFORMATION SHEET

Course code: HM 5204

Course title: FOOD AND BEVERAGE PRACTICAL - V

Pre-requisite(s) (If Any):

Credits:	L	T	P	C
	0	0	3	2

Class schedule per week: 1 Lab per week (3 Lecture Hr.)

Course Outcomes : After completion of the course, the learners will be able to:

1. Demonstrate ability in setting different restaurant layouts.
2. Demonstrate practical ability in the layout of buffet and banquet booking.
3. Demonstrate practical ability to do banquet service and filling banquet form.
4. Demonstrate the service skills necessary to undertake cocktail party and theme parties.

Syllabus:

Lab I

Restaurant Set-ups of different types

Lab II

Buffet Layup, theme Buffets set up

Lab III

Taking Banquet Booking

Lab IV

Filling - Banquet F.F.

Lab V

Formal Banquet Service

Lab VI

Indian themes and food festivals

Lab VII

Cocktail parties

Text Book :

1. Food & Beverage Service Training Manual - Sudhir Andrews,
2. Food & Beverage Service - Lillicrap & Cousins,
3. Modern Restaurant Service - John Fuller,

Reference Books:

1. Professional Food & Beverage Service Management - Brian Varghese,
2. Food Service Operations - Peter Jones & Cassel

COURSE INFORMATION SHEET

Course code: HM 5027

Course title: FRONT OFFICE OPERATION -III

Pre-requisite(s) (If Any):

Credits:	L	T	P	C
	3	0	0	3

Class schedule per week: 3 lectures

Course Outcomes : After completion of the course, the learners will be able to:

1. Identify functions and procedures related to check-out and settlement process.
2. Explain the process of creating and maintaining front office accounts.
3. Identify the functions of the front office audit and the duties of front office auditor.
4. Illustrate the management process in terms of functions front office managers perform to achieve organizational objective.
5. Explain the application of yield management in the hotel industry.

Syllabus:

Module 1. Front Office cash / Checkout and Settlement

Role of the Front desk cashier, Importance of front office cash, Duties and responsibilities of front desk cashier, Check out Process -Checkout and account settlement – cash, credit card, personal checks, Direct billing, credit etc., Checkout options, Unpaid account balances.

Module 2. Front Office Accounting

Accounting fundamentals, Hotel credit management (including credit cards), Foreign currency awareness and handling procedures, The guest folio, Tracking transactions account allowance, Internal control - Transcript, cash sheet, cash banks. Front office record – Guest History.

Module 3. The Night Audit

Function of night audit, Operating model non-automated. Semi-automated, The night audit process, Verifying the night audit.

Module 4. Guest complaint handling / Problem solving

Process, thumb rules, Common complaints / problems / situations handling, Role of emotions in situation handling.

Module 5. Credit Control

Meaning, objective, hotel credit policy regarding guaranteed bookings/corporate accountholders/ Credit card users, Control measures at the time of: reservation, check-in, during stay, checkout, after departure, Prevention of Skippers: on arrival/during stay/on departure day.

Module 6. Planning and Evaluating Operations

Evaluating Front office Operations – Daily operation report, occupancy ratios, room revenue analysis, Hotel income statement, room division income statement, rooms division budget report, Operating ratio, Ratio Standard.

Module 7. Yield Management

Concept of Yield Management, Capacity Management, Discount allocation, Duration control, measuring a yield, using yield management – potential high and low demand tactics. Yield management computer software system.

Text Book:

1. Managing front office operations by Kasavana & Brooks, AHLA
2. Front Office Management by Sushil Kumar Bhatnagar, Fran Bros. &Co.
3. Hotel Front office operation and management by Jatashanker R.Tewari
4. Professional Front office Management by Robert H.Woods,David KHayes.

Reference Books:

1. Front office operations by Colin Dix & Chirs Baird
2. Hotel Front office management by James Bardi, VNR
3. Front office training manual by Sudhir Andrews, Tata McGraw Hill.
4. A Manual of Hotel Reception, J.R.S. Beavis & S. Medlik, Heinemann

COURSE INFORMATION SHEET

Course code: HM 5208

Course title: FRONT OFFICE PRACTICAL - III

Pre-requisite(s) (If Any):

Credits:	L	T	P	C
	0	0	3	2

Class schedule per week: 1 Lab per week (3 Lecture Hr.)

Course Outcomes : After completion of the course, the learners will be able to:

1. Illustrate role play of staffs handling lobby area.
2. Create semi-automated and automated guest folio.
3. Explain the method for calculating occupancy percentages.
4. Design various forms and formats used in front office department of a hotel.
5. Demonstrate actual lab session on IDS-PMS.

Syllabus:

Lab 1

Role-play of Lobby Manager, Guest Relation Executive, Concierge, Bell Captain and Bellboys.

Real Life Situations to be enacted

Lab 2

Preparation of guest folio. Filling up, accounting and totaling guest folios - semi automated and Automated

Lab 3

Calculating of occupancy percentages

Lab 4

Making of discount grid

Lab 5

Preparing and filling up of forms and formatted related to 5th semester syllabus

Lab 6

Preparation of transcript and night auditor's sales

Lab 7

Computer application of cashiering, night audit and front office accounting - in details. Actual Computer lab session on IDS - PMS system.

Lab 8

Various French terms used in Front Office.

Text Book :

1. Front office Training Manual by Sudhir Andrews, Tata McGraw Hill.
2. A Manual of Hotel Reception, J.R.S. Beavis & S. Medlik, Heinemann

Reference Books:

1. Front office operations by Colin Dix & Chirs Baird
2. Hotel Front office management by James Bardi, VNR
3. Managing front office operations by Kasavana & Brooks, AHLA
4. Front Office Management by Sushil Kumar Bhatnagar, Fran Bros. & Co.

COURSE INFORMATION SHEET

Course code: HM 5025

Course title: ACCOMMODATION OPERATION-IV

Pre-requisite(s) (If Any):

Credits:	L	T	P	C
	3	0	0	3

Class schedule per week: 3 lectures

Course Outcomes : After completion of the course, the learners will be able to:

1. Explain the concept, principles of flower arrangement and create different types of arrangement.
2. Conceptualize the importance and objective of interior design and apply principles and elements of design in interior designing.
3. Explain the selection of furniture and apply principles of furniture arrangement.
4. Identify the types and characteristics of floor and wall covering along with their care and maintenance.
5. Explain the types and importance of soft furnishings like windows, curtains and blinds.

