

**Scheme and Syllabus
Of
B.Sc.in Hotel Management and Catering Technology
(B.Sc. HMCT)**

Batch 2011



**By
Department of Academics**

Punjab Technical University

First Semester

Contact Hours: 32 Hrs.

Course Code	Course Name	Load Allocation			Marks Distribution		Total Marks	Credits
		L	T	P	Int.	Ext.		
BSHM101	Basics of Food Production - I	3	-	-	40	60	100	3
BSHM102	Basics of Food & Beverage Service – I	3	-	-	40	60	100	3
BSHM103	Basics of Front Office - I	3	-	-	40	60	100	3
BSHM104	Basics of House Keeping - I	3	-	-	40	60	100	3
BSHM105	Communication	2	-	-	40	60	100	2
BSHM106	Basics of Computers	2	-	-	40	60	100	2
BSHM107	Food Science & Nutrition	2	-	-	40	60	100	2
BSHM108	Basics of Food Production – I (Practical)	-	-	4	40	60	100	2
BSHM109	Bakery-I (Practical)			4	40	60	100	2
BSHM110	Basics of Food & Beverage Service – I (Practical)	-	-	2	40	60	100	1
BSHM111	Basics of House Keeping – I (Practical)	-	-	2	40	60	100	1
BSHM112	Fundamentals of Computers (Practical)	-	-	2	40	60	100	1
Total		18	-	14	480	720	1200	25

Second Semester

Contact Hours: 33 Hrs.

Course Code	Course Name	Load Allocation			Marks Distribution		Total Marks	Credits
		L	T	P	Int.	Ext.		
BSHM201	Food Production-II	3	-	-	40	60	100	3
BSHM202	Food & Beverage Service-II	3	-	-	40	60	100	3
BSHM203	Front Office-I	3	-	-	40	60	100	3
BSHM204	House Keeping-II	3	-	-	40	60	100	3
BSHM205	Hotel Engineering	2	-	-	40	60	100	2
BSHM206	Communication-II	2	-	-	40	60	100	2
HVPE 101	Human Values and Professional Ethics	3	-	-	40	60	100	3
BSHM207	Food Production-II (Practical)	-	-	4	40	60	100	2
BSHM208	Bakery-II(Practical)	-	-	4	40	60	100	2
BSHM209	Food & Beverage Service-II (Practical)	-	-	2	40	60	100	1
BSHM211	Front Office-I (Practical)	-	-	2	40	60	100	1
BSHM212	House Keeping-II (Practical)	-	-	2	40	60	100	1
Total		19	-	14	480	720	1200	26

Third Semester

Contact Hours: 30 Hrs.

Course Code	Course Name	Load Allocation			Marks Distribution		Total Marks	Credits
		L	T	P	Int.	Ext.		
BSHM301	Food Production-III	3	-	-	40	60	100	3
BSHM302	Food & Beverage Service-III	3	-	-	40	60	100	3
BSHM303	Front Office-II	3	-	-	40	60	100	3
BSHM304	Accommodation Operation-I	3	-	-	40	60	100	3
BSHM305	Food & Beverage Controls	2	-	-	40	60	100	1
BSHM306	Communication-III	2	-	-	40	60	100	1
BSHM307	French-I	2	-	-	40	60	100	1
BSHM308	Food Production-III (Practical)	-	-	4	40	60	100	2
BSHM309	Food & Beverage Service-III (Practical)	-	-	2	40	60	100	1
BSHM310	Front Office-II(Practical)	-	-	2	40	60	100	1
BSHM311	Accommodation Operation- I(Practical)	-	-	2	40	60	100	1
BSHM312	GD & Seminar (Practical)	-	-	2	40	60	100	1
Total		18	-	12	480	720	1200	21

Fourth Semester

Contact Hours: 32 Hrs.

Course Code	Course Name	Load Allocation			Marks Distribution		Total Marks	Credits
		L	T	P	Int.	Ext.		
BSHM401	Food Production-IV	3	-	-	40	60	100	3
BSHM402	Food & Beverage Service- IV	3	-	-	40	60	100	3
BSHM403	Front Office-III	3	-	-	40	60	100	3
BSHM404	Accommodation Operation- II	3	-	-	40	60	100	3
BSHM405	Facility Planning	2	-	-	40	60	100	2
BSHM406	Principles of Management-I	2	-	-	40	60	100	2
BSHM407	French-II	2	-	-	40	60	100	2
BSHM408	Food Production-IV (Practical)	-	-	4	40	60	100	2
BSHM409	Food & Beverage Service- IV (Practical)	-	-	4	40	60	100	2
BSHM410	Front Office-IV (Practical)	-	-	2	40	60	100	1
BSHM411	Accommodation Operation- II (Practical)	-	-	2	40	60	100	1
BSHM412	Computer and MIS(Practical)	-	-	2	40	60	100	1
Total		18	-	14	480	720	1200	25

Fifth Semester

Contact Hours: 32 Hrs.

Course Code	Course Name	Load Allocation			Marks Distribution		Total Marks	Credits
		L	T	P	Int.	Ext.		
BSHM501	Food Production-V	3	-	-	40	60	100	3
BSHM502	Food & Beverage Service-V	3	-	-	40	60	100	3
BSHM503	Front Office-V	3	-	-	40	60	100	3
BSHM504	Accommodation Operation-III	3	-	-	40	60	100	3
BSHM505	Human Resource Management	2	-	-	40	60	100	2
BSHM506	Principles Of Management-II	2	-	-	40	60	100	2
BSHM507	Hotel Accountancy	2	-	-	40	60	100	2
BSHM508	F&B Management	2	-	-	40	60	100	2
BSHM509	Food Production-V (Practical)	-	-	4	40	60	100	2
BSHM510	Bakery-III (Practical)	-	-	4	40	60	100	2
BSHM511	Food & Beverage Service-V(Practical)	-	-	2	40	60	100	1
BSHM512	Accommodation Operation-III (Practical)	-	-	2	40	60	100	1
Total		20	-	12	480	720	1200	26

Sixth Semester

Course Code	Course Name	Load Allocation			Marks Distribution		Total Marks
		L	T	P	Internal	External	
BSHM601	Industrial Training Viva (Room Division)	-	-	-	-	100	100
BSHM602	Industrial Training Viva (Food Division)	-	-	-	-	100	100
BSHM603	Training Certificate and Log Book	-	-	-	-	100	100
BSHM604	Project Report	-	-	-	-	200	200
Total							500

Semester Six devoted to 22 weeks Industrial Training

Each candidate will have to prepare a log book and training report of the day to day activities of his 22 Weeks on the job training duly supported by charts, diagrams, photos and tables. The report will be submitted in duplicate copy to the head of department at least one month before the commencement of the sixth semester supported by the certificate of competent authority of the training institute for the evaluation by a panel of experts comprising of one internal and one external. The viva-voce of the 6th semester would be based on the training report as well as other applied assignments, the candidate has undertaken during on the job training. The report should be neatly typed and duly forwarded by Head of Department to the Dean examination for further evaluation.

