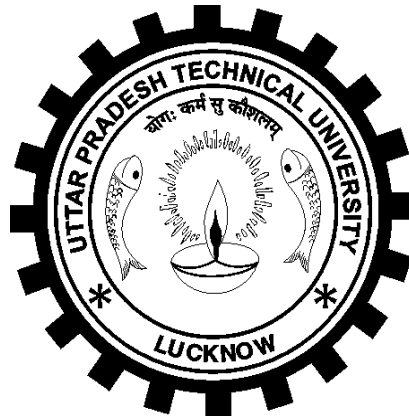


UTTAR PRADESH TECHNICAL UNIVERSITY LUCKNOW



Syllabus
For
Session 2013-14 (1st Year)

**Bachelor of Hotel Management & Catering
Technology (BHMCT)**

UTTAR PRADESH TECHNICAL UNIVERSITY, LUCKNOW

Scheme of Examination for Bachelor of Hotel Management & Catering Technology (BHMCT) –I Semester

S. No.	Subject Code	Subject Name	Periods per Week			Evaluation Scheme			Examination	Subject Total
						Sessional				
		Theory	L	T	P	CT	TA	Total	ESE	
1.	HMCT-101	Foundation course in Food Production-I	3	1	0	15	10	25	50	75
2.	HMCT -102	Foundation course in Food & beverage Service- I	3	1	0	15	10	25	50	75
3.	HMCT -103	Foundation course in Front Office Operation-I	3	1	0	15	10	25	50	75
4.	HMCT -104	Foundation course in Hotel Housekeeping-I	3	1	0	15	10	25	50	75
5.	HMCT -105	Business communication	3	1	0	30	20	50	100	150
6.	HMCT -106	Introduction to Hospitality Management concepts	3	1	0	30	20	50	100	150
		PRACTICAL	--	--	--	--	--	--	---	---
7	HMCT -151	Food Production-I	0	0	8	30	20	50	75	125
8	HMCT -152	Food & beverage Service- I	0	0	4	15	10	25	50	75
9	HMCT -153	Front Office Operation-I	0	0	2	15	10	25	50	75
10	HMCT -154	Hotel Housekeeping-I	0	0	2	15	10	25	50	75
11	GP-101	General Proficiency	--	--	--	--	--	50	---	50
		Total	18	6	16	--	--	--	---	1000

TA – Teacher Assessment

CT- Class Test

ESE- End Semester Examination

L/ T/ P – Lecture/ Tutorial/ Practical

Note: Duration of ESE shall be 3 (Three) Hrs. for subjects carrying 100 Marks & 2 (Two) Hrs. for subjects carrying 50 marks.

UTTAR PRADESH TECHNICAL UNIVERSITY, LUCKNOW

Scheme of Examination for Bachelor of Hotel Management & Catering Technology (BHMCT)–II Semester

S. No.	Subject Code	Subject Name	Periods per Week			Evaluation Scheme			Examination	Subject Total
						Sessional				
		Theory	L	T	P	CT	TA	Total	ESE	
1.	HMCT-201	Food Production & Patisserie-II	3	1	0	15	10	25	50	75
2.	HMCT-202	Food & beverage Service-II	3	1	0	15	10	25	50	75
3.	HMCT-203	Front Office Operations-II	3	1	0	15	10	25	50	75
4.	HMCT-204	Hotel Housekeeping-II	3	1	0	15	10	25	50	75
5.	HMCT-205	Computer Applications	3	1	0	15	10	25	50	75
6.	HMCT-206	Nutrition	3	1	0	30	20	50	100	150
		PRACTICAL	--	--	--	--	--	--	---	---
7	HMCT-251	Food Production & Patisserie-II	0	0	8	30	20	50	75	125
8	HMCT-252	Food & beverage Service-II	0	0	4	15	10	25	50	75
9	HMCT-253	Front Office Operations-II	0	0	2	15	10	25	50	75
10	HMCT-254	Hotel Housekeeping-II	0	0	2	15	10	25	50	75
11	HMCT-255	Computer Application	0	0	4	15	10	25	50	75
12	GP-201	General Proficiency	--	--	--	--	--	50	---	50
		Total	18	6	16	--	--	--	---	1000

TA – Teacher Assessment

CT- Class Test

ESE- End Semester Examination

L/ T/ P – Lecture/ Tutorial/ Practical

Note: Duration of ESE shall be 3 (Three) Hrs. for subjects carrying 100 Marks & 2 (Two) Hrs. for subjects carrying 50 marks.