Syllabus:

MODULE – I

Flower Arrangement

Concept & Importance, Types & Shapes, Principles, Tools, Equipment & Accessories.

MODULE – II

Interior Decoration

Definition, Importance and objectives of Interior Design , Basic types of Design
Principles of Design: Harmony, Rhythm, Balance, Proportion, Emphasis, Elements of Design:
Line, Form, Colour, Texture.

MODULE – III

Colour

Color Wheel, Importance & Characteristics, Classification of colors, Color Schemes.

MODULE – IV

Lighting

Classification, Types & Importance, Applications.

MODULE – V

Furniture Arrangement

Principles, Types of joints, Selection.

MODULE – VI

Floor & Well Covering

Types and Characteristics, Carpets: Selection, types, Characteristics, Care and Maintenance.

MODULE – VII

Soft Furnishing

Windows, Curtains, Blinds.

Text Book :

1. Hotel Housekeeping, G. Raghubalan & Smritee Raghubalan.
2. Hotel Housekeeping, Sudhir Andrews, Tata McGraw Hill.

Reference Books:

1. The Professional Housekeeper, Tucker Schneider, VNR
2. Professional Management of Housekeeping Operations, Martin Jones, Wiley
3. House Keeping Management for Hotels, Rosemary Hurst, Heinemann
4. Managing House Keeping Operation, Margaret Kappa & Aleta Nitschke

COURSE INFORMATION SHEET

Course code: HM 5026

Course title: ACCOMMODATION OPERATION PRACTICAL - IV

Pre-requisite(s) (If Any):

Credits:	L	T	P	C
	0	0	3	2

Class schedule per week: 1 Lab per week (3 Lecture Hr.)

Course Outcomes : After completion of the course, the learners will be able to:

1. Create and design different types of flower arrangement.
2. Identify various mechanics, equipment and tools, bases and container used in flower arrangement.
3. Explain and manage linen inventory.
4. Conceptualize and design guestroom including floor plans with interior decoration.

Syllabus:

Lab I

Flower arrangements.

Lab II

Mechanics, containers, equipment, bases used in flower arrangement.

Lab III

Arrangement based on angle.

Lab IV

Arrangement based on line and mass style

Linen inventory

Lab VIII

Conception and designing of guestroom including making floor plans, wall elevations and templates and finally creating three-dimensional model of a guest room / public area with interior decoration themes

Text Book :

1. Hotel Housekeeping, G. Raghubalan & Smritee Raghubalan
2. Hotel Housekeeping, Sudhir Andrews, Tata McGraw Hill

Reference Books:

1. The Professional Housekeeper, Tucker Schneider, VNR
2. Professional Management of Housekeeping Operations, Martin Jones, Wiley
3. House Keeping Management for Hotels, Rosemary Hurst, Heinemann
4. Hotel, Hostel & Hospital House Keeping, Joan C. Branson & Margaret Lennox
5. Managing House Keeping Operation, Margaret Kappa & Aleta Nitschke

COURSE INFORMATION SHEET

Course code: HM 5216

Course title: Introduction to Management

Pre-requisite(s): Completed higher secondary and enrolled for a professional course

Credits: L T P C
 3 0 0 3

Class schedule per week: 3 lectures

Course Outcomes : After completion of the course, the learners will be able to:

1.	Explain the concept of management, its feature, nature, functions and integrate managerial role and skills.
2.	Synthesize different types of plan and create, design complete planning process.
3.	Deduce scientific recruitment and selection method, compare and deduce best performance appraisal method.
4.	Ascertain suitable strategies for motivation with varied roles and personal attributes and reproduce the best communication style to handle different situations.
5.	Demonstrate the best leadership style as an effective team member and identify best controlling method for effective utilization of all resources.

Syllabus:

MODULE – I

Introduction to Management: Definition, Nature, Objective, Functions of Management, Managerial Skills, Managerial Role.

MODULE – II

Evolution of Management Thought: Classical Theory- Max Weber's Beaucocratic Theory's, Taylor's Scientific Theory, Fayol's Functional Theory's.

MODULE – III

Planning: Definition, Nature, Purpose, Importance, Types of planning, and Types of plan.

MODULE – IV

Organizing: Definition, Basic concepts of organization, Organizing process and its importance, Formal & Informal organization, Tall & Flat structure, Span of control.

MODULE – V

Staffing: Recruitment, Selection, Placement, Training & Development, Performance Appraisal.

MODULE – VI

Directing: Meaning Leadership- Styles and Theories, Motivation, Maslow theory of motivation, Communication process.

MODULE – VII

Controlling: Nature, Purpose, Basic Elements of Control and Process.

Text Books:

1. Elements of Management- Koontz and O'Donnell
2. Management Today- Principles and Practices by Gene Burton & ManabThakur
3. Management by Stoner &Freeman.
4. Principles of Management- L.M. Prasad

Semester – VI

Course Code	Course Title	L	T	P	C
HM6211	Industrial Exposure Training				18

Credit Distribution for VI Semester:-

Total 18 weeks training

Training Report 3 Credit

4 Credit

Project Report

3 Credit

Log Book

4 Credit

Performance Appraisal form by Hotel

4 Credit

Total

18 Credit

HM 6211 INDUSTRIAL EXPOSURE TRAINING

1. "Eighteen Weeks" Training is compulsory as a part of the curriculum in any of the star hotels.
2. Training is not a matter of choice but a matter of one's ability and the frame one fits into. The training and placement cell of the department would provide students an opportunity to learn in a reputed organization. However if one wish to arrange the training on his/her own an application in written may be given to the coordinator training and placement well in advance so that the student next in merit list may be considered for the suitable unit.
3. After the confirmation of training from the hotel to the department, under any circumstance student will not be permitted to go for the change.
4. Students will have to undergo training in all four operational areas during the training. Also, a vocational training can be arranged at the end of seventh semester in the area of their interest.
5. At the end of successful completion of training students would be submitting [(a) - Training Report, b)- Project Report, c)- Log Book and d)- Performance Appraisal Form)] duly signed and complete in all respect.
6. There would be a viva voice and examination conducted by the expert committee. In case if the student is unable to clear it with minimum aggregates of fifty percent or leaves the training in between or does any code of misconduct during training, the training would be considered to be null and void. Thus he/She concerned would have to re do the training after eighth semester and would be able to get his / her pass certificate /degree there after only.
7. Students will be required to give a presentation based on training report &project Report. Also a viva would be conducted on the abovesaid.