First Semester

BSHM101 Basics of Food Production-I

Objective/s and Expected Outcome: To develop knowledge and interest in the science and art of cuisine and food fundamentals in the hotel and Catering industry. To develop skills in meal planning, preparation of basic dishes using different types of ingredients. The student should be able to understand basic methods of cooking and ingredients used both in Indian and Continental Cookery

PART-A

1. Introduction to the Art of Cookery:

- Culinary History- Development of the Culinary Art from the middle ages to modern cookery.
- modern hotel kitchen
- Nouvelle Cuisine,
- Cuisine Minceur
- Indian Regional Cuisine
- Popular International Cuisine (An Introduction) of French, Italian and Chinese Cuisine.

2.

- Aims & Objectives of Cooking Food:
- Classification – Cooking Materials and their uses.
- Foundation ingredients – meaning, action of heat n carbohydrates, fats, proteins, minerals and vitamins.
- Fats and oils – meaning & examples of fats & oils, quality for shortenings, commonly used fats and oils and their sources & uses.
- Raising agent- functions of raising agents, chemical raising agents & yeast. Eggs- uses of eggs in cooking, characteristics of fresh eggs, deterioration of eggs, storage of eggs.
- Salts - uses.
- Liquid- water, stock, milk, fruit juices etc. Uses of liquid.
- Flavouring & seasoning – uses & example.
- Sweetening agents - uses & examples. Thickening agent.

3.

- Preparation of ingredients.
- Washing , peeling scraping, paring,
- Cutting – terms used in vegetables cutting , julienne, brunoise mecedoine, jardinière, paysanne- grating.
- Grinding. Mashing. Sieving. Milling. Steeping. centrifuging, emulsification evaporation. Homogenization.

- Methods of mixing foods.
- 4.
- Equipment used in kitchen.
 - Types of Kitchen Equipment – Diagrams, Uses, Maintenance, Criteria for Selection.

PART-B

- 5.
- Kitchen Organization.
 - Main Kitchen & Satellite Kitchen
 - Duties & responsibilities of each staff.
 - Cooking fuels - uses & advantage of different types of cooking fuels.
- 6.
- Methods of Cooking.
 - Methods of cooking food- transference of heat to food by radiation, conduction & convection- magnetrons waves meaning. Boiling, poaching, stewing, braising, steaming, baking, roasting, grilling, frying, paper bag, microwave, pot rousing- explanations with examples.
- 7.
- Stocks, Glazes, Sauces and Soups
 - Meaning uses and types of stocks, points observed while making stock. Recipes for I liter of white, brown and fish stock.
 - Glazes -meaning & uses.
 - Sauces -meaning, qualities of a good sauce, types of sauces -proprietary sauce and mother sauce. Recipe for I lit Béchamel, Veloute, Espagnole, Tomato & Hollandaise. Derivatives of mother sauces. (only name, no recipes). Recipes for known International Sauces & their uses.
 - Soups -classification of soups, meaning of each type with examples.
 - Basic Preparations. Mise-en-place for Bouquet Garni, mirepoix, duxelle paste, batters, marinades and gravies.

Suggested Readings/ Books:

1. **Theory of Cookery** – Krishna Arora.
2. **Modern Cookery** – Thangam Philip
3. **Larousse Gastronomique** - Montagne
4. **Professional Chef** – Arvind Saraswat.
5. **Food Production Operation** – Parvinder Bali

BSHM102 Basics of Food & Beverage Service-I

Objective/s and Expected Outcome: To develop knowledge of the students about hotel/ restaurants organization and an understanding of the auxiliary departments, different menus, principles of table laying. The student should imbibe the knowledge of Kitchen & restaurant brigade. They should have vital knowledge of auxiliary departments. They should be able to plan different menus, lay tables for different services.

PART-A

1. Introduction to the Food and Beverage Service Industry-

- The evolution of catering industry, scope for caterers in the industry
- Relationship of the catering industry to other industries.
- Types of Catering Establishments- Sectors
- Introduction to the Food and Beverage operations.

2. Food and Beverage Service Areas in a Hotel

- Restaurants and their subdivisions, Coffee Shop, Room Service, Bars, Banquets, Discotheques, Grill Room, Snack Bar, Executive Lounges, Business Centers and Night Club
- Back areas: Still Room, Wash-up, Hot-Plate, Plate Room, Kitchen Stewarding

3. Food and Beverage Equipment

- Operating equipment, Requirements, Criteria for selection quantity and types.
- Classification of crockery/ cutlery/ glassware/ hollowware/ flatware/ special equipment upkeep and maintenance of equipment.
- Furniture
- Linen
- Disposables

4. Food and Beverage Service Personnel

- Staff organization- the principal staff of different types of restaurants.
- Duties & responsibilities of the service staff.
- Duties and responsibilities of service staff – Job Descriptions and Job Specifications.
- Attitude and Attributes of Food and Beverage Service Personnel - personal hygiene, punctuality, personality attitude towards guests, appearance, salesmanship, sense of urgency, customer satisfaction.
- Basic Etiquettes for catering staff.
- Interdepartmental relationship.

PART-B**5. Menus and Covers**

- Introduction
- Cover- definition; different layouts.
- Menu Planning, considerations and constraints
- Menu Terms
- Menu Design
- French Classical Menu
- Classical Foods and its Accompaniments with cover
- Indian Regional dishes, accompaniments and service.

6. Types of meals –

- Breakfast – Introduction, Types, Service methods, a la carte, and TDH setups.
- Brunch
- Lunch
- Hi- tea
- Supper
- Dinner

7. Food and Beverage Service Methods

- Table Service – Silver/English, Family, American, Butler/ French, Russian
- Self Service - Buffet and Cafeteria Service
- Specialized Service – Gueridon, Tray, Trolley, Lounge, Room etc.
- Single Point Service- Takeaway, Vending, Kiosks, Food Courts, Bars, Automats

8. Control Methods-

- Billing methods – Duplicate and Triplicate system, KOTs and BOTs, Computerized KOTs
- Necessity and functions of a control system, F&B Control cycle and monitoring
- Food and Beverage Terminology related to the course.

Suggested Readings/ Books

1. **Food & Beverage Service** – Denis Lillicrap
2. **Food & Beverage Service** – Vijay Dhawan
3. **Food & Beverage Service-** Rao J Suhas

BSHM103 Basics of Front Office –I

Objective/s and Expected Outcome: To understand the general setup of front Office in small, medium and large hotels. Planning for layout of the front office, equipment, tools etc. Students should gain knowledge of various sections and functions of front office and their procedures. They should be able to Hand various tools and equipments of the front office.

PART-A

1. Tourism

- Meaning – definition and measurement of tourism.
- Classification – recreation, leisure, adventure, sports, health etc.
- Socio – economic benefits of tourism.
- Adverse effects of tourism.
- Basic components and infrastructure.
- Itinerary, passport and visa – Basic information.

2. The Hospitality Industry

- History and development of lodging industry – International.
- History and development of lodging industry – India.
- Defining the term – Hotel.
- Reasons for travel.

3. Classification of Hotels

- Based on Size, Location, and Length of Stay.
- Levels of Service, Ownerships and Affiliations.
- Referral Hotels, Franchise and management contracts.
- Chain Hotels.
- Target Markets.
- Alternate Lodging facilities.