HMCT –101 Foundation Course in Food Production

OBJECTIVES:

At the end of the course the students should:

- a) Know the history of cooking, its modern developments and develop brief idea of various cuisines;
- b) Understand the professional requirements of kitchen personnel and the importance and maintenance of hygiene;
- c) Have insight of kitchen organization, duties and responsibilities of kitchen staff, workflow, and kitchen equipments;
- d) Have through knowledge of methods of cooking and understanding raw materials.
- e) Know in detail about Indian cuisine.

COURSE CONTENT:

UNIT 1

INTRODUCTION TO PROFESSIONAL COOKERY:

- a) Culinary history.
- b) Origins of modern cookery.

KITCHEN & PERSONAL HYGIENE:

- a) Personal Hygiene
- b) Cleanliness of surface & Garbage Disposal

UNIT 2

KITCHEN ORGANIZATION:

- a) kitchen Brigade
- b) Duties and responsibilities of Kitchen Staff
- c) Responsibilities of each section

EQUIPMENT AND TOOLS:

- a) Pre-preparation & Preparation equipments
- b) Ancillary equipments: knives, utensils, pots and pans.
- c) Bakery equipment
- d) Modern Development/Inventions in Equipments

UNIT 3

BASIC METHODS OF COOKERY:

- a) Modes of Heat Transfer
 - b) Various methods of Cooking: Definition, Rules, Associated Terms, Moist Methods: Boiling, Poaching, Steaming, Stewing, Braising.
 - a) Dry Methods: Frying, Grilling, Roasting, Broiling, Baking.
 - c) Modern Methods
- (7)

UNDERSTANDING RAW MATERIALS:

- a. Understanding of common ingredients classification and available forms,
- b. Uses and storage

- c. Salt, Liquids, sweetening, Fats, and Oils, Raising or Leavening agents.
- d. Thickening and binding agents, Flavorings and seasoning.

UNIT 4

KNOWLEDGE OF INDIAN FOOD: ingredients, spices & gravies (Red ,Brown,White,Green)

STUDY OF VARIOUS REGIONAL CUISINES

- PUNJABI
- GUJRATI
- KASHMIRI
- SOUTH INDIAN
- GOAN
- BENGALI
- MAHARASTRIAN
- MOGHALAI
- RAJASTHANI

STUDY OF INDIAN STARTERS ,SWEETS, ACCOMPANIMENTS& INDIAN BREADS

HMCT -151 PRACTICALS

1. Demonstration classes to make students familiar with:

The pre-preparation, preparation and method of cookery.

- ☐ Preparing and cooking vegetables.
- ☐ Preparing and cooking Fish & Shellfish
- ☐ Preparing and cooking Poultry
- ☐ Preparing and cooking Eggs
- ☐ Preparing and cooking Stocks
- ☐ Preparation of Basic Indian Gravies

2. Menus comprising of five Dishes each to cover Indian Regional Cuisine.

REFERENCE BOOKS:

Sudhir K. Shibal : The Ashok book of Favourite Indian Recipes

Madhur Jaffery's : Cook Book

Chandal Padmanabhan : Dakshin Veg. Delicacies from South India

J. Inder S. Kalra : Prasad Cooking

Jane Grigson : The Book of Ingredients

K.T. Achaya, Oxford : Indian Food

Le rol a. Polsom : The Professional Chef

HMCT- 102 FOUNDATION COURSE IN FOOD & BEVERAGE SERVICE-I

OBJECTIVES:

By the end of the semester the students should be able to:

- a) Develop an -insight -into the growth of catering Industry. In the world from medieval period till recent times.
- b) Understand the different components of the catering industry) the functions of various departments of a hotel, and their relationship with Food & Beverage service department, in order to acquire professional competence at basic levels in the principles of Food service and its related activities.
- c) Understand the role of F & B department its functions and staffing.
- d) Understand different non-alcoholic beverages with their preparation and services.
- e) Identify and use the different types of restaurant equipments.
- f) Acquire the requisite technical skills for competent service of Food and Beverage.

COURSE CONTENTS:

UNIT 1

INTRODUCTION TO THE CATERING INDUSTRY:

- a) Introduction and growth of catering-industry.
- b) Classification of catering establishments: Commercial, Transport, Welfare, Industrial, Institutional
- c) A brief description of each type showing the career opportunities in each.

