

Scheme & Syllabus of

Master of Hotel Management and Catering Technology

(MHMCT)

Batch 2018 onwards



By

Board of Study HMCT

Department of Academics

IK Gujral Punjab Technical University

**IK Gujral Punjab Technical University
(MHMCT Batch 2018 onwards)**

Master of Hotel Management and Catering Technology (MHMCT)

It is a Post Graduate (PG) Program of 2 years duration (4 semesters)

Eligibility for Admission: Bachelor Degree Pass in any stream.

Total Marks of MHMCT Program: 3500, Total Credit of MHMCT Program: 94

Courses & Examination Scheme:

First Semester

| Course Code | Course Type | Course Title | Load Allocations | | | Marks Distribution | | Total Marks | Credits |
|-------------|--------------|---------------------------------------|------------------|----------|-----------|--------------------|------------|-------------|-----------|
| | | | L | T | P | Internal | External | | |
| MHM101-18 | Core Theory | Food Production Operation-I | 4 | 0 | 0 | 40 | 60 | 100 | 4 |
| MHM102-18 | Core Theory | Food and Beverage Service Operation-I | 4 | 0 | 0 | 40 | 60 | 100 | 4 |
| MHM103-18 | Core Theory | Front Office Operation Foundation-I | 4 | 0 | 0 | 40 | 60 | 100 | 4 |
| MHM104-18 | Core Theory | Accommodation Operation-I | 4 | 0 | 0 | 40 | 60 | 100 | 2 |
| MHM105-18 | Elective | Healthy Living & Fitness | 2 | 0 | 0 | 40 | 60 | 100 | 2 |
| MHM106-18 | Core Theory | Principle of Management | 2 | 0 | 0 | 40 | 60 | 100 | 2 |
| MHM107-18 | Practical | Food Production Operation-I | 0 | 0 | 4 | 60 | 40 | 100 | 2 |
| MHM108-18 | Practical | Food and Beverage Service Operation-I | 0 | 0 | 4 | 60 | 40 | 100 | 2 |
| MHM109-18 | Practical | Front Office Operation Foundation-I | 0 | 0 | 4 | 60 | 40 | 100 | 2 |
| MHM110-18 | Practical | Accommodation Operation-I | 0 | 0 | 4 | 60 | 40 | 100 | 2 |
| | TOTAL | | 20 | 0 | 16 | 480 | 520 | 1000 | 26 |

Second Semester

| Course Code | Course Type | Course Title | Load Allocations | | | Marks Distribution | | Total Marks | Credits |
|-------------|--------------|--|------------------|----------|-----------|--------------------|------------|-------------|-----------|
| | | | L | T | P | Internal | External | | |
| MHM201-18 | Core Theory | Food Production Operation-II | 4 | 0 | 0 | 40 | 60 | 100 | 4 |
| MHM202-18 | Core Theory | Food and Beverage Service Operation-II | 4 | 0 | 0 | 40 | 60 | 100 | 4 |
| MHM203-18 | Core Theory | Front Office Operation Foundation-II | 4 | 0 | 0 | 40 | 60 | 100 | 4 |
| MHM204-18 | Core Theory | Accommodation Operation-II | 4 | 0 | 0 | 40 | 60 | 100 | 4 |
| MHM205-18 | Core Theory | Accounting for Managers | 2 | 0 | 0 | 40 | 60 | 100 | 2 |
| MHM206-18 | Elective | Research Methodology | 2 | 0 | 0 | 40 | 60 | 100 | 2 |
| MHM207-18 | Practical | Food Production Operation-II | 0 | 0 | 4 | 60 | 40 | 100 | 2 |
| MHM208-18 | Practical | Food and Beverage Service Operation-II | 0 | 0 | 4 | 60 | 40 | 100 | 2 |
| MHM209-18 | Practical | Front Office Operation Foundation-II | 0 | 0 | 4 | 60 | 40 | 100 | 2 |
| MHM210-18 | Practical | Accommodation Operation-II | 0 | 0 | 4 | 60 | 40 | 100 | 2 |
| | TOTAL | | 20 | 0 | 16 | 480 | 520 | 1000 | 28 |