4. Organizational Structure of Hotels

- Small.
- Medium.
- Large.
- Lobby Arrangements
- Basic Layout and Design.
- Handling VIPs.

- Duty Rota and work schedules
- Uniformed Service.

PART-B

5. Front Office Personnel

- Departmental Hierarchy.
- Attitude and Attributes and Salesmanship.
- Job Descriptions and Job Specifications of Front Office Personnel.

6. Front Office Operations

- The Front Desk- Equipments in use
- The Guest Room- Types and Status Terminology.
- Key Controls.
- Tariff plans.
- Types of rates.

7. Front Office responsibilities

- Communication – internal and interdepartmental.
- Guest services – basic information.
- Guest history – maintenance and importance.
- Relationship marketing.
- Emergency situations.

Suggested Readings/ Books

- 1. Front Office Training Manual** – Sudhir Andrews
- 2. Managing Front Office Operations** – Kasavana & Brooks
- 3. Front Office – Operations and Management** – Ahmed Ismail(Thomson Delmar)
- 4. Managing Computers in Hospitality Industry** – Michael Kasavana & Cahell.
- 5. Front Office operations** – Colin Dix & Chris Baird
- 6. Hotel Front Office Operation and Management** – Jatashankar R. Tewari

BSHM 104 Basics of House Keeping-I

Objective/s and Expected Outcome: To emphasize the role of housekeeping as a department in the hotel and the importance of a clean, comfortable, attractive and safe atmosphere aiming at ultimate guest satisfaction. The student should be able to fix the position and the value of each housekeeping staff in the hotel organization. The Student should become familiar with the equipment and agents needed in the housekeeping department. He/She should also become through with all the practices and procedures.

PART-A

1. Introduction

- Introduction to housekeeping department.
- Meaning, Definition & Importance of Housekeeping Department
- Role of Housekeeping in hospitality industry

2. Lay out & Organizational Structure

- Layout of Housekeeping department
- Organizational Structure of Housekeeping department (Small, Medium & large)
- Interdepartmental relationship(emphasis on Front office & Maintenance)
- Relevant sub section

3. Staffing in Housekeeping Department

- Role of key personnel in Housekeeping department
- Job description & Job specification of Housekeeping staff (Executive Housekeeper, Deputy housekeeper ,Floor supervisor ,Public area supervisor ,Night supervisor ,Room attendant ,House man, Head gardener)

PART-B

4. Planning work of Housekeeping department

- Identifying Housekeeping department
- Briefing & Debriefing
- Control desk (importance ,role , coordination)
- Role of Control Desk during emergency
- Duty Rota & work schedule
- Files with format used in Housekeeping department.

5. Hotel Guest Room

- Types of room-definition
- Standard layout (single ,double ,twin ,suit)
- Difference between Smoking & Non Smoking room's
- Barrier free room's
- Furniture / Fixture / Fitting / Soft Furnishing /Accessories / Guest Supplies /Amenities in a guest room
- Layout corridor& floor Pantry

6. Cleaning Science

- Characteristics of good cleaning agent
- Application of cleaning agent
- Types of cleaning agent
- Cleaning products
- Cleaning equipments
- Classification and types of equipment with Diagram's (Mops , dusters , pushers, mechanical squeeze, vacuum cleaner ,shampooing machine) with their care and uses.

Suggested Readings/ Books

- 1. Hotel housekeeping Training Manual** – Sudhir Andrews
- 2. Housekeeping for Hotels, Hostels and Hospitals** – Grace Brigham
- 3. Hotel Hostel and Hospital Housekeeping** – Joan C Branson & Margaret Lennox (ELST)
- 4. Managing Housekeeping Operations** – Margaret Kappa & Aleta Nitschke
- 5. Hotel House Keeping** – Sudhir Andrews (Tata McGraw Hill).
- 6. The Professional Housekeeper** – Tucker Schneider, VNR.
- 7. Hotel House Keeping Operation & Management-** G.Raghubalan

BSHM105 Communication

Objective/s and Expected Outcome: This course is designed to improve the grammar, correct their pronunciations and improve communication skills for proper conversation. Students are expected to learn the basics of the language and refine their pronunciation and communication skills.

PART-A

1. Grammar

- Voice
- Narration
- Tenses
- Correction of sentences
- Singular, Pleural, Genders
- Do as directed involving 'neither, nor' 'no sooner than', transformation of sentences.

2. Essay writing (upto 500 words.)

- Topics to be given from current events, social issues.
- Topics related to the hotel industry.

3. Comprehension of an unseen passage.

PART-B

4. Paragraph writing.

- Expansion of a given idea.
- Expansion upto 250 words.

5. Rapid Reading

- News paper Reading.
- Magazine Reading
- Hotel Journal Reading.

Suggested Readings/ Books

1. **Wren & Martin** – English Grammar.
2. **Hotel Journals**
3. **Magazines**

BSHM106 Basics of Computers

Objective/s and Expected Outcome: The basic objective of the course is to introduce the students to the world of computers and computer technology. Introduce students to the basic concepts of operating systems, Word Processing, Database, presentations & Networking. The student will be able to understand the basics of computers and use the windows application.

PART-A

1. Computer fundamentals -Theory

- Information concepts and processing
- Definition
- Need , Quality and value of Information
- Data processing concepts

2. Elements of a Computer System

- Definitions
- Characteristics of Computers
- Classification of Computers
- Limitations.

3. Hardware Features and uses.

- Components of Computer
- Generation of Computers
- Primary and secondary storage concepts.
- Data entry devices.
- Data output devices.

PART-B

4. Software Concepts.

- System Software
- Application Software.
- Language Classification.
- Compilers and interpreters.

5. Operating System / Environment - Theory

- BASICS OF MS-DOS
- Internal Commands
- External Commands

6. Introduction to Windows

- GUI/ Features
- What are Windows and Windows 95
- Parts of a typical window and their functions.

Suggested Readings/ Books

1. Fundamental of Computers, Prentice Hall India
2. Mastering Microsoft Office, Lonnie. E. Moseley, BPB Publications

BSHM107 Food Science & Nutrition**DEFINITION AND SCOPE OF FOOD SCIENCE AND ITS INTER-RELATIONSHIP WITH FOOD CHEMISTRY, FOOD MICROBIOLOGY AND FOOD PROCESSING****PART-A****1. Carbohydrates**

- Introduction
- Effect of cooking (gelatinisation and retrogradation)
- Factors affecting texture of carbohydrates (stiffening of starch gel & dextrinization)
- Uses of carbohydrates in food preparation

2. Fats & Oils

- Classification (based on the origin and degree of saturation)
- Autoxidation (factors and prevention measures)
- Flavour reversion
- Refining, hydrogenation & winterisation
- Effect of heating on fats & oils with respect to smoke point
- Commercial uses of fats (with reference to the emulsifying value of different fats)

3. Proteins

- Basic structure and properties
- Type of proteins based on their origin (plant/animal)
- Effect of heat on proteins (denaturation, coagulation)
- Functional properties of proteins (gelation, emulsification, foamability, viscosity)
- Commercial uses of proteins in different food preparations (like egg gels, starch gels, cakes, confectionary items, meringues, custard, soups, curries etc.)