DEPARTMENTAL ORGANIZATION:

- a) Organization of the hotel
- b) Where F & B department stands;
A Total meal experience
The hotel-guest-steward relationship
- c) Relationship between F & B service department with other departments of the hotel;
- d) Types of F & B outlets
- e) Organization of staff in various F & B Outlets
- f) Duties and responsibilities of all F & B staff
- g) Attributes of a waiter: Effective communication skills, Personal hygiene

UNIT 2

RESTAURANT EQUIPMENTS:

- a) Crockery.
- b) Glassware.
- c) Cutlery, Flatware, Hollow ware - Silver and stainless steel
- d) Linens, Furnishing, fittings, and disposable.
- e) Care and maintenance of restaurant equipment.

ANCILLARY DEPARTMENTS:

Pantry, still room, plate room, hotplate, wash kitchen stewarding a brief description.

UNIT-3

NON-ALCOHOLIC BEVERAGES:

- a. Tea & coffee: Types, manufacturing, brand, Varieties.
- b. Milk based drinks.
- c. Juices.
- d. Soft drinks.
- e. Mineral Water and tonic water.
- f. Mise-en-place & Service of the above Beverages.

UNIT 4

ROOM SERVICE:

- a) Type of Room Service / Centralised / Decentralised /Decentralised Mobile
- b) Equipments for room service
- c) House Rules for Room Service Waiter
- d) Room Service Menu

REFERENCE BOOKS:

Sudhir Andrews: F & B Service Trg. Manual

Denni R. Lillicrap: F & B Service

John Walleg: Professional Restaurant Service

Brian Varghese: Professional F& B Service Management

Brown, Heppner & Deegan: Introduction to F&B Service

HMCT - 152 PRACTICALS

1. Opening ,inspecting & cleaning a restaurant:: Routine Cleaning Non-Routine Cleaning
2. Identification of restaurant equipments.
3. Special equipments used in restaurant.
4. Wiping: - Glassware
 - Cutlery
 - Crockery
5. Polishing silver, silvo method, burnishing method
6. Arrangement and use of side board - Check list.
7. Laying a table cloth
8. Re-laying a table cloth
9. Using a tray, Salver & Trolley
10. Procedure for laying table
 - i) Basic a la carte
 - ii) Basic Table d'hote
 - iii) Service of Breakfast- Continental, English & American.

HMCT – 103 FOUNDATION COURSE IN FRONT OFFICE OPERATION – I

OBJECTIVES:

The Student will be aware and get knowledge about:

- a) Classification and categorization of Hotels and its Evolution.
 - With Diagrams
- (10)
- b) Duties & responsibilities of the staff in the different sections.
- c) Identify Market segment.
- d) Types of rooms, food plan, Tariff and room rent.
- e) Importance, Modes, Tools of reservation.

COURSE CONTENT:

UNIT 1

INTRODUCTION TO FRONT OFFICE

- a. Introduction to hotel industry, Evolution, Definition of modern hotel, Classification and categorization.
- b. Position, Role and Importance of Front office in the hotel.

UNIT 2

ORGANIZATIONAL STRUCTURE OF FRONT OFFICE

- a. Structure and functions of each section
- b. Duties and responsibilities of Front office staff.
- c. Layout of Front office department.

UNIT 3

ATTRIBUTES OF FRONT OFFICE STAFF AND FRONT OFFICE TERMINOLOGY

- a. Attributes of Front office staff.
- b. Front office terminology regarding guests, plans, rooms hotels tariff and other front office activities.

UNIT 4

RESERVATION OPERATIONS:

- a) The importance of reservation section.
- b) The modes of reservation: C.R.S. and I.R.S.
- c) Various tools of reservation: Room status board.
- d) Reservation form, Advance-letting chart, Density control chart, Hotel Diary, Whitney system of reservation.
- e) Cancellation and amendment procedure.
- f) Preparation of arrival list/movement list.
- g) Group reservation.

HMCT-153 PRACTICAL

1. Receiving telephone calls.
2. Familiarization of reservation tools.
3. Receiving reservation requests.
4. Finding room availability on Advance letting chart, updating it
5. Finding room availability on Density Control chart, updating it
6. Updating Hotel diary and preparation of movement list.
7. Handling Cancellation and Amendments.