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Third Semester

| Course Code | Course Type | Course Title | Load Allocations | | | Marks Distribution | | Total Marks | Credits |
|-------------|--------------|---|------------------|----------|-----------|--------------------|------------|-------------|-----------|
| | | | L | T | P | Internal | External | | |
| MHM301-18 | Core Theory | Food Production Operation- Industry Exposure | 0 | 0 | 8 | 60 | 40 | 100 | 4 |
| MHM302-18 | Core Theory | Food and Beverage Service Operation – Industry Exposure | 0 | 0 | 8 | 60 | 40 | 100 | 4 |
| MHM303-18 | Core Theory | Room Division Operations- Industry Exposure | 0 | 0 | 8 | 60 | 40 | 100 | 4 |
| MHM304-18 | Core Theory | Log Book & Training Project Report on Industry Exposure | 0 | 0 | 4 | 60 | 40 | 100 | 2 |
| MHM305-18 | Core Theory | Comprehensive Viva Voce on Industry Exposure | 0 | 0 | 4 | 60 | 40 | 100 | 2 |
| MHM306-18 | Elective | Seminar on Industry Exposure | 0 | 0 | 0 | 100 | - | 100 | 1 |
| | TOTAL | | 0 | 0 | 32 | 400 | 200 | 600 | 17 |

Fourth Semester

| Course Code | Course Type | Course Title | Load Allocations | | | Marks Distribution | | Total Marks | Credits |
|-------------|-----------------|------------------------------|------------------|----------|-----------|--------------------|------------|-------------|-----------|
| | | | L | T | P | Internal | External | | |
| MHM401-18 | Core Theory | Hotel Sales and Marketing | 3 | 0 | 0 | 40 | 60 | 100 | 3 |
| MHM402-18 | Core Theory | Entrepreneurship Development | 2 | 0 | 0 | 40 | 60 | 100 | 2 |
| MHM403-18 | Core Theory | Organizational Behaviour | 2 | 0 | 0 | 40 | 60 | 100 | 2 |
| MHM404-18 | Core Theory | Hospitality Law | 2 | 0 | 0 | 40 | 60 | 100 | 2 |
| MHM405-18 | Elective Theory | Elective-I | 3 | 0 | 0 | 40 | 60 | 100 | 3 |
| MHM406-18 | Elective Theory | Elective-II | 3 | 0 | 0 | 40 | 60 | 100 | 3 |
| MHM407-18 | Practical | Elective-I | 0 | 0 | 4 | 60 | 40 | 100 | 2 |
| MHM408-18 | Practical | Elective-II | 0 | 0 | 4 | 60 | 40 | 100 | 2 |
| MHM409-18 | Core | Project Report | 0 | 0 | 4 | 100 | 00 | 100 | 4 |
| | TOTAL | | 15 | 0 | 12 | 460 | 440 | 900 | 23 |