4. Basic Aspects

- Definition of the terms health, nutrition and nutrients
- Importance of food – (physiological, psychological and social function of food) in maintaining good health
- Classification of nutrients

PART-B**5. Energy**

- Definition of energy and units of its measurements (kcal)
- Energy contribution from macronutrients(carbohydrates proteins and fats)
- Factors affecting energy requirements
- Concept of bmr, sda, thermodynamic action of food
- Dietary sources of energy
- Concept of energy balance and the health hazards associated with underweight, overweight

6. Macro Nutrients**➤ Carbohydrates**

- Definition
- Classification(mono,di and polysaccharides)
- Dietary sources
- Functions
- Significance of dietary fibre(prevention/treatment of diseases)

➤ Lipids

- Definition
- Classifications saturated and unsaturated fats
- Dietary sources
- Functions
- Significance of fatty acids(pufas,mufas,sfas,efa)in maintaining health
- Cholesterol-dietary sources and the concept of dietary and blood cholesterol

➤ Proteins

- Definition
- Classification based upon amino acid composition
- Dietary sources
- Functions
- Methods of improving quality of protein in food(special emphasis on soya proteins and whey proteins)

7. Micro Nutrients

➤ Vitamins

- Definitions and classification(water and fats soluble vitamins)
- Food sources, function and significance of
- Fat soluble vitamin(vitamin a,d,e,k)
- Water soluble vitamins(vitamins c,thiamine, riboflavin, niacin, cyahocobalamin, folic acid)

➤ Minerals

- Definition and classification(major and minor)
- Food sources,functions and significance of calcium, iron, sodium, iodine &fluorine

➤ Water

- Definition
- Dietary sources(visible, invisible)
- Functions of water
- Role of water in maintaining health(water balance)

Suggested Reading/ Book

1. **Food Science & Nutrition** – Roday Sunetra

BSHM108 Basics of Food Production-I (PRACTICAL)
(Demonstration by instructor and applications by students)

1.
 - Equipments - Identification, Description, Uses & handling
 - Hygiene - Kitchen etiquettes, Practices & knife handling
 - Safety and security in kitchen
2.
 - Vegetables - classification
 - Cuts - julienne, jardinière, macedoines, brunoise, payssane, mignonnete, dices, cubes, shred, mirepoix
 - Preparation of salad dressings
3.
 - Basic Cooking methods and pre-preparations
 - Blanching of Tomatoes and Capsicum
 - Preparation of concasse
 - Boiling (potatoes, Beans, Cauliflower, etc)
 - Frying - (deep frying, shallow frying, sautéing)
 - Aubergines, Potatoes, etc.
 - Braising - Onions, Leeks, Cabbage
 - Starch cooking (Rice, Pasta, Potatoes)
4.
 - Stocks - Types of stocks (White and Brown stock)
 - Fish stock
 - Emergency stock
 - Fungi stock
5. **Sauces - Basic mother sauces**
 - Béchamel
 - Espagnole
 - Veloute
 - Hollandaise
 - Mayonnaise
 - Tomato
6. **Egg cookery - Preparation of variety of egg dishes**
 - Boiled (Soft & Hard)
 - Fried (Sunny side up, Single fried, Bull's Eye, Double fried)

- Poaches
 - Scrambled
 - Omlette (Plain, Stuffed, Spanish)
 - En cocotte (eggs benedict)
- 7. Simple Salads & Soups:**
- Cole slaw,
 - Potato salad,
 - Beet root salad,
 - Green salad,
 - Fruit salad,
- 8. Simple Egg preparations:**
- Scotch egg,
 - Assorted omelletes,
 - Oeuf Floretine
 - Oeuf Benedict
 - Oeuf Farci
 - Oeuf Portugese
 - Oeuf Deur Mayonnaise
- 9. Simple potato preparations**
- Baked potatoes
 - Mashed potatoes
 - French fries
 - Roasted potatoes
 - Boiled potatoes
 - Lyonnaise potatoes
 - Allumettes
- 10. Vegetable preparations**
- Boiled vegetables
 - Glazed vegetables
 - Fried vegetables
 - Stewed vegetables.

BSHM109 Bakery-I (PRACTICAL)
(Demonstration by instructor and applications by students)

1. Equipments

- Identification
- Uses and handling
- Ingredients - Qualitative and quantitative measures

2. Bread making

- Demonstration & Preparation of Simple and enriched bread recipes
- Bread Loaf (White and Brown)
- Bread Rolls (Various shapes)
- French Bread
- Brioche

3. Simple cakes

- Demonstration & Preparation of Simple and enriched Cakes, recipes
- Sponge, Genoise, Fatless, Swiss roll
- Fruit Cake
- Rich Cakes
- Dundee
- Madeira

4. Simple cookies

- Demonstration and Preparation of simple cookies like
- Nan Khatai
- Golden Goodies
- Melting moments
- Swiss tart
- Tri colour biscuits
- Chocolate chip
- Cookies
- Chocolate Cream Fingers
- Bachelor Buttons.

5. Hot / Cold desserts

- Caramel Custard,
- Bread and Butter Pudding
- Queen of Pudding
- Soufflé – Lemon / Pineapple
- Mousse (Chocolate Coffee)
- Bavaroise
- Diplomat Pudding
- Apricot Pudding
- Steamed Pudding - Albert Pudding, Cabinet Pudding.

BSHM110---Basics of Food & Beverage Service-I (PRACTICAL)

1. Food Service areas – Induction & Profile of the areas
2. Ancillary F&B Service areas – Induction & Profile of the area
3. Familiarization of F&B Service equipment
4. Care & Maintenance of F&B Service equipment
5. **Cleaning / polishing of EPNS items by:**
 - Plate Powder method
 - Polivit method
 - Silver Dip method
 - Burnishing Machine
6. **Basic Technical Skills**
 - Task-01: Holding Service Spoon & Fork
 - Task-02: Carrying a Tray / Salver
 - Task-03: Laying a Table Cloth
 - Task-04: Changing a Table Cloth during service
 - Task-05: Placing meal plates & Clearing soiled plates
 - Task-06: Stocking Sideboard
 - Task-07: Service of Water
 - Task-08: Using Service Plate & Crumbing Down
 - Task-09: Napkin Folds
 - Task-10: Changing dirty ashtray
 - Task-11: Cleaning & polishing glassware
7. Tea – Preparation & Service
8. Coffee - Preparation & Service
9. Juices & Soft Drinks - Preparation & Service
 - Mocktails- Juices, Soft drinks, Mineral water, Tonic water
10. Cocoa & Malted Beverages – Preparation & Service

BSHM111 Basics of House Keeping-I (PRACTICAL)**1. Sample Layout of Guest Rooms**

- Single room
- Double room
- Twin room
- Suite

2. Guest Room Supplies and Position

- Standard room
- Suite
- VIP room special amenities

3. Cleaning Equipment-(manual and mechanical)

- Familiarization
- Different parts
- Function
- Care and maintenance

4. Public Area Cleaning (Cleaning Different Surface)**➤ Wood**

- polished
- painted
- Laminated

➤ Silver/EPNS

- Plate powder method
- Polivit method
- Proprietary solution (Silvo)

➤ Brass

- Traditional/ domestic 1 Method
- Proprietary solution 1 (brasso)