REFERENCE BOOKS:

Dennis L. Foster: Back Office Operation & Admn.
Dennis L. Foster: Front Office Operation & Admn
Sudhir Andrews: Hotel Front Office
Colin Dix & Chirs Baird: Front Opretions
Kasavana & Brooks: Managing Front office Opretions

HMCT 104 - FOUNDATION COURSE IN HOTEL HOUSEKEEPING – I

OBJECTIVES:

The students will get knowledge about:

- a) Organization, function of Housekeeping department and its Different sections.
- b) Different departments Housekeeping co-ordinates with
- c) Procedure of cleaning different status of room.
- d) Cleaning equipments and cleaning agent.
- e) Lost and found procedure in the control.

COURSE CONTENT:

UNIT 1

HOUSEKEEPING AS A DEPARTMENT:

- a) In the hotel
- b) In other establishments: to be applied in a slight different set of Circumstances
- c) Interdepartmental co-operation & co-ordination of Housekeeping.
- d) Different sections of Housekeeping departments.

ORGANISATION STRUCTURE OF HOUSEKEEPING DEPARTMENT:

- a) Small hotels, Medium hotels, large hotels.
- b) Duties & responsibilities of Executive Housekeeper.
- c) Duties & responsibilities of Housekeeping Staff.

UNIT 2 FUNCTIONS OF HOUSEKEEPING DEPARTMENT:

- a) Area of cleaning.
- b) Security.
- c) Dealing with guests.
- d) Brief notes on Lost & Found.
- e) Baby sitting
- f) Services and facilities offered by various hotels.

UNIT 3 ROUTINE SERVICES:

- a) Cleaning of Check out room.
- b) Cleaning of Occupied Room.
- c) Cleaning of Vacant Room.
- d) Evening service

UNIT 4 CLEANING EQUIPMENT:

- a) General considerations & selections
- b) Classification & Types of equipments, Floor trolley, Vacuum Cleaner etc.
- c) Method of use & mechanism for each type
- d) Care & maintenance.

CLEANING AGENTS:

- a) General criteria for selection
- b) Classification.

HMCT-154 PRACTICAL

- 1) Introduction, identification, uses and care of hand tools, cleaning Equipments and cleaning agents (Paste chart / drawing as applicable)
- 2) Basic cleaning procedure in Guest room:
 - a) Check-out room
 - b) Occupied room
 - c) Vacant room
 - d) Evening service.
- 3) Procedure for Bed making:
 - a) Day Bed
 - b) Night Bed

- 4) Procedure for cleaning bathrooms.
- 5) Organizing for completing the assigned task, preparing work plan.

REFERENCE BOOKS:

Sudhir Andrews: Hotel Housekeeping
Joan C. Branson: Hotel, Hostel & Hospital Housekeeping
Georgi ra Tucker: The Professional Housekeeper
Rose Mary & Heinemann: Housekeeping Management for Hotels
Devid Allen, Hutchinson: Accommodation & Cleaning Services

HMCT 105- BUSINESS COMMUNICATIONS

OBJECTIVE:

By the end of the course the students should:

- a) Understand constituents of technical written communication.
- b) Understand the Value of Communication for better human relations in day to day life.
- c) Understand the Importance and observance of social skills and Etiquettes in various occasions
- d) Understand the various forms of verbal and Nonverbal, Formal and Informal communications.
- e) Build and use Business Vocabulary.

COURSE CONTENT:

UNIT 1

CONSTITUENTS OF TECHNICAL WRITTEN COMMUNICATION

Word & Phrases, Word formation, synonyms & Antonyms, Homophones, Vocabulary of 500 to 1000 new words, requisites of sentence construction, Paragraph Development, Techniques & Method- Inductive, Deductive, Spatial, Linear, Chronological etc, The art of Condensation- Various Steps.

UNIT 2

FORMAL WRITTEN COMMUNICATION:

Official letters, Report writing: Categories formats, Memorandums and circulars, Agenda and minutes, Resume, Drafting advertisements.

UNIT 3

FORMAL VERBAL COMMUNICATION:

Group discussion, Interview, Extempore, Business negotiation, Public speaking, Meeting, Toasting, Counseling, Business presentation.

UNIT 4

SOCIAL SKILLS FOR MANAGERS:

Update of Etiquettes a Manager should observe in various formal and informal Situations; The Knowledge of Body language.