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First Semester

**FOOD PRODUCTION OPERATION - I
MHM 101**

| Sl. No. | | Hours |
|----------|--|-------|
| Unit - 1 | <p>Introduction to the art of cookery</p> <ul style="list-style-type: none"> • Culinary history. • Origins of modern cookery. • Aims and objectives of cooking food, Importance of cooking food, with reference to the catering industry. Principles of a balanced and a healthy diet • Conversion Table | 06 |
| Unit - 2 | <p>Kitchen Hygiene and Professionalism</p> <ul style="list-style-type: none"> • Personal hygiene, their importance • Levels of skill, Attitude towards work | 03 |
| Unit - 3 | <p>Kitchen Organization:</p> <ul style="list-style-type: none"> • Modern kitchen Brigade • Kitchen layout, Hierarchy and function, • Duties and responsibilities of Executive Chef, Sous chef and Chef de partie • Different sections of kitchen and their responsibility • Co-ordination with other departments | 06 |
| Unit - 4 | <p>Equipment, Tools and Fuels</p> <ul style="list-style-type: none"> • Classification of different equipments • Uses, maintenance, criteria for selection of equipments • Various fuels used, Advantages and disadvantages of each | 03 |
| Unit - 5 | <p>Basic preparations</p> <ul style="list-style-type: none"> • Mise-en-place of all the basic preparations, cuts of vegetables, mire poix , bouquet garni, • Various textures, consistencies, various methods of mixing food. | 04 |
| Unit - 6 | <p>Methods of Cooking</p> <ul style="list-style-type: none"> • Transfer of heat • Classification of cooking methods-boiling, poaching, steaming, stewing, braising, blanching, Frying, sautéing, roasting, grilling, , broiling, baking. • Basic rules with examples • Advanced methods-micro-wave, infra red, induction, paper bag etc. | 08 |
| Unit - 7 | <p>Basic Bakery</p> <ul style="list-style-type: none"> • Introduction. Principal of baking, uses of different types of oven • Difference between Bakery, patisserie and confectionary. Examples • Ingredients used, and role of each ingredients in baking | 06 |
| Total | | 36 |

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Suggested Reading:

- Practical Cookery, Victor Ceserani & Ronald Kinton, ELBS
- Theory of Cookery-a text book- Pranshu Chomplay, Dr.Shaliendra Singh
- Theory of Catering, Victor Ceserani & Ronald Kinton, ELBS
- Herrings Dictionary of Classical & Modern Cookery, Walter Bickel
- Chef Manual of Kitchen Management, Fuller, John
- The Professional Chef (4th edition), Le Rol A.Polsom
- Food production operation, Parvinder S. Bali

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**FOOD & BEVERAGE SERVICE OPERATION-I
MHM-102**

Suggested Books:

- Food & Beverage Service Training Manual-Sudhir Andrews, Tata McGraw Hill
- Food & Beverage Service –Lillicrap & Cousins, ELBS

| Sl. No. | Topics | Hours |
|---------|--|-------|
| Unit -1 | Introduction to Food & Beverage Service Industry <ul style="list-style-type: none"> • Classification and various sectors of Catering Industry | 02 |
| Unit-2 | Introduction to F & B Service operations: <ul style="list-style-type: none"> • Types of F&B Outlets - Restaurant, Coffee Shop, Room Service, Bars, Banquets, Discotheques, Still Room, Snack Bar, executive lounges, business- centers & Night Clubs, Bistro, Pubs, Kiosks, Casinos, Fast Foods, Take away, Buffet Restaurants, Ancillary areas. | 04 |
| Unit-3 | F & B Service Tools, Equipment and Furnishings: <ul style="list-style-type: none"> • Classification, Various Tools and Equipments, • Usage of Equipment, • Types, Sizes and usage of Furniture, • Linen, Napkins, Chinaware, Silverware, Glassware & Disposables • Special & Other Equipment, Tools and Furnishings - PDA's, Electronic Pourers, Tray Jacks, Electronic chillers, Coffee plungers, Bar Guns, Induction Warmers, Mats, Runners, Props • Care and maintenance • Other new concepts of modern furnishings, | 08 |
| Unit-4 | Food & Beverage Service Personnel: <ul style="list-style-type: none"> • Basic Etiquettes for Catering staff, Attitude & Attributes of a Food & Beverage personnel and competencies, • Food & Beverage Service Organization, • Job Descriptions & Job Specifications of F& B Service Staff, • Interdepartmental Coordination. | 10 |
| Unit-5 | Mise-en- Scene and Mise-en- place: | 02 |
| Unit-6 | Food & Beverage Service Methods: <ul style="list-style-type: none"> • Different Types of service - Table Service-Silver, English, Family and American/Pre plated, Butler/French, Russian, Self Service- Buffet & Cafeteria Specialized Service-Gueridon-Trolley, Lounge, Room, etc., Single Point Service-Take Away, Vending, Kiosks, Food Courts & Bars and Automats. | 10 |
| | Total | 36 |