➤ Glass

- Glass cleanser
- Economical method(newspaper)

- **Floor** - Cleaning and polishing of different types
 - Wooden
 - Marble
 - Terrazzo/ mosaic etc.
- **WALL** - care and maintenance of different types and parts
 - Skirting
 - Dado
 - Different types of paints(distemper Emulsion, oil paint etc)

5. Maid's trolley

- Contents
- Trolley setup

6. Familiarizing with different types of Rooms, facilities and surfaces

- Twin/ double
- Suite
- Conference etc

BSHM112 Fundamentals of Computers-I (PRACTICAL)

1. Windows Operations

- Creating Folders
- Creating Shortcuts
- Copying Files/Folders
- Renaming Files/Folders
- Deleting Files
- Exploring Windows
- Quick Menus

2. MS-OFFICE 2007

3. MS WORD

4. Creating a Document

- Entering Text
- Saving the Document
- Editing a Document already saved to Disk
- Getting around the Document
- Find and Replace Operations
- Printing the Document

5. Formatting a Document

- Justifying Paragraphs
- Changing Paragraph Indents
- Setting Tabs and Margins
- Formatting Pages and Documents
- Using Bullets and Numbering
- Headers/Footers
- Pagination

6. Special Effects

- Print Special Effects e.g. Bold, Underline, Superscripts, Subscript
- Changing Fonts
- .Changing Case

7. CUT, COPY AND PASTE OPERATION

- Marking Blocks
- Copying and Pasting a Block
- Cutting and Pasting a Block
- Deleting a Block
- Formatting a Block
- Using Find and Replace in a Block

8. USING MS-WORD TOOLS

- Spelling and Grammar
- Mail Merge
- Printing Envelops and Labels

9. TABLES

- Create
- Delete
- Format

10. GRAPHICS

- Inserting Clip arts
- Symbols (Border/Shading)
- Word Art

11. PRINT OPTIONS

- Previewing the Document
- Printing a whole Document
- Printing a Specific Page
- Printing a selected set
- Printing Several Documents
- Printing More than one Copies

12. MS OFFICE 2007**➤ MS-EXCEL**

- How to use Excel
- Starting Excel
- Parts of the Excel Screen
- Parts of the Worksheet

- Navigating in a Worksheet
- Getting to know mouse pointer shapes

13. CREATING A SPREADSHEET

- Starting a new worksheet
- Entering the three different types of data in a worksheet
- Creating simple formulas
- Formatting data for decimal points
- Editing data in a worksheet
- Using AutoFill
- Blocking data
- Saving a worksheet
- Exiting excel

14. MAKING THE WORKSHEET LOOK PRETTY

- Selecting cells to format
- Trimming tables with Auto Format
- Formatting cells for:
 - Currency
 - Comma
 - Percent
 - Decimal
 - Date
- Changing columns width and row height
- Aligning text
 - Top to bottom
 - Text wrap
 - Re ordering Orientation
- F Using Borders

15. GOING THROUGH CHANGES

- Opening workbook files for editing
- Undoing the mistakes
- Moving and copying with drag and drop
- Copying formulas
- Moving and Copying with Cut, Copy and Paste

- Deleting cell entries
- Deleting columns and rows from worksheet
- Inserting columns and rows in a worksheet
- Spell checking the worksheet

16. PRINTING THE WORKSHEET

- Previewing pages before printing
- Printing from the Standard toolbar
- Printing a part of a worksheet
- Changing the orientation of the printing
- Printing the whole worksheet in a single pages
- Adding a header and footer to a report
- Inserting page breaks in a report
- Printing the formulas in the worksheet

17. ADDITIONAL FEATURES OF A WORKSHEET

- Splitting worksheet window into two four panes
- Freezing columns and rows on-screen for worksheet title
- Attaching comments to cells
- Finding and replacing data in the worksheet
- Protecting a worksheet
- Function commands

18. MAINTAINING MULTIPLE WORKSHEET

- Moving from sheet in a worksheet
- Adding more sheets to a workbook
- Deleting sheets from a workbook
- Naming sheet tabs other than sheet 1, sheet 2 and so on
- Copying or moving sheets from one worksheet to another

19. CREATING GRAPHICS/CHARTS

- Using Chart wizard
- Changing the Chart with the Chart Toolbar
- Formatting the chart's axes
- Adding a text box to a chart
- Changing the orientation of a 3-D chart

- Using drawing tools to add graphics to chart and worksheet
- Printing a chart with printing the rest of the worksheet data

20. EXCEL'S DATABASE FACILITIES

- Setting up a database
- Sorting records in the database

21. Internet & E-mail – PRACTICAL

Second Semester

BSHM201 Food Production-II

Objective/s and Expected Outcome :- To develop knowledge and interest in the science and art of Indian cuisine with emphasis on different regional cuisine, Indian spices, masalas, ethnic eating traditions and Indian Cooking. The students should have full knowledge of regional cuisine of India. They should be able to prepare menus for various food outlets.

PART-A**1. Food commodities**

- Classification with examples and uses in Cookery
- Game- meaning- types with examples
- Fruits- kinds with examples.
- Nuts- names of nuts commonly used in cooking.
- Cream- types, description and their uses.
- Yogurt- types
- Cereals- types and uses.
- Pulses used in Indian cooking
- Herbs- uses of herbs
- Spices & condiments- uses of different spices and condiments
- Coloring and Flavoring Agents: Name, Types and Uses.

2. Basic Indian Masalas & Gravies

- Garam masala, pulao masala, curry powder, sambhar powder, rasam powder, chaat masala, tandoori marination white, red, green and yellow gravies.

3. Indian Regional Cuisine

- A detailed study on North and South Indian Regional Cuisine: Goa, Kashmir, Andhra Pradesh, Karnataka, Tamil Nadu, Bengal, Assam, Gujarat, Punjab, Rajasthan etc., as regarding ingredients used, traditional preparation methods, utensils and accompaniments.

PART-B**4. Meat Cookery**

- Fish -classification with examples selection & cuts of fish, cooking of fish.
- Poultry- selection of poultry classification bases on size, uses of each type.
- Butchery -selection, cuts size and uses of lamb, mutton, beef, veal & pork
- Bacon, Ham, Gammon and Steaks -Description of steaks from sirloin & fillet.

5. Vegetable Cookery

- Vegetables -classification of vegetables, importance of vegetables in diet, cooking of vegetables.
- Retention of color, flavor, and nutrients while cooking.
- Potatoes - Styles of presenting potatoes and their description.
- Storage -Principles of Vegetable Storage.

6. Quantity Food Production

- Introduction to Large scale commercial cooking.
- Layout of a large kitchen, staff hierarchy and production workflows.