(Seventh Semester)

COURSE INFORMATION SHEET

Course code: HM 7213

Course title: HOSPITALITY MARKETING

Pre-requisite(s) (If Any):

Credits:	L	T	P	C
	3	0	0	3

Class schedule per week: 3 lectures

Course Outcomes : After completion of the course, the learners will be able to:

1. Develop the concept of marketing and illustrate the features of hospitality marketing.
2. Classify and interpret the market segmentation in the field of hospitality industry.
3. Conceptualize the importance of marketing mix with the help of hospitality elements.
4. Apply the marketing concept and manage in hotels and other hospitality sectors.

Syllabus:

MODULE – I

Basic of Marketing

The development of concept: - definition of marketing; concept of exchange- needs and wants; Evolution of marketing-production era, sales era and marketing era. Hotel marketing:-Difference between goods and services; Features of Hospitality marketing; Customer expectation from Hospitality services; Value chain linkage in hotel industry. Marketing Mix in services marketing (7 Ps).

MODULE – II

Market Segmentation

Need for segmentation, market segmentation level-segment marketing, individual marketing, niche marketing and local marketing. Selection of segmentation variables- criteria for segmenting consumer market, criteria for segmenting organizational market, Effective segmentation- measurable, sustainable and accessible.

MODULE – III

Product

Hospitality products: - rooms, food and beverage and value-added products like recreation & health, shops, car rental service, gymnasium etc; Travel agency and tour operator's products. New service product development, levels of product. Brand name, quality, safety and packaging.

MODULE – IV

Price

Services pricing policy, Approaches, Methods, Factors influencing pricing policy

MODULE – V

Promotion

Marketing communication mix-Advertising, sales promotion, personal selling- negotiation, publicity, Public relations in hotel industry.

MODULE – VI

Place (Distribution)

Channels of distribution, selection criterion of channel, Channels members like-Agents, brokers, etc. Order processing, transportation and reverse logistics

MODULE – VII

Extended Ps

People: - Role of employees in service delivery; Recruitment, selection and training of employees; Relationship marketing. Physical evidence:-Elements of Physical evidence, Maintenance of physical evidence, role of physical evidence. Process: - Service blueprint, benefits of service blueprint, building a blue print; Process and steps in service delivery, Level of customer involvement.

Text Book:

1. Marketing for Hospitality & Tourism, Philip Kotler, Pearson India Publications
2. Marketing for Hospitality and Tourism Services, Prasanna Kumar, Tata McGraw Hill Publications.

Reference Books:

1. Hospitality Marketing Management, Robert D. Reid, Wiley Publications.
2. Hospitality Marketing, Manjula Chaudhary, Oxford Publications.
3. Tourism Marketing, Devashish Dasgupta, Pearson India Publications.
4. Services Marketing, Govind Apte, Oxford Publications.

COURSE INFORMATION SHEET

Course code: HM 7111

Course title: Research Project Design & Methodology

Pre-requisite(s): Completed higher secondary and enrolled for a professional course

Credits:

L	T	P	C
3	0	0	3

Class schedule per week: 3 lectures

Course Outcomes : After completion of the course, the learners will be able to:

1.	Outline the concept meaning of research project, its scope, procedure and application.
2.	Describe different research design and data collection methods.
3.	Illustrate different sampling design.
4.	Analyze and interpret of doing data analysis.
5	Describe the concept of report writing

Syllabus:

MODULE-1

Meaning and definition, scope and purpose of doing research, areas of research, research procedure, applications of research, problems of conducting research

MODULE-II

Identifying theme of project, Selection of Topic, Description of universe, Executive summary, statement of research problem and research objectives, rationale for conducting study.

MODULE-III

Research Design & Data Collection Method

Primary research, Secondary research, research approaches – Observation, Experiment, Survey, Research instrument – Questionnaire, mechanical

MODULE-IV

Sampling Unit, Sample Size, Sample selection process, sampling media

MODULE-V

Field Work

Planning, Organizing and supervising fieldwork

MODULE-VI

Classification, Tabulation, Analysis and Interpretation, Parametric Test and Non Parametric Test.

MODULE-VII

Report format, Executive summary, Literature review, findings, Conclusion and Recommendation

Text Book:

1. Research Methodology, C.R. Kothari.

Reference Books:

1. Marketing Management, Philip Kotler, Prentice- Hall of India, New Delhi
2. Hospitality & Travel Marketing, Alstair M. Morrison Delmar Publishing Inc.
3. Marketing Research, Harper W. Boyd Richard D. Irwin, INC., All India Traveller |Book Seller, Delhi

COURSE INFORMATION SHEET

Course code: HM 7220

Course title: PERSONALITY DEVELOPMENT PRACTICAL - II

Pre-requisite(s) (If Any):

Credits:	L	T	P	C
	0	0	3	3

Class schedule per week: 1 Lab per week (3 Lecture Hr.)

Course Outcomes : After completion of the course, the learners will be able to:

1. Develop to build positive self-esteem and positive attitude which is important for the hospitality industry.
2. Design the qualities that make a student successful and develop positive relationships.
3. Apply the technique of SWOT analysis useful in recruitment process.
4. Conceptualize the importance of group discussion, debate and how to face an interview.
5. Illustrate and equipped with current affairs and general awareness.

Syllabus:

Lab I

Understand Self Esteem

Steps to building positive self-esteem through role modal games. Factors that determine our attitude, Benefits of a positive attitude and consequences of a negative attitude, Steps to building a positive attitude.

Lab II

Success

Qualities that make a person successful, Reasons for failure, Interpersonal skills, dealing with seniors, colleagues, juniors, customers, suppliers at the work place, Factors that prevent building and maintaining positive relationships.

Lab III

SWOT Analysis

Recruiter expectations, Career counselling, Conduct of a SWOT analysis on self so as to commit oneself to certain areas of development, Application of the technique of brainstorming, Understanding and improving body language through self-analysis and colleague.

Lab IV

Group Discussion & Extempore

Extempore speaking practices, Preparation for and participation in a group discussion. Case study analysis. Time management applied. Participating in a debate.