UNIT 5

BUSINESS VOCABULARY BUILDING AND USAGE

- ☐ Essay Writing ☐ Comprehensions
- ☐ Précis Writing ☐ Elocution

- ☐ Telephone Etiquettes

REFERENCE BOOKS:

Murphy & Peck: Effective Business Communication
Manroe and Ebninged: Speech Communication
Himshreet and Baty: Business Communication
Richard E. Cable: Public relation and Communication
C.B. Gupta: Office Language
Alien Pease: Body Language

HMCT- 106 INTRODUCTIONS TO HOSPITALITY MANAGEMENT CONCEPTS

OBJECTIVES

The objective of this course is:

- a) To import a systematic and fundamental knowledge about growth and functions of hospitality industry.
- b) To explain the hospitality distribution channels.
- c) To establish significance, process and techniques involved in basic managerial function i.e. planning, decision making, organizing, directing and controlling.

COURSE CONTENTS

UNIT 1

HOSPITALITY INDUSTRY- A PROFILE:

Meaning & Definition, Historical Evolution & Development, Hospitality as Industry, complementary roles with Other Industries, Contribution to Indian & Global Economy

UNIT 2

HOSPITALITY DISTRIBUTION CHANNELS:

Meaning & Definition, Functions & Levels of Distribution channels, Major Hospitality Distribution Channels – Travel agents, Tour operators, Consortia & Reservation System, Global Distribution System (GDS), and Internet.

UNIT 3

CURRENT SCENARIO:

Major players in the industry- India and worldwide, Present trends in Industry, Emerging Markets, Role of Supports Services and infrastructure, impact of Nation and International Events, Presents Scenario and Future Projections of HR Issues and Technology In Industry.

UNIT 4

INTRODUCTION TO MANAGEMENT CONCEPTS:

- ☐ Concept, definition, nature, scope, functions.
- ☐ History of management; thought: Scientific management, Fayols contribution, and Hawthorne experiments. Behavioral approach, approach and contingency approach.

UNIT 5

PLANNING:

- ☐ Definition, importance and need of planning.
- ☐ Types of planning goals, objectives and mission.

ORGANISATION:

- ☐ Need of organization and its types.
- ☐ Organization structure and chart.
- ☐ Informal organization.
- ☐ Factors in hospitality organization.

REFERENCE BOOKS:

Wherich & Koontz : Principles of Management

L. M. Prasad : introduction to management concept

Tripathi & Reddy : Principles of Management

A K Bhatia : International Management

R N Kaul : Dynamics of Tourism

Robert lewis & Richard Chambers : Marketing Leadership in Hospitality

HMCT– 201 FOOD PRODUCTION & PATISSERIE – II

OBJECTIVE:

During the course the students should:

- a. Learn about the various commodities required for food production, their market forms, selection, storage and use.
- b. Understand the fundamentals of menu planning & standard recipes.
- c. Enhance the basic culinary skills.
- d. Learn in detail the bread & cake making process and various pastes.

COURSE CONTENT:

UNIT 1

MENU PLANNING & RECIPE FORMULATION:

- a. Menu Planning: Factors affecting menu planning.
- b. Standard Recipes: Definition, Format, writing and costing.

BREAKFAST COOKERY

- a. English, American, Indian -regional Breakfast
- b. Eggs, cereals, rolls and other breakfast varieties.

UNIT 2

COMMODITIES

- a. MILK AND MILK PRODUCTS: Composition of milk, storage, types of milk, cream, Butter, curd
- b. CHEESE Production of cheese, types of cheese, Cheese varieties from different countries.
- c. VEGETABLES: Classification, selection
- d. FRUITS: Classification, selection

UNIT-3

BAKERY SCIENCE: BREAD MAKING

- a. Identification and handling of raw materials -Wheat & wheat flour, sugar, fat, Yeast, water, salt, milk etc.
- b. Functions of ingredients in bakery products.
- c. Method of bread making:
 - (i) Straight dough method
 - (ii) Sponge and dough method
 - (iii) Salt delayed method,
 - (iv) Flying ferment method.
- d. Bread faults and remedies:
- e. Bread diseases
- f. Bread varieties

UNIT 4

BAKERY SCIENCE CAKE MAKING:

- a. Functions of ingredients.
- b. Cake making methods:
 - (i) Sugar batter method
 - (ii) Flour batter method
 - (iii) Blending method
 - (iv) Boiled method
 - (v) Sugar Water method
 - (vi) All in process.
- c. cake faults and remedies
- d. various types of basic paste:-choux paste, short crust paste, puff paste, flaky Paste, hot water paste, Danish paste

HMCT – 251 PRACTICALS

- 1. Various Breakfasts preparations.
- 2. Bakery practical to cover the following:
 - a. Bread making straight dough method, breakfast rolls.
 - b. Short crust pastry and its products: Tarts, Pie etc.
 - c. Flaky & Puff, pastry and their products: Patties, palmiers, cheese straws, vol-au-vent, cream horns etc.
 - d. Choux pastry and its products: Éclairs, profit rolls.
 - e. Sponge cakes: Genoese sponge, fatless sponge.
 - f. Icing: Butter icing, glazed icing.
 - g. Assembling cakes.
 - h. Heavy cake: Pound cake.
 - i. Cookies with basic cookie paste.

REFERENCE BOOKS:

Larousse Gastronomique-Cookery Encyclopedia, Paul Hamlyn
Professional Baking-Wayne Glasslen
Modern Cookery-Philip E Thangam
Baking-Martha Day
Classical Food Preparation & Presentation-W K H Bode
The Creative Art Of Garnishes-Yvette Stachowiak

HMCT – 202 FOOD & BEVERAGE SERVICE – II

Objective

By the end of the semester the students should be able to:

- a. Understand various restaurant services.
- b. Understand type of meal and menu.
- c. Develop knowledge of the restaurant control system.
- d. Understand the processing manufacturing and service of cigar and cigarettes.
- e. Acquire the requisite technical skills for competent service of Food & Beverage.

COURSE CONTENT:

UNIT 1

RESTURANT SERVICE:

- a. Forms and methods of services: English; French & Russian
- b. Mis en place, arranging side-board,
- c. Receiving the Guests & Social Skills
- d. Service of a Table

UNIT 2

TYPE OF MEALS & MENU:

- a. Types of meal: Breakfast Lunch/Dinner/Supper/Brunch/High tea / Afternoon Tea/ Elevenses.
- b. Type of Menu: Table d'hote, A la carte, carte-du-jour.
- c. Courses of French classical menu
- d. Menu terminology
- e. Fundamental of menu planning Continental, Indian with accompaniments.
- f. Breakfast menu: English, American, Continental, Indian.
- g. High tea and Afternoon tea menu:

UNIT 3

RESTAURANT OPERATION CONTROL SYSTEM:

- a. Necessity of good control system.
- b. Functions of control system.
- c. K.O.T & B.O.T System.
- d. Taking order and presenting bills.
- e. Duplicate and triplicate checking system.
- f. Inter-departmental transfer, summary sheet, control of cash & credit sales.
- g. Volume forecasting.
- h. Control by selling price.

UNIT 4

TOBACCO:

- a. Processing and manufacturing of cigarettes, cigar & pipe.
- b. Storage and service of cigarettes and cigars.

HMCT – 252 PRACTICALS

- 1. Revision of F&B Practical – I.
- 2. Layout of different food service areas and ancillary departments (Drawing).
- 3. Napkin folds
- 4. Menu planning for different meals.
- 5. Receiving guests.
- 6. Order taking for food & beverages, preparation for K.O.T & B.O.T.
- 7. Basic service methods e.g. silver service, American, Russian, English service etc.
- 8. Service of non-alcoholic beverages.
- 9. Service of tobacco related products.
- 10. Preparation of bills and its presentation of the guest.
- 11. Room service tray set up.

REFERENCE BOOKS:

Sudhir Andrews: F & B Service Trg. Manual
Denni R. Lillicrap: F & B Service
John Walleg: Professional Restaurant Service
Brian Varghese: Professional F& B Service Management
Brown, Heppner & Deegan: Introduction to F&B Service

HMCT– 203 FRONT OFFICE OPERATIONS – II

OBJECTIVE:

The objective is to make students aware of:

- a. Registration, its types, importance and aspect.
- b. The components of registration process for individual guest, foreigners and VIP's.
- c. A proper systematic way of sorting a shift and hand over a night audit.