- Modern Restaurant Service –John Fuller, Hutchinson
- Food & Beverage Service Management-Brian Varghese
- Introduction F& B Service-Brown, Heppner & Deegan
- Professional Food & Beverage Service Management –Brian Varghese

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**FRONT OFFICE OPERATION FOUNDATION-I
MHM 103**

| Sl. No. | TOPIC'S | Hours |
|---------|---|-----------|
| Unit- 1 | Introduction and Organization Structure of Front Office <ul style="list-style-type: none"> • Function areas • Front office hierarchy, • Duties and responsibilities • Personality traits | 6 |
| Unit- 2 | Types of Rooms, Hotel Entrance, Lobby and Front Office <ul style="list-style-type: none"> • Different types of rooms • Sub Sections of Front Office • Front office equipment | 6 |
| Unit- 3 | Tariff Structure <ul style="list-style-type: none"> • Basis of charging • Plans, competition, customer's profile, standards of service & amenities • Different types of tariffs • Rack Rate • Discounted Rates for Corporate, Airlines, Groups & Travel Agents • GUEST ACCOUNTING (MANUAL): Guest Weekly Bill, Visitors Tabular Ledger | 6 |
| Unit- 4 | Front Office and Guest Handling <ul style="list-style-type: none"> • Introduction to guest cycle: • Pre arrival, Arrival, Stay, Departure and after departure. During the Stay Activities <ul style="list-style-type: none"> • Message and Mail Handling • Room selling technique • Hospitality desk • Complaints handling • Guest handling • Guest history | 10 |
| Unit- 5 | Reservations <ul style="list-style-type: none"> • Importance of reservation • Modes • Channels and sources (FITs, Travel Agents, Airlines, GITs) • Types of reservations (Tentative, confirmed, guaranteed etc.) • Systems (non automatic, semi automatic fully automatic) • Cancellation, Amendments and overbooking | 6 |
| Unit- 6 | Bell Desk <ul style="list-style-type: none"> • Functions • Procedures and records | 4 |
| Unit- 7 | Cash & Accounts <ul style="list-style-type: none"> • Introduction to cash • Functions of cash sections • Various modes of payment by the guest | 4 |
| | Total | 42 |

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Suggested Text Books & References

- Hotels for Tourism Development, Dr. J.M.S. Negi, Metropolitan Book Co. (P) Ltd., New Delhi.
- Dynamics of Tourism, R.N. Kaul, Sterling Publishing Pvt. Ltd., New Delhi.
- International Tourism, A.K. Bhatia, Sterling Publishing Pvt. Ltd., New Delhi
- Hotel Front Office Management, James A. Bardi, Van Nostrand Reinholdn New York.

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ACCOMMODATION OPERATION -I

MHM 104

| Sl. No. | TOPIC'S | Hours |
|---------|--|-------|
| Unit- 1 | Introduction <ul style="list-style-type: none"> • Meaning and definition· Importance of Housekeeping • A career in the Housekeeping department • Role of Housekeeping in guest satisfaction and repeat Business | 04 |
| Unit- 2 | Housekeeping Department <ul style="list-style-type: none"> • Organizational framework of the Department • Role of Key Personnel in Housekeeping • Attributes and Qualities of the Housekeeping staff - skills of a good Housekeeper • Inter departmental Co-ordination with more emphasis on Front office and the Maintenance department | 04 |
| Unit- 3 | Housekeeping Procedures <ul style="list-style-type: none"> • Briefing, Debriefing, Gate pass • Indenting from stores· Inventory