Lab V

General Awareness

Historical event connected with general awareness, Geographical general awareness, Science related awareness. Quiz related to general awareness.

Lab VI

Personal Interview

Facing an interview panel, self-introduction, handling FAQs and stress questions). Conduct of seminar (questioning techniques, recording of the content of the seminar), Making short presentations on current hospitality topics using trade magazines and journals as resources to be followed by a Q&A session.

Text Book :

1. Personality Development, Wallace and Masters, Cengage Learning Publications.
2. Personality Development and Soft Skills, Barun K Mitra, Oxford Publications

Reference Books:

1. English for the Hotel Industry, Viswamohan, Pearson
2. Personality Development, Hurlock, McGraw Hill
3. English Phonetics for Indian Students, Balasubramanian, Trinity
4. Business Communication, R K Madhukar, Vikas Publication

COURSE INFORMATION SHEET

Course code: HM 7031

Course title: Food Production Management & Advanced Bakery

Pre-requisite(s) (If Any):

Credits:	L	T	P	C
	3	0	0	3

Class schedule per week: 3 lectures

Course Outcomes : After completion of the course, the learners will be able to:

1. Explain purchasing and receiving systems followed in hotels.
2. Classify catering system and menu used in food business.
3. Develop production and kitchen planning techniques for different catering systems.
4. Explain different types of bakery and confectionery items.
5. Illustrate different types of sugar and chocolate work.

Syllabus:

Module I

Purchasing and receiving: Purchase policy, factors influencing food purchase specifications, purchase methods, risk purchase, emergency purchase etc., Purchase process- specification and requirement, requisition, check specification – price venders, purchase plan, source of selection, finalization of terms and condition, purchase order, supplier acceptance, delivery of material, receipt of material, maintaining records.

Module II

Catering System and Menu: Catering System – Planning, controlling, Sub systems – physical subsystem, process subsystem, quality subsystem; Developing SOP for Food Production, Menu – sales menu and working Menu, menu engineering.

Module III

Production planning and control: Production and service systems – make to stock, assemble to order, and make to order, catering information system, stages of operational planning and control – preproduction stage, production stage, post production stage, standard recipes and projected sales mix, portion size, recipe explosion and indenting. Production planning and control.

Module IV

Kitchen Planning: Layout; area required and location of the kitchen – location of kitchen, hygienic design; work and method study – flow of work, traffic lanes and work aisles; basic layout and work center- passage and ancillary offices and facilities, good receiving facilities; storage; preparation area; cooking areas; food service area; dishwashing area; ventilation; water supplies; drainage; flooring; walls; lighting; color; ceiling, staff facilities; computer assisted design.

Module V

Dough and batter: Bread dough – yeast, effects of ingredients in baking, method of preparation of bread varieties; Pastry- Pastry dough, Ingredients used, preparation of sweet dough, Danish pastry, puff pastry, pastry and pies, pie crust, cookie dough, types of cookie dough, baking cookies, Tarts and tartlets; cakes- ingredients used, types of cakes (Batter cakes, Foam cakes, chiffon cakes), Preparation of cakes – Mixing, baking Cooling.

Module VI

Sugar Craft: Safety in sugar boiling, sugar confectionery, Boiled sugar – piping and spinning, sugar pulling, poured sugar (sugar casting), cake couvertures with frosting icing, royal icing, marshmallow, fondant, gum paste preparation, flowers and sculptures.

Module VII

Chocolate and chocolate craft: Types of chocolate, composition and uses, method of preparation, tempering of couverture, handling precautions, storage, chocolate decorations and uses, molding, piping chocolate, ganache, coated canisters, petit.

Text Books:

1. The Theory of Catering by Foskett, Ceserani&Kinton, HodderArnold.
2. Practical Cookery by Foskett, Ceserani&Kinton, HodderArnold.
3. Basic Pastry Work Technique by Nicoletto& Dinsdale, Hodder &Staughton.
4. Bakery & Confectionery by Yogambal,PHI.

Reference Books:

1. Food around the World by McWilliams,Pearson.
2. European Cookery by Grigson, MichaelJoseph.
3. Food Production Operations by P.S.Bali, Oxford University Press.
4. Quantity Food Production Operations by P.S.Bali, Oxford University Press.
5. The Indian Cuisine by Dubey,PHI.
6. The concise Larousse Gastronomique by Larousse,Hamlyn.
7. Modern Cookery Volume I & II by T.E.Philip, Orient BlackSwan.
8. Vegetarian Recipe for Healthy Living by T.E.Philip, Orient BlackSwan.
9. Theory of Cookery by K.Arora, FrankBrothers.
10. Juicing for Life by Calboam& Keane, HealthHarmony.
11. The Kitchen Hand by A.Telford,A&U.
12. Budget Meals by M.Patten,Hamlyn.

COURSE INFORMATION SHEET

Course code: HM 7002

Course title: FOOD PRODUCTION MANAGEMENT AND ADVANCED BAKERY PRACTICAL

Pre-requisite(s) (If Any):

Credits:	L	T	P	C
	0	0	3	2

Class schedule per week: 1 Lab per week (3 Lecture Hr.)

Course Outcomes : After completion of the course, the learners will be able to:

1. Demonstrate French, Italian cuisine and Indian tandoori preparation.
2. Prepare different types of cold cuts, carvings, and cakes.
3. Design kitchen layout and planning,
4. Create sugar craft chocolate preparations and bread display and preparations.

Syllabus:

Lab I

- **Classical preparation of French and Italian cuisine**

Lab II

- Cold cuts – pate, terrines, galantine, ballotines, quenelles
- Chaudfroid, aspic, dips

Lab III

- Kitchen planning and layout with scale

LAB IV

- Indian Tandoor preparations
- Ice carving and vegetable carving

LAB V

- Cakes – theme-based cakes – anniversary, wedding etc. special occasion cakes
- Hot& cold desserts

LAB VI

Sugar craft, chocolate preparation, Marzipan preparation – (flowers, fruits, cake coating)

LABVII

- Bread display & preparation – Bread baskets, fancy breads – crocodile, tortoise etc

TEXT BOOKS:

1.INTERNATIONAL CUISINE AND FOOD PRODUCTION MANAGEMENT- Parvinder S. Bali.