COURSE CONTENT:

UNIT 1

STARTING THE WORK SHIFT:

CHECK IN PROCEDURE:

- a. Greeting the guest.
- b. Registration: Types of registration, importance of registration, registration of foreigners, legal aspects of registration, C-Form, Pakistani Guests.
- c. Allotment of rooms.
- d. Handover of keys.
- e. Work flow chart.

UNIT 2

HANDLING GROUP ARRIVALS:

- a. Types of groups.
- b. Rooming list.
- c. Pre arrival procedures.
- d. Welcoming and handling of check-in at the time of actual check-in.
- e. Post arrival activities will reference to group types.
- f. Flow chart.
- g. Room change procedure.

UNIT 3

NIGHT AUDIT:

- a. Job, duties and responsibilities of night auditor.
- b. Completion of reports and statistics.
- c. Preparation of transcript.
- d. Forecasting and planning for next days arrival, departures, VIP movements etc.

UNIT 4
ENDING WORK SHIFT,
HANDLING OVER TO NEXT SHIFT
GENERAL AWARENESS AND KNOWLEDGE

HMCT – 253
PRACTICALS

1. Recapitulation of the semester – I Practical.
2. Greeting and receiving the guest.
3. Registration procedure of guests: walk-in, reserved.
4. Allotment of rooms and handing over keys.
5. Post arrival activities at the reception.
6. Check-in procedures for foreigners.
7. Check-in procedures for VIP.
8. Group check-in.
9. Statistical methods.
10. Shift hand over procedures.
11. Planning for following days arrival and departures.

REFERENCE BOOKS:

Dennis L. Foster: Back Office Operation & Admn.
Dennis L. Foster: Front Office Operation & Admn
Sudhir Andrews: Hotel Front Office
Colin Dix & Chirs Baird: Front Opretions
Kasavana & Brooks: Managing Front office Opretions

HMCT – 204 HOTEL HOUSEKEEPING – II

OBJECTIVE:

To complete the student experience of all housekeeping routines including:

- a. Students will get the knowledge about the public area cleaning task.
- b. Floors – types of floor finishes, methods of cleaning.
- c. Knowledge about wall finishes, their types, uses and cleaning wall covering.
- d. Daily routine of the housekeeping department including clerical job of the Housekeeping.
- e. Learn about inspection of guest room.
- f. Cleaning and care of metals: Brass, silver etc. and their compositions.

COURSE CONTENT:

UNIT 1

PUBLIC AREA CLEANING:

- a. Periodical cleaning; task, schedule.
- b. Special cleaning program: routine and spring cleaning of upholstery, carpet & Drapery.

FLOOR FINISHES:

Classification and characteristics: Hard and soft floor finishes methods of cleaning.

UNIT 2

WALL FINISHES:

Different wall finishes in rooms, public and back areas,
Wall papers: Uses, merits and demerits.

UNIT 3

DAILY ROUTINES & SYSTEMS OF HOUSEKEEPING DEPARTMENT:

Control Desk Activities.
Staff Allocation, Duty Roasters.
Key Co-ordination areas.

RECORDS AND FORMATS MAINTAINED IN THE HOUSEKEEPING DEPARTMENT.

UNIT 4

GUEST ROOM INSPECTION – CHECK-LIST COMPOSITION, CARE AND CLEANING OF:

Metals, glass, leather, plastic, ceramic and wood.

HMCT – 254 PRACTICALS

1. Basic cleaning procedure in guest room:

- a. Check-out room.
- b. Occupied room.
- c. Vacant room.
- d. Evening service.
- e. Clerical jobs to undertaken in the above cases.

2. Public area cleaning programmed:

- a. Regular (Daily)
- b. Periodical (Weekly)
- c. Special (spring)

3. Floor polishing and finishing:

- a. Different stones like granite, marble, sand stone and other hard surfaces.
- b. Wooden
- c. Synthetic flooring
- d. Soft flooring.

4. Cleaning and care of:

- a. Different metals e.g. brass silver and E.P.N.S., stainless steel, copper, iron etc.
- b. Glass
- c. Plastic
- d. Leather
- e. Ceramic

5. Guest room inspection: Check-list

REFERENCE BOOKS:

Sudhir Andrews: Hotel Housekeeping

Joan C. Branson: Hotel, Hostel & Hospital Housekeeping
Georgi ra Tucker: The Professional Housekeeper
Rose Mary & Heinemann: Housekeeping Management for Hotels
Devid Allen, Hutchinson: Accommodation & Cleaning Services

HMCT – 205 COMPUTER APPLICATIONS

OBJECTIVE:

The objective of the course:

- a. Introduce the students to computer and computer hardware.
- b. Systematically develop the computer operating skills.
- c. Knowledge of Operating System MS-DOS.
- d. Knowledge of Word Processing: MS-WORD – 2010
- e. Operating knowledge of Networking, Internet, E-mail

COURSE CONTENT:

UNIT 1

INTRODUCTION TO COMPUTERS

- a. Historical evaluation of computers.
- b. Generation, classification, characteristics & limitation of computers.
- c. Overview of computer architecture and organization.
- d. Networking concepts; LAN, VAN, MAN, Internet.

UNIT 2

AN OVERVIEW OF MS-DOS

- a. Introduction to operating system.
- b. Booting components, internal & external commands and Directory Commands.
- c. File Management Commands.
- d. Disc Management Commands.
- e. Batch Files & Configuring.

UNIT 3

OVERVIEW OF WINDOWS 2010

- a. The user interface.
- b. The Control Panel.
- c. Various Windows Features.
- d. E-mail, Net Meeting, Web Browsing.
- e. Communication & Internet Explorer.

UNIT 4

MS WORD 2010

- a. Basics of Word Processing.
- b. Viewing, Editing, Finding & Replacing Text.
- c. Proofing Documents: Correcting Spell Check, Grammar Command, Auto Commands.
- d. Mail Merge.
- e. Working with Tables & Charts.
- f. Creating Basic HTML Documents.

**HMCT - 255
PRACTICALS**

1. MS-DOS
2. Windows 2007
3. MS-WORD

Books for reference

Fundamentals of computers:V. Rajaraman

Mastering Microsoft office:Lonnie E Moseley & David M.Boobey

HMCT– 206 NUTRITION

OBJECTIVE:

This course is designed to acquaint the students with the basic concept of nutrition which will finally provide support to their knowledge about Food & its preparations. By the end of the semester the students should be able to:

- a. Know the importance of food and nutrition.
- b. Understand the role of various nutrients in our body.
- c. Conceptualize the fundamental of balance diet.
- d. Know the effect of storage, pre-preparation and cooking on nutrients.
- e. Use the knowledge of nutrition for retention of nutrients while preparation of food and during menu planning.

COURSE CONTENT:

UNIT 1

INTRODUCTION TO NUTRITION:

Definition of Nutrition; Importance and scope; the various nutrients.

FOOD AND OUR BODY:

Role of food in our life; recommended dietary intakes (RDI); factors affecting RDI;

Energy requirement of our body (Energy Metabolism); Calorific value of food; The five food groups; Process of Digestion & Absorption of food in human body.

UNIT 2

ROLE OF NUTRIENTS IN OUR BODY-I:

- a. Carbohydrates: Classification, functions, Deficiency and excess of carbohydrates, sources.
- b. Fats: Classification of Fats, Functions, deficiency & excess of Fat; sources.
- c. Proteins: essential amino acids, classification of protein, functions of proteins, systems of protein Deficiency, Protein energy malnutrition (P.E.M.), Sources of protein.

UNIT 3

ROLE OF NUTRIENTS IN OUR BODY – II:

Vitamins: Classification of vitamins function deficiency & excess and sources of all vitamins.

UNIT 4

ROLE OF NUTRIENTS IN OUR BODY – III:

- a. Minerals: Classification, Sources and functions & deficiency of various minerals – Iron, Calcium, Iodine, Sulphur, Potassium, Phosphorous, Sodium, Zinc etc. (elementary study only).
- b. Water: Functions, sources & diseases.

UNIT 5

BALANCED DIET:

Concept of balanced diet

Menu planning-Defination, aim & importance

Menu planning for specific requirements viz. infants, children, adolescent, adult man & women; nutritional requirements during specific conditions viz, pregnancy, lactation & old age.

EFFECT ON NUTRIENTS WHILE:

- a. Storage.
- b. Pre-preparation.
- c. Cooking.

Measures to be taken to prevent nutrient loss during cooking

Books for reference

Fundamentals of Food & Nutrition: Mudaambi & Raajgopal

Normal & Therapeutic Nutrition: H. Robinsson

Clinical Dietics & Nutrition: F.P Aanita