

DEPARTMENT OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY

BIT MESRA, RANCHI

Semester – V

SEMESTER - V

Course Code	Course Title	L	T	P	C
HM5021	Food Production - V	3	0	0	3
HM5202	Food Production Practical - V	0	0	3	2
HM5023	Food & Beverage Service V	3	0	0	3
HM5204	Food & Beverage Practical – V	0	0	3	2
HM5025	Accommodation Operation - IV	3	0	0	3
HM5206	Accommodation Operation Practical - IV	0	0	3	2
HM5027	Front Office Operation – III	3	0	0	3
HM5208	Front Office Practical – III	0	0	3	2
HM5216	Introduction to Management	3	0	0	3
	T O T A L ----->	15	0	12	23
	Total Hours in a Week ----->	27			

HM 5021 FOOD PRODUCTION - V

Theory:

1. Classical French cuisine

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

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, popular sausages, SPS, cooking methods, casings, storage, problems.

3. Italian Cuisine

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

4. Japanese cuisine

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

5. Kitchen Management

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

6. Banquet menus

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

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.

HM 5202 FOOD PRODUCTION PRACTICAL - V

Practical:

- To be skilled in French, Italian and Japanese cuisine and to be confident in all aspects of the cuisine from menu planning to preparation of dishes.
 - a. Regional aspects
 - b. Characteristics
 - c. Ingredients used
 - d. Courses of menu
 - e. Methods of cooking
 - f. Meal plans
 - g. Recipes
 - h. Menus
 - i. Presentation
 - j. Working knowledge of butchery
 - k. basics of ice carving
 - l. basics of vegetable carving

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

- Kitchen planning and layout

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: Escofier

HM 5023 FOOD AND BEVERAGE SERVICE-V

Theory:

1. 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.

2. 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 equipments, lighting, fixtures, crockery, cutlery etc.

3. Function Catering:

Introduction, Types – Formal and Informal, Organisation of banquet dept., Duties and responsibilities, Sales and booking procedure, Banquet menu, Space requirement and sitting plan, Misce-en place, Service

4. 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.

5. 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.

6. 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).

7. 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.

HM 5204 FOOD AND BEVERAGE PRACTICAL - V

Practical:

- Restaurant Set-ups of different types
- Buffet Layup, theme Buffets set up
- Taking Banquet Booking
- Filling - Banquet F.F.
- Formal Banquet Service
- Indian themes and food festivals
- Cocktail parties

References:

1. Food & Beverage Service Training Manual - Sudhir Andrews,
2. Food & Beverage Service - Lillicrap & Cousins,
3. Modern Restaurant Service - John Fuller,
4. Food & Beverage Service Management - Brian Varghese,
5. Professional Food & Beverage Service Management - Brian Varghese,
6. Food Service Operations - Peter Jones & Cassel,
7. Menu planning - John Kivela,
8. The Restaurant (From Concept to Operation) – Lipinski,
9. Professional Food Service- Sergio Andrioli & Peter Douglas,
10. Profitable Menu Planning- John Drysale.
11. Food & Beverage Control
12. By: Richard Kotas and Bernard Davis
13. Published by: International Text book Company Limited, Glassgow.
14. Principles of Food, Beverage, and labour Cost Control
15. By: Paul R. Dittmer, Published by: John Wiley & Sons

HM 5025 ACCOMMODATION OPERATION – IV

Theory:

1. Flower Arrangement

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

2. 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

3. Colour

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

4. Lighting

Classification, Types & Importance, Applications

5. Furniture Arrangement

Principles, Types of joints, Selection

6. Floor & Well Covering

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

7. Soft Furnishing

Windows, Curtains, Blinds

HM 5206 ACCOMMODATION OPERATION PRACTICAL – IV

Practical:

- Flower arrangements
- Mechanics, containers, equipment, bases used in flower arrangement
- Arrangement based on angle
- Arrangement based on line and mass style
- Ikebana
- Free style
- Linen inventory
- 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

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 5027 FRONT OFFICE OPERATION - III

Theory:

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.

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.

3. The Night Audit

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

4. Guest complaint handling / Problem solving

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

5. Credit Control

Meaning, objective, hotel credit policy regarding guaranteed bookings/corporate account holders/

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.

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.

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.

HM 5208 FRONT OFFICE PRACTICAL - III

Practical:

- Role-play of Lobby Manager, Guest Relation Executive, Concierge, Bell Captain and Bellboys. Real Life Situations to be enacted
- Preparation of guest folio. Filling up, accounting and totaling guest folios - semi automated and Automated
- Calculating of occupancy percentages
- Making of discount grid
- Preparing and filling up of forms and formatted related to 5th semester syllabus
- Preparation of transcript and night auditor's sales
- Computer application of cashiering, night audit and front office accounting - in details. Actual Computer lab session on IDS - PMS system.
- Various French terms used in Front Office.

References:

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

HM5216 INTRODUCTION TO MANAGEMENT

Theory:

1. Introduction of Management

Definition, Nature, Objective, Functions of Management, Managerial Skills, Managerial Role.

2. Evolution of Management Thought

Classical Theory- Max Weber's Beaucocratic Theory's, Taylor's Scientific Theory, Fayol's Functional Theory's.

3. Planning

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

4. Organizing

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

5. Staffing

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

6. Directing

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

7. Controlling

Nature, Purpose, Basic Elements of Control and Process.

References:

1. Elements of Management – Koontz and O'Donnell

2. Principles and Practices of Management – L.M.Prasad
3. Management Today – principles and Practices by Gene Burton & Manab Thakur
4. Management by Stoner & Freeman.