References:

- 1.Basic pastry work : LG Nicoletto and J. Dinsdale
- 2.Basic Bakery and confectionary : B.S.Yogambal
- 3.Kitchen planning and Management: John fuller and David Kirk
- 4.The smart approach to kitchen design: Susan Maney Lovett

COURSE INFORMATION SHEET

Course code: HM 7033

Course title: FOOD & BRVERAGE SERVICE MANAGEMENT

Pre-requisite(s) (If Any):

Credits:	L	T	P	C
	3	0	0	3

Class schedule per week: 3 lectures

Course Outcomes : After completion of the course, the learners will be able to:

1. Classify planning and operating various f & b outlets such as coffee shop, specialty restaurant, fast food, pub, discotheque, room service, flight kitchen, their physical layout, staff requirement, selection of equipment etc.
2. Explain principles of menu management such as menu engineering, menu merchandising, menu analysis, menu life cycle, menu layout & printing, menu planning etc.
3. Manage internal control & keeping records & its implications, daily sales record, operating budget, cost & expense forecasting, budgeting & analyzing sales & food cost.
4. Design Promoting products and services, impact on selling quality management, top down/bottom up/ suggestive/lateral/benefit/informational selling, quality standards and audit procedures.
5. Apply different marketing restaurant services, interpersonal employee relationship and international dimensions of service industry like marketing mix, product life cycle, interpersonal communication, managerial leadership, cultural barriers and ways of overcoming impact of globalization, International trends etc.

Syllabus:

1. Planning & Operating Various F&B Outlets:

(Coffee shop, Specialty restaurant, Fast food, Pubs, Discotheque, Room Service, Flight Kitchen, Industrial Canteen)

Physical lay-out of functional & ancillary areas\, Objectives of a good lay-out, Steps in planning, Factors to be considered while planning, Calculating space requirement, Various set-up for sitting, Planning staff requirement, Menu planning, Selection of equipments, lighting, fixtures, crockery, cutlery etc., Planning interior and exterior decoration

2. Principles of Menu management:

Menu engineering, Menu merchandising, Menu analysis, Menu as a management tool Menu life cycle: Concept, Growth, Maintenance, Maturity, Decline, Transition. Relationship of menu with planning, facility, layout and design. Menu layout and printing, Banquet and special occasion event menu planning.

3. Internal Control:

Keeping records and its implication. Processing daily sales records in to profits.

Developing an operating budget, Forecasting costs and expenses, Budgeting food cost, Analyzing sales & cost.

4. Promoting Products & services:

Developing product/service knowledge, legal issues impact on selling, Quality management. Top down selling, Bottom up selling, Suggestive selling, Lateral selling, Benefit selling, Informational selling. Feedback for improvement, Quality standards & audit procedures, Implementing quality procedures.

5. Marketing Restaurant Services:

Restaurant differentiation, Restaurant marketing mix, Product, atmospheric, development, Product life cycle.

Product: concept, Place (location)

Price: Cost based pricing, Competitive pricing, Contributing pricing, Price & quality

Promotion: Goal of promotion campaign, Role of promotion, In house advertising, Filling in the periods of low demand.

6. Interpersonal Employee relationship:

Interpersonal communication: Employee and guest.

Employee relations, Managerial leadership, Individual motivation, Group dynamics, Team work,

Conflict: Individual and group, Conflict Resolution Technique, Managing change.

Complaints: Causes, Types of complaints, Procedure for handling complaints, case studies.

Creating learning organization.

7. International dimensions of Service Industry:

Introduction, Context, Concepts, Culture, Planning, Operation, Building, Maintenance, Safety & health. Cultural barriers and ways of overcoming. Impact of Globalization, free trade and economic policy and International environment. Role of destination image, International trends.

Text Book :

1. Professional Food & Beverage Service Management -BrianV arghese
2. The Restaurant (From Concept to Operation)-Lipinski
3. Professional Food Service- Sergio Andrioli& Peter Douglas,Heinemann
4. Menu planning-JaksaKivela, HospitalityPress
5. Profitable Menu Planning -JohnDrysale
6. Menu Planning for The Hospitality Industry – JakasaKirela
7. The Restaurant – John R. Walker, Walker &Lundberg
8. Introduction to Hospitality – J. R.Walker
9. Marketing for Hospitality & Tourism – P. Kotler, Bowens andMakens
10. HRD&M – Jagmohan Negi

Reference Books:

1. The Complete Restaurant Management – Robert T. Gordon, Mark H. Brezinski
2. Professional Hospitality – Van Der Wagen.
3. Welcome To Hospitality – Kye-Sung Chu, Rajmond T. Sparrowe

COURSE INFORMATION SHEET

Course code: HM 7037

Course title: FRONT OFFICE MANAGEMENT

Pre-requisite(s) (If Any):

Credits:	L	T	P	C
	3	0	0	3

Class schedule per week: 3 lectures

Course Outcomes : After completion of the course, the learners will be able to:

1. Develop Quality service and its importance in hotel operations.
2. Illustrate the role of Front office manager in forecasting room demand.
3. Explain the concept of revenue management and develop tools for department effectiveness.
4. Conceptualize the management of Distribution channels in hotel industry.
5. Identify legal obligations in Front office department.

Syllabus:

1. Quality service in Front office

Lodging as a guest service business, developing a quality culture, planning guest service process – recognizing basic concerns, determining guest service expectations, Delivering guest service through employees.

2. Managing Forecast Data

Tracking room demand, predictive data sources, managing occupancy forecast report – pick up report, ten day forecast, extended forecast, Other forecast issues – impact on pricing

3. Revenue Management

Room rate management, room rate economics – rate types, rate determination, revenue management tool, revenue management essentials.

4. Front office Property Management System

Four Rs of Front office information management – Reservation Management, Rooms Management, revenue Management, Record and Account management, PMS report development, distribution and analysis.

5. Distribution Channel Management

Overview of distribution channels- brief history of distribution channels, use of intermediaries, current distribution channels. Management of distribution channels – walk in guest, Group sales department, Global Distribution system, Central reservation system, Internet, Telephone, Fax etc. Challenges of distribution channel management.

6. Management of Data Generating Front office subsystems

Overview of front office data subsystem, Management of interfaced subsystem – telephone, recordable locks, pay per view service, in room vending Management of non-interfaced subsystems – telephone, internet access, pay per view, in room vending, guest laundry.

7. Front office and Laws

Overview of legal obligation, front office contracts for guest accommodation, front desk and legal concern, other legal concerns – guest privacy, guest removal, guest property, guest non payment.

Text Book:

1. Managing front office operations by Kasavana & Brooks, AHLA
2. Front Office Management by Sushil Kumar Bhatnagar, Fran Bros. & Co.
3. Hotel Front office operation and management by Jatashanker R. Tewari
4. Professional Front office Management by Robert H. Woods, David K. Hayes.

Reference Books:

1. Front office operations by Colin Dix & Chirs Baird
2. Hotel Front office management by James Bardi, VNR
3. Front office training manual by Sudhir Andrews, Tata McGraw Hill.
4. A Manual of Hotel Reception, J.R.S. Beavis & S. Medlik, Heinemann

COURSE INFORMATION SHEET

Course code: HM 7008

Course title: FRONT OFFICE MANAGEMENT PRACTICAL

Pre-requisite(s) (If Any):

Credits:	L	T	P	C
	0	0	3	2

Class schedule per week: 1 Lab per week (3 Lecture Hr.)

Course Outcomes : After completion of the course, the learners will be able to:

1. Interpret Occupancy and availability forecast from the given data.
2. Calculate room rate by applying Hubbart formula and one per 1000 approach.
3. Illustrate guest room reservation in fully automated system.
4. Illustrate guest room management in fully automated system.
5. Illustrate guest account management in fully automated system.

Syllabus:

Lab I

Computation of occupancy forecast percentage and availability forecast percentage.

Lab II

Computation of room rate by applying Hubbaart Formula.

Lab III

Computation of room rate by 1 per 1000 approach

Lab IV

PMS Lab for reservation management

Lab V

PMS lab for room management

Lab VI

PMS Lab for account management

Text Book :

1. Managing front office operations by Kasavana& Brooks,AHLA
2. Front Office Management by Sushil Kumar Bhatnagar, Fran Bros. &Co.

Reference Books:

1. Front office operations by Colin Dix & Chirs Baird
2. Hotel Front office management by James Bardi, VNR
3. Front office Training Manual by Sudhir Andrews, Tata McGraw Hill.
4. A Manual of Hotel Reception, J.R.S. Beavis & S. Medlik, Heinemann

COURSE INFORMATION SHEET

Course code: HM 7006

Course title: ACCOMMODATION MANAGEMENT PRACTICAL

Pre-requisite(s) (If Any):

Credits:	L	T	P	C
	0	0	3	2

Class schedule per week: 1 Lab per week (3 Lecture Hr.)

Course Outcomes : After completion of the course, the learners will be able to:

1. Explain the concept of landscaping and apply the knowledge in landscaping.
2. Design the layout of boutique, leisure and Ecotel.
3. Conceptualize the concept of deep cleaning.
4. Develop area inventory list for housekeeping areas.
5. Develop art of handling various situation through case studies.

Syllabus:

Lab I

Landscaping.

Lab II

Layout design-Boutique hotel, Leisure hotel, Eco-tel.

Lab III

Deep cleaning.

Lab IV

Area inventory.

Lab V

Situation handling.

Text Book :

1. Hotel Housekeeping, G. Raghubalan & Smritee Raghubalan
2. Hotel Housekeeping, Sudhir Andrews, Tata McGraw Hill

Reference Books:

1. The Professional Housekeeper, Tucker Schneider, VNR.
2. Professional Management of Housekeeping Operations, Martin Jones, Wiley.
3. House Keeping Management for Hotels, Rosemary Hurst, Heinemann.
4. Landscape Design: A Cultural and Architectural History, Elizabeth B. Rogers.

(Eight Semester)

HM 8216 ORGANIZATIONAL BEHAVIOR

Theory:

1. Organizational Behavior

Definition, relevance and scope

2. Foundation of Individual Behavior:

Environment, personal, organizational and psychological factors, Personality, perception, attitudes, learning.

3. Motivation:

Nature, important theories – Maslow, Herzberg, equity and expectancy.

4. Foundation of Group Behavior:

Group Dynamics, group formation, group tasks, group decision making.

5. Leadership and Communication:

Nature and theories – trait theory, behavioral and fielders contingency theories. Interpersonal communication, barriers and ways to overcoming the barriers, organizational communication, informal communication.

6. Conflict:

Reasons and ways of overcoming conflict

7. Organization, Organizational Change and organizational culture:

Structure – behavioral implication of different structures. Resistance to change and ways of overcoming resistance. Organizational culture – how created and sustained.

HM 8041 FOOD AND BEVERAGE CONTROL

Theory:

1. Inventory Control:

Importance, objectives, methods, levels & technique, perpetual inventory, monthly inventory, pricing of commodity, comparison of physical and perpetual inventory

2. Budgetary Control:

Introduction, Objective, Kind of Budget, Budgetary Control Process, Stages in the preparation of Budgets, Budgeting for F&B Operations, Variance Analysis

3. Materials Management:

Introduction, Necessity & Function, Technique- JIT, ABC Classification, Kanban system, Technology used in materials management

4. Menu Management:

Introduction, Types of Menu, Menu Planning Considerations & Constraints, Menu Costing and Pricing, Menu Merchandising, Menu Engineering, Menu Fatigue, Menu as a In-House Marketing Tool.

5. Labour Control:

Labour cost considerations, Organizational plan, Job analysis, Forecasting and scheduling of Personnel, Standards of Performance, Payroll Analysis.

6. F&B Management In Various Sectors:

Fast Food Outlets, Hotels and Quality Restaurants-

Introduction, Basic Policies - financial, marketing and catering, Control & Performance Measurement.

7. F&B Management In Various Sectors:

Hospital Catering, Industrial, Institutional Catering-

Introduction, Basic Policies - financial, marketing and catering, Control & Performance Measurement.

References:

1. Food & Beverage Management by Bernard Davis & Sally Stone, Published by: Butterworth-Heinemann Ltd.UK.
2. Food & Beverage Control, by Richard Kotas and Bernard Davis, Published by: International Text book Company Limited, Glasgow.
3. Principles of Food, Beverage, and labour Cost Control, by: Paul R. Dittmer, Published by: John Wiley & Sons
4. Food & Beverage Operation Cost Control & Systems Management, Charles Levinson, Prentice Hall

HM 8043 HOTEL LAW

Theory:

1. Hotel Restaurant License:

Definition of license and permit, procedure for obtaining, renewing licenses. Suspension and termination of license required to open and operate Hotels and Restaurant

2. Indian contract Act:

Definition of contract, nature and kind of contract, essentials of contract, offer acceptance and consideration of contract.

3. Food and Liquor Legislation:

Definition of food legislation, principles of food laws – act regarding prevention of food adulteration, authorities under the act, warranties and essential commodities, BIS, FPO, AGMARK, Liquor legislation : types of licenses, drinking in the licensed premises, different types of permits.

4. Industrial Legislation:

Factories act, payment of wages act, Industrial Dispute Act, Provident Fund Act

5. Hotel Establishment Act:

Definition, Employer, employee, Daily and weekly working hours, overtime, annual leave with wages.

6. Consumer Protection Act:

Consumer protection councils, procedure for redressal of grievances

7. Environment Protection Act:

Power of the state/ central government, prevention and control of environment pollution.

References:

1. Mercantile Law – N.D.Kapoor
2. Mercantile Law – S.P.Iyengar
3. Hotel and Tourism Law – Dr. JagmohanNegi

HM 8045 Hotel Entrepreneurship

1. Enterprises:

Introduction, definition, enterprises, types of enterprises, needs and importance of enterprises.

2. Concept of Entrepreneurship:

Importance and Benefits, entrepreneurial challenges, qualities of entrepreneurs, characteristics of entrepreneur, functions of entrepreneur.

3. Location selection:

Market research, population and demography, site research, competition, visiting the competition, industry research.

4. Business plan:

Outline, constituents of business plan, marketing plan, pricing and sales, advertisement and public relation, management plan, financial management plan, legal forms of business, feasibility report.

5. Laws regulations and licenses:

Sarai Act 1867, bylaws of local authorities, rent control acts and hotel and lodging houses, labour law, health and safety, registration and approval of hotels and restaurants, bar and liquor licenses.

6. Preopening activities:

choosing a name; opening bank account; establishing rates and tariffs; insurance; record keeping; organising preopening activities and promotions; selection of suppliers and vendors; staff hiring and pay-role; public utilities; selection and purchase of tools, equipments and utensils.

7. Marketing and marketing literature:

Logo, business card and brochure, guidebooks, websites, public-relations and its application, special events, media relationships, guest communications, unforeseen challenges, community interaction.

References:

1. Small business and entrepreneur by S AnilKumar.
2. Hotel Management andOperation
3. How to open a financially successful Bed and Breakfast or small hotels by Lora Arduser and Douglas R Brown, AtlantisPublication
4. Hotel and tourism laws by Dr. Jagmohan Negi, FrankBrothers.

HM8060 Project - II: Hospitality Industry Related

PURPOSE OF PROJECT

The project is intended to serve the student develop ability to apply multidisciplinary concepts, tools and techniques to deal with any subject related to hospitality industry. Emphasis should be placed on industry-sponsored projects.

TYPE OF PROJECT

The project may be one of the following types:

- a. Comprehensive case study
- b. Inter-Organizational study
- c. Field study (Empirical study)

PROJECT SUPERVISION

A supervisor duly appointed by the department/coordinator shall guide each project.

PROJECT PROPOSAL (SYNOPSIS)

Synopsis of the project should be prepared in consultation with the guide and submitted in the department. The synopsis should clearly state the objectives and research methodology of the proposed project to be undertaken. It should have full detail of the rationale, description of universe sampling, research instruments to be used, limitations if any and future directions for further research etc.

PROJECT DOCUMENTATION

Project report should be properly documented and will include, Executive summary, Research design & Methodology, Literature review, Data collection and Analysis, Conclusions and recommendations and Bibliography.

PROJECT SUBMISSION

Final draft of the project should be submitted in the department duly certified by the

concerned guide.

PROJECT PRESENTATION & EVALUATION

Formal presentation and evaluation of the project before internal and external panel constituted by the department / coordinator together with selected target audience.

HM 8031 FAST FOOD CHAIN MANAGEMENT

Theory:

1. Fast Food Industry

Introduction, Definition, History, Critical Factor for Success and Failure of Fast food Outlets.

2. The Meal experience at fast food and conventional restaurant:

Introduction, Food and drink, Variety in Menu choice, Level of Service
Atmosphere

3. Recent Trend in fast food industry:

Product Diversification, Distributive Diversity, Incumbent Diversity, Geographical Diversity, Prospect, Major players in fast food industry (Wimpey's, McDonald, Burger King, Dominos', Pizza Hut, Pizza Express, KFC, Nirula's etc)

4. The marketing of fast food chain:

The Marketing Concept, Marketing segmentation, Marketing mix, -7p's, Market research and Marketing research, SWOT analysis

5. Food control system in Fast Food Chain

Essential of control System, Calculation of food cost, Method of food control

6. Food and Beverage management in fast food chain

Basic policies (Financial, Marketing and Catering Policy) Labour
Control & Performance Measurement

7. Case study of some popular fast food chain.

HM 8037 TOURISM OPERATION & MANAGEMENT

Theory:

1. Introduction Tourism, Tour Operator and Travel Agent:

Meaning and Nature of Tourism, The Historical Perspective of Tourism, Forms & types of Tourism. Meaning of a Travel Agent & a Tour Operator. Role of Tour Operator and Travel agent in tourism promotion. Nature and functions of operation. Difference between guide and escort.

2. Functions of a Tour Operator:

Market research and tour package formulation, assembling, processing and disseminating information on destinations, Liaisoning with principles. Itinerary Planning & Costing- concept of tour itinerary, preparation of sample itinerary with the timings of Air/Train or by surface and details of Sightseeing, Modes of transportation and length of stay.

Tour costing – Methodology of quotation preparation, sample of quotation preparation for FIT, GIT and Incentives.

3. Tourism Resources of India:

A) Natural Resources – Wildlife Sanctuaries & National Parks of India, Hill Stations, Beaches and Islands. **B)** Places of Tourist interest in various destinations in India, **C)** Pilgrimage Destination, **D)** Fair & Festivals of India, **E)** Art & Handicrafts etc.

4. Ticketing and Travel formalities: Domestic ticketing, International ticketing, reservations, terms & conditions, documents required, Billing & payment procedure, Commission structure, Travel related vouchers like MCOs, PTA, PSR etc. Procedure of lost ticket, refund & cancellation charges. Problem faced by clients with domestic&

international airlines. Passport, Visa, Health requirements, taxes, customs, currency, travel insurance, baggage and airport information.

5. Emerging Trends in Tourism

A) Adventure Tourism – Concept of Adventure Tourism, Types of Adventure sports tourism, Land based adventure (e.g. Trekking, Mountaineering, Rock climbing etc.) Water based adventure (e.g. White water rafting, Para Sailing etc.), Air based Adventure (e.g. Parachute Jumping, Gliding, Bunge Jumping etc.)

B) Eco Tourism & Sustainable Tourism – Concept of eco tourism and sustainable tourism and its management. The impact of eco tourism in an area (positive and negative), Theme Parks, Rural & Urban tourism.

6. Tourism Impacts

Socio-cultural impacts of tourism, Economic impact and Environmental impact- Environment Impact Assessment, Approach to evaluating Impacts and Control Measures, Measuring Economic Costs and Benefits

7. Important organizations in Tourism Industry and their Role

World Tourism Organization, PATA, International Air Transport Association, India Tourism Development Corporation, Department of Tourism, India, IATO. Contribution from these organization in promotion of world tourism.

HM 8033 INTERNATIONAL CUISINE - ITALIAN

1. The Italian Cuisine

Origin and development of cuisine , The Italian pantry

2. Italian meal planning

Principles of menu planning, Italian course—antipasti, primipiati, secondi piati, contorni, insalata, frutta, dolci, Light and healthy Italian meal

3. Regional cuisine

Italian regional classification, The foods of Tuscany, Calabria ,Sicily etc

4. Italian specialties

Risotto, Gnocchi, Polenta, Pizza, Pasta, Coffee, Cookies; Italian food and wine harmony
- DOC and DOCG wines

5. Application of herbs and vinegar

Cooking with balsamic vinegar, flavoured oil, cooking with herbs in an Italian kitchen, Italian terms for food items

6. The cheese of Italy

Parmesan, gorgonzola, Mozzarella, Provolone, Ricotta, etc. Preparation of ricotta and mozzarella cheese

7. Holidays and entertaining

Easter in Italy, Christmas in Italy, Italian holiday breads,

References:

1. Culinaria Italiana.

2. World Food :ItalianCuisine
3. The Italian food guide: the ultimate guide to the regional foods of Italy: touring clubof Italy
4. Italian cuisine- a cultural history: alberto Capatti,et.al
5. The Italian way- food and social life: Douglas A. Harper, etal.

HM 8039 Event Management

Theory:

1. Introduction to Event Management

Meaning of Event, Size of Events, Types of events, The Event Team

2. Concept Design and Planning

Developing and Analyzing the Concept, Designing the Event, Logistics of the Concept, Establish the aims and Objectives of the Event, Planning tools.

3. Feasibility & Legal Compliance

Key to Success, SWOT Analysis, Budget, Relevant Legislation and Trade Act Liquor Licensing, Contracts, Stakeholders and Official Bodies

4. Marketing and Promotion

Nature and Process of Event Management, Marketing Mix, Pricing/Sponsorship, Image/ Branding, Promotion- Advertising, Publicity and Public Relations.

5. Operations and Logistics

Logistics, Policies, Procedures and Performance Standards, Functional Areas Choosing the Event site and Theme, Providing Services- Catering, Accommodation and Environment, Protocol, Titles& Dress, General Rules

6. Risk Management and Control

Risk, Process and Standards for Risk Management, Security and Safety, Crowd Management Plan, Operational Monitoring and Control System

7. Staffing and Leadership

Organization Chart and Job Description, Recruitment and Selection , Training and Development, Leadership and Staff Motivation, Time Management.

All the modules will have Case Studies and Activities.

References

1. Event Management, Van DerWagen
2. Meetings, Expositions, Events and Conventions : An Introduction to the Industry, Fenich
3. Entertainment Marketing & Communication : Selling Branded Performance , People, and Places ,Sayre
4. Logistics Management ,Sople
5. Event Management , Harichandan,Musgrve
6. Event Marketing and Management , Gaur,Saggere

HM 8035 CLUB AND RESORT MANAGEMENT

1. Introduction and classification of Club

Meaning and Nature of Club, The Historical evolution of club. Forms and types of clubs.

2. Functions and aspects of a Club

Facilities & operations, Membership & promotion, Model of operation for club.

Management & operation of club.

Financial, Human, Legal, Tourism.

3. Introduction of Resort

History of resort, Meaning, nature, concept of resort. Forms & types of resort.

4. Resort Planning & Development

a/ Investment Considerations - Market Feasibility – market segmentation, target market, competition analysis, changing market. Resort Financing – capital requirements, Investment risks, return of investment, Forms of resort ownership.

b/ Social Considerations in Planning & Development - Investment Considerations, Social Impact, Economic Impact, The Physical and Environmental Impact.

c/ The Process of Planning & Development - The role of professional Planners, The five phase of resort Planning & Development, The importance of master Plan for future planning

d/ Planning the facilities - The leisure Philosophy, The leisure market, Facilities planning concepts, Basic elements of resort complex, Facilities of the handicapped

e/ Major recreational activities & facilities.

5. Managing the Resort:

a/ Personnel Organization and Human relations, b/ Front of the house Management, c/ Heart of the house Management: Food & Beverage, Housekeeping Laundry and Dry Cleaning operations,

d/ Heart of the house Management: Plant, grounds, energy accounting, & purchasing, e/ Security, Safety, and the management of risk

6. Resort Marketing & Finance

a/ Resort marketing and sales Promotion, b/ Managing the resort Investment.

7. Prospects of Resort

a/ Historic problems and challenges: Looking back to the future, b/

Trends in the leisure and travel market,

c/ Financing tomorrow's Resort,

d/ Resort of the future & technology

References:

1. Resort Development and Management – Chuck Y. Gee. ISBN 978 0 86612 112 5 – American Hotel & Lodging Educational Institute Publication.
2. Introduction to Hospitality Management, 2/e by John R. Walker Pearson Education ISBN9788131724873
3. Resort Condominium and vacation ownership Management: A Hospitality Perspective – Robert A Gentry, Pedro Mandoki/ James W.Damitio
4. Contemporary Club Management – Joe Perdue.