Suggested Readings/ Books

- **Theory of Cookery** – Krishna Arora.
- **Modern Cookery** – Thangam Philip
- **Larousse Gastronomique** - Montagne
- **Professional Chef** – Arvind Saraswat.
- **Food Production Operation** – Parvinder Bali

BSHM202 Food and Beverage Service-II**PART-A****MEALS & MENU PLANNING:**

- A. Origin of Menu
- B. Objectives of Menu Planning
- C. Types of Menu
- D. Courses of French Classical Menu
 - Sequence
 - Examples from each course
 - Cover of each course
 - Accompaniments
- E. French Names of dishes
- F. Types of Meals
 - Early Morning Tea
 - Breakfast (English, American Continental, Indian)
 - Brunch
 - Lunch
 - Afternoon/High Tea
 - Dinner
 - Supper

PREPARATION FOR SERVICE

- A. Organising Mise-en-scene
- B. Organising Mise en place

TYPES OF FOOD SERVICE

- A. Silver service
- B. Pre-plated service
- C. Cafeteria service
- D. Room service
- E. Buffet service
- F. Gueridon service
- G. Lounge service

SALE CONTROL SYSTEM

- A. KOT/Bill Control System (Manual)
 - Triplicate Checking System
 - Duplicate Checking System
 - Single Order Sheet
 - Quick Service Menu & Customer Bill
- B. Making bill
- C. Cash handling equipment
- D. Record keeping (Restaurant Cashier)

PART-B**NON-ALCOHOLIC BEVERAGES**

CLASIFICACION (NOURISHING, STIMULATING AND REFRESHING BEVERAGES)

A. TEA

- ORIGIN & MANUFACTURE
- TYPES & BRANDS

B. COFFEE

- ORIGIN & MANUFACTURE
- TYPES & BRANDS

C. JUICES AND SOFT DRINKS

- SERVICE OF JUICES & SOFT DRINKS
- BRAND NAMES OF JUICES, SOFT DRINKS, MINERAL WATER, TONIC WATER
- COCOA & MALTED BEVERAGES
- ORIGIN & MANUFACTURE

D. TOBACCO

- HISTORY
- PROCESSING FOR CIGARETTES, PIPE TOBACCO & CIGARS
- CIGARS – SHAPES / SIZES / COLOURS
- STORAGE OF CIGARETTES & CIGARS

E. Table Cheeses

- Introduction
- Types
- Production
- Brands and Service
- Storage

Suggested Readings/ Books

1. **Food & Beverage Service** – Denis Lillicrap
2. **Food & Beverage Service** – Vijay Dhawan
3. **Food & beverage Service**- Rao J Suhas

BSHM203 Front Office -I**PART-A****TARIFF STRUCTURE**

- A. Basis of charging
- B. Plans, competition, customer's profile, standards of service & amenities
- C. Hubbart formula
- D. Different types of tariffs
 - Rack Rate
 - Discounted Rates for Corporates, Airlines, Groups & Travel Agents

FRONT OFFICE AND GUEST HANDLING

- Introduction to guest cycle
- Pre arrival
- Arrival
- During guest stay
- Departure
- After departure

RESERVATIONS

- Importance of reservation
- Modes of reservation
- Channels and sources (FITs, Travel Agents, Airlines, GITs)
- Types of reservations (Tentative, confirmed, guaranteed etc.)
- Systems (non automatic, semi automatic fully automatic)
- Cancellation
- Amendments
- Overbooking

PART-B**ROOM SELLING TECHNIQUES**

- Up selling
- Discounts

ARRIVALS

- Preparing for guest arrivals at Reservation and Front Office
- Receiving of guests
- Pre-registration
- Registration (non automatic, semi automatic and automatic)
- Relevant records for FITs, Groups, Air crews & VIPs

DURING THE STAY ACTIVITIES

- Information services
- Message and Mail Handling
- Key Handling
- Guest special Requests
- Hospitality desk
- Complaints handling
- Guest handling
- Guest history

FRONT OFFICE CO-ORDINATION

With other departments of hotel

Suggested Readings/ Books

1. **Front Office Training Manual** – Sudhir Andrews
2. **Managing Front Office Operations** – Kasavana & Brooks
3. **Front Office – Operations and Management** – Ahmed Ismail(Thomson Delmar)
4. **Managing Computers in Hospitality Industry** – Michael Kasavana & Cahell.
5. **Front Office operations** – Colin Dix & Chris Baird
6. **Hotel Front Office Operation and Management** – Jatashankar R. Tewari

BSHM204 House Keeping-II**PART-A****1. Housekeeping Supervision**

- Importance of Inspection
- Checklist for Inspection
- Typical Areas usually neglected where special attention is required.
- Self Supervision Techniques for Cleaning Staff
- Degree of Discretion / Delegation to Cleaning Staff

2. Linen / Uniform / Tailor 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
- Uniform Designing : Importance, Types, Characteristics, Selection, Par Stock
- Function of Tailor Room
- Managing Inventory
- Par level of linen, uniform, guest loan items, machines & equipment, cleaning supplies & guest supplies
- Indenting from stores.

3. Cleaning Procedure & frequency schedules**GUEST ROOM**

- Prepare to clean
- Clean the guest room (bed making)
- Replenishment of Supplies & linen
- Inspection
- Deep cleaning
- Second service
- Turn down service

PUBLIC AREA

- Lobby, Lounge, Corridors, Pool area, Elevators, Health club, F&B outlet, Office areas.
- V.I.P Handling

PART-B**4. Special Cleaning Programme**

- Daily, Weekly, Fortnightly and Monthly Cleaning
- Routine cleaning, spring cleaning, deep Cleaning.

5. Floor Operations

- Rules on the Guest Floor

- Key Handling Procedure - types of keys(grand master, floor master, sub master or section or pass key, emergency key, room keys, offices and store keys), computerized key cards, key control register- issuing, return, changing of lock, key belts, unusual occurrences.
- Cleaning of Different Types of Floor Surfaces
- Special Services - baby sitting, second service, freshen up service, valet service.

6. Care and Cleaning of Metals

- Brass, Copper, Silver, EPNS, Bronze, Gun Metal, Chromium pewter, Stainless Steel, Types of tarnish, cleaning agents and methods used.

Suggested Redaings/ Books

- 1. Hotel housekeeping Training Manual** – Sudhir Andrews
- 2. Housekeeping for Hotels, Hostels and Hospitals** – Grace Brigham
- 3. Hotel Hostel and Hospital Housekeeping** – Joan C Branson & Margaret Lennox (ELST)
- 4. Managing Housekeeping Operations** – Margaret Kappa & Aleta Nitschke
- 5. Hotel House Keeping** – Sudhir Andrews (Tata McGraw Hill).
- 6. The Professional Housekeeper** – Tucker Schneider, VNR.
- 7. Hotel House Keeping Operation & Management-** G.Raghubalan

BSHM205 Hotel Engineering**PART-A****1. Hotel Maintenance Management**

- Introduction & Scope in Hotels
- Classification and Types
- Maintenance Programmes.

2. Engineering Department

- Organization & Setup of the Department
- The Staff – Duties and Responsibilities
- Requirement of Engineering Workshops.

3. Fuels

- Types of Fuels available
- Gases
- Precautions while using them - Heat Parts, BTU, Thermal & Calorific values
- Calculation of heat requirements, Fuel Requirement
- Principle of Bunsen burner
- Construction of an Industrial Gas Range: Parts & Functions, striking back, causes and remedies of problems.

4. Electricity

- Meaning and use,
- Advantage as a type of energy, conductors and non conductors,
- Meaning of ampere, volt, ohm and their relationship, ohm's law,
- AC & DC- their differences, advantages and disadvantages, signs and signals, closed and open circuits, causes and dangers, importance of earthing.
- General layout of circuits including service entrance, distribution panel boards, calculation of power requirements, meter reading.

PART-B**5. Water Management System**

- Sources of water and its quality
- Methods of removal of hardness, description of cold water
- Supply from mains and wells, calculations of water requirements and capacity of storage, systems.

6. Sanitary Systems

- Sinks, basins
- Water closet, bidets and their fittings
- Use of water traps and water seals, water pipes and soil pipes

7. Transport Systems

- Passenger elevators, freight elevators
- Dumb waiters
- Escalators and sidewalks - their operation and maintenance.

8. Fire Prevention & Protection.

- Different types of fires
- Fire alarms
- Different types of extinguishers.
- Fire hazards.

Suggested Readings/ Books:

- **Textbook of Hotel Maintenance** – N. C. Goyal & K. C. Goyal
- **Hotel Engineering** - Sujit Ghosal

BSHM206 Communication– II**PART-A****1. BUSINESS COMMUNICATION**

- Need
- Purpose
- Nature
- Models
- Barriers to communication
- Overcoming the barriers

2. LISTENING ON THE JOB

- Definition
- Levels and types of listening
- Listening barriers
- Guidelines for effective listening
- Listening computerization and note taking

3. EFFECTIVE SPEAKING

- Restaurant and hotel English
- Polite and effective enquiries and responses
- Addressing a group
- Essential qualities of a good speaker
- Audience analysis
- Defining the purpose of a speech, organizing the ideas and delivering the speech

PART-B**4. NON VERBAL COMMUNICATION**

- Definition, its importance and its inevitability
- Kinesics: Body movements, facial expressions, posture, eye contact etc.
- Proxemics: The communication use of space
- Paralanguage: Vocal behaviour and its impact on verbal communication
- Communicative use of artifacts – furniture, plants, colours, architects etc.

5. SPEECH IMPROVEMENT

- Pronunciation, stress, accent
- Importance of speech in hotels
- Common phonetic difficulties
- Connective drills exercises
- Introduction to frequently used foreign sounds

6. USING THE TELEPHONE

- The nature of telephone activity in the hotel industry
- The need for developing telephone skills
- Developing telephone skills

Suggested Readings/ Books

1. **Wren & Martin** – English Grammar.
2. Hotel Journals
3. Magazines.

HVPE 101 Human Values & Professional Ethics**Objective:**

To help the students to discriminate between valuable and superficial in the life. To help develop the critical ability to distinguish between essence and form, or between what is of value and what is superficial, in life - this ability is to be developed not for a narrow area or field of study, but for everyday situations in life, covering the widest possible canvas. To help students develop sensitivity and awareness; leading to commitment and courage to act on their own belief. It is not sufficient to develop the discrimination ability, it is important to act on such discrimination in a given situation.

Expected outcome:

Knowingly or unknowingly, our education system has focused on the skill aspects (learning and doing) - it concentrates on providing to its students the skills to do things. In other words, it concentrates on providing “How to do” things. The aspects of understanding “What to do” or “Why something should be done” is assumed. No significant cogent material on understanding is included as a part of the curriculum. A result of this is the production of graduates who tend to join into a blind race for wealth, position and jobs. Often it leads to misuse of the skills; and confusion and wealth that breeds chaos in family, problems in society, and imbalance in nature. This course is an effort to fulfill our responsibility to provide our students this significant input about understanding. This course encourages students to discover what they consider valuable. Accordingly, they should be able to discriminate between valuable and the superficial in real situations in their life. It has been experimented at IITTH, IITK and UPTU on a large scale with significant results.

PART A**1. Course Introduction - Need, Basic Guidelines, Content and Process for Value Education (6)**

- Understanding the need, basic guidelines, content and process for Value Education.
- Self Exploration—what is it?- its content and process; ‘Natural Acceptance’ and Experiential Validation- as the mechanism for self exploration.
- Continuous Happiness and Prosperity- A look at basic Human Aspirations
- Right understanding, Relationship and Physical Facilities- the basic requirements for fulfillment of aspirations of every human being with their correct priority
- Understanding Happiness and Prosperity correctly- A critical appraisal of the current scenario
- Method to fulfill the above human aspirations: understanding and living in **harmony** at various levels

2. Understanding Harmony in the Human Being - Harmony in Myself! (6)

- Understanding human being as a co-existence of the sentient ‘I’ and the material ‘Body’
- Understanding the needs of Self (‘I’) and ‘Body’ - *Sukh* and *Suvidha*
- Understanding the Body as an instrument of ‘I’ (I being the doer, seer and enjoyer)
- Understanding the characteristics and activities of ‘I’ and harmony in ‘I’
- Understanding the harmony of I with the Body: *Sanyam* and *Swasthya*; correct appraisal of Physical needs, meaning of Prosperity in detail
- Programs to ensure *Sanyam* and *Swasthya*

3. Understanding Harmony in the Family and Society- Harmony in Human-Human Relationship (6)

- Understanding harmony in the Family- the basic unit of human interaction
- Understanding values in human-human relationship; meaning of *Nyaya* and program for its fulfillment to ensure *Ubhay-tripti*; Trust (*Vishwas*) and Respect (*Samman*) as the foundational values of relationship
- Understanding the meaning of *Vishwas*; Difference between intention and competence

- Understanding the meaning of *Samman*, Difference between respect and differentiation; the other salient values in relationship
- Understanding the harmony in the society (society being an extension of family): *Samadhan, Samridhi, Abhay, Sah-astitva* as comprehensive Human Goals
- Visualizing a universal harmonious order in society- Undivided Society (*Akhand Samaj*), Universal Order (*Sarvabhaum Vyawastha*)- from family to world family!

4. Understanding Harmony in the Nature and Existence - Whole existence as Co-existence (4)

- Understanding the harmony in the Nature
- Interconnectedness and mutual fulfillment among the four orders of nature- recyclability and self-regulation in nature
- Understanding Existence as Co-existence (*Sah-astitva*) of mutually interacting units in all-pervasive space
- Holistic perception of harmony at all levels of existence

5. Implications of the above Holistic Understanding of Harmony on Professional Ethics (6)

- Natural acceptance of human values
- Definitiveness of Ethical Human Conduct
- Basis for Humanistic Education, Humanistic Constitution and Humanistic Universal Order
- Competence in professional ethics:
 - Ability to utilize the professional competence for augmenting universal human order
 - Ability to identify the scope and characteristics of people-friendly and eco-friendly production systems
 - Ability to identify and develop appropriate technologies and management patterns for above production systems.
- Case studies of typical holistic technologies, management models and production systems
- Strategy for transition from the present state to Universal Human Order:
 - At the level of individual: as socially and ecologically responsible engineers, technologists and managers
 - At the level of society: as mutually enriching institutions and organizations

Text Book

1. R R Gaur, R Sangal, G P Bagaria, 2009, *A Foundation Course in Value Education*.

Suggested Readings / Books:

2. Ivan Illich, 1974, *Energy & Equity*, The Trinity Press, Worcester, and HarperCollins, USA
3. E.F. Schumacher, 1973, *Small is Beautiful: a study of economics as if people mattered*, Blond & Briggs, Britain.
4. A Nagraj, 1998, *Jeevan Vidya ek Parichay*, Divya Path Sansthan, Amarkantak.
5. Sussan George, 1976, *How the Other Half Dies*, Penguin Press. Reprinted 1986, 1991
6. PL Dhar, RR Gaur, 1990, *Science and Humanism*, Commonwealth Publishers.
7. A.N. Tripathy, 2003, *Human Values*, New Age International Publishers
8. Subhas Palekar, 2000, *How to practice Natural Farming*, Pracheen(Vaidik) Krishi Tantra Shodh, Amravati.
9. Donella H. Meadows, Dennis L. Meadows, Jorgen Randers, William W. Behrens III, 1972, *Limits to Growth – Club of Rome’s report*, Universe Books.
10. E G Seebauer & Robert L. Berry, 2000, *Fundamentals of Ethics for Scientists & Engineers*, Oxford University Press
11. M Govindrajran, S Natrajan & V.S. Senthil Kumar, *Engineering Ethics (including Human Values)*, Eastern Economy Edition, Prentice Hall of India Ltd
12. B P Banerjee, 2005, *Foundations of Ethics and Management*, Excel Books.
13. B L Bajpai, 2004, *Indian Ethos and Modern Management*, New Royal Book Co., Lucknow. Reprinted 2008.

BSHM208 Food Production-II (PRACTICAL)**1.**

- Meat – Identification of various cuts, Carcass demonstration
- Preparation of basic cuts-Lamb and Pork Chops , Tornado, Fillet, Steaks and Escalope
- Fish-Identification & Classification
- Cuts and Folds of fish
- Identification, Selection and processing of Meat, Fish and poultry.
- Slaughtering and dressing

2. Preparation of menu

- **Salads & soups-** waldrof salad, Fruit salad, Russian salad, salade nicoise,
- Cream (Spinach, Vegetable, Tomato),
- Puree (Lentil, Peas Carrot)
- International soups

3. Chicken, Mutton and Fish Preparations-

- Fish orly, a la anglaise, colbert, meuniere, poached, baked
- Entrée-Lamb stew, hot pot, shepherd's pie, grilled steaks & lamb/Pork chops, Roast chicken, grilled chicken, Leg of Lamb, Beef

4. Simple potato preparations- Basic potato dishes**5. Vegetable preparations-** Basic vegetable dishes**6. Indian cookery-**

- Rice dishes, Breads, Main course, Basic Vegetables, Paneer Preparations

BSHM209 Bakery-II (PRACTICAL)**1. PASTRY:**

Demonstration and Preparation of dishes using varieties of Pastry

- Short Crust – Jam tarts, Turnovers
- Laminated – Palmiers, Khara Biscuits, Danish Pastry, Cream Horns
- Choux Paste – Eclairs, Profiteroles

2. COLD SWEET

- Honeycomb mould
- Butterscotch sponge
- Coffee mousse
- Lemon sponge
- Trifle
- Blancmange
- Chocolate mousse
- Lemon soufflé

3. HOT SWEET

- Bread & butter pudding
- Caramel custard
- Albert pudding
- Christmas pudding

4. INDIAN SWEETS

Simple ones such as gajjar halwa, kheer

BSHM210 Food & Beverage Service-II (PRACTICAL)**1. TABLE LAY-UP & SERVICE**

- Task-01: A La Carte Cover
- Task-02: Table d' Hote Cover
- Task-03: English Breakfast Cover
- Task-04: American Breakfast Cover
- Task-05: Continental Breakfast Cover
- Task-06: Indian Breakfast Cover
- Task-07: Afternoon Tea Cover
- Task-08: High Tea Cover

2. TRAY/TROLLEY SET-UP & SERVICE

- Task-01: Room Service Tray Setup
- Task-02: Room Service Trolley Setup

3. PREPARATION FOR SERVICE (RESTAURANT)

- Organizing Mise-en-scene
- Organizing Mise-en-Place
- Opening, Operating & Closing duties

4. PROCEDURE FOR SERVICE OF A MEAL

- Task-01: Taking Guest Reservations
- Task-02: Receiving & Seating of Guests
- Task-03: Order taking & Recording
- Task-04: Order processing (passing orders to the kitchen)
- Task-05: Sequence of service
- Task-06: Presentation & Encashing the Bill
- Task-07: Presenting & collecting Guest comment cards
- Task-08: Seeing off the Guest

5. Social Skills

- Task-01: Handling Guest Complaints
- Task-02: Telephone manners
- Task-03: Dining & Service etiquettes

6. Service of Tobacco

Cigarettes & Cigars

BSHM211 Front Office-I (PRACTICAL)

- Basic Manners and Attributes for Front Office Operations.
- Communication Skills – verbal and non verbal.
- Preparation and study of Countries – Capitals & Currency, Airlines & Flag charts, Credit Cards, Travel Agencies etc.
- Telecommunication Skills.
- Forms & formats related to Front office.
- Hotel visits – WTO sheets.
- Identification of equipment, work structure and stationery.
- Procedure of taking reservations – in person and on telephones.
- Converting enquiry into valid reservations.
- Role play – Check-in / Check – out / Walk-in / FIT / GIT / etc; VIP / CIP / H.G etc..
- Suggestive selling.

BSHM212 House Keeping-II (PRACTICAL)**Servicing guest room (checkout/ occupied and vacant)****ROOM**

- Task 1- open curtain and adjust lighting
- Task 2-clean ash and remove trays if any
- Task 3- strip and make bed
- Task 4- dust and clean drawers and replenish supplies
- Task 5-dust and clean furniture, clockwise or anticlockwise
- Task 6- clean mirror
- Task 7- replenish all supplies
- Task 8-clean and replenish minibar
- Task 9-vaccum clean carpet
- Task 10- check for stains and spot cleaning

BATHROOM

- Task 1-disposed soiled linen
- Task 2-clean ashtray
- Task 3-clean WC
- Task 4-clean bath and bath area
- Task 5-wipe and clean shower curtain
- Task 6- clean mirror
- Task 7-clean tooth glass
- Task 8-clean vanitory unit
- Task 9- replenish bath supplies
- Task 10- mop the floor

Bed making supplies (day bed/ night bed)

- Step 1-spread the first sheet(from one side)
- Step 2-make miter corner (on both corner of your side)
- Step 3- spread second sheet (upside down)
- Step 4-spread blanket

Step 5- Spread crinkle sheet

Step 6- make two folds on head side with all three (second sheet, blanket and crinkle sheet)

Step 7- tuck the folds on your side

Step 8- make miter corner with all three on your side

Step 9- change side and finish the bed in the same way

Step 10- spread the bed spread and place pillow

Records

- Room occupancy report
- Checklist
- Floor register
- Work/ maintenance order]
- Lost and found
- Maid's report
- Housekeeper's report
- Log book
- Guest special request register
- Record of special cleaning
- Call register
- VIP list
- Floor linen book/ register

Minibar management

- Issue
- stock taking
- checking expiry date

Handling room linen/ guest supplies

- Maintaining register/ record
- Replenishing floor pantry
- stock taking

Guest handling

- Guest request
- Guest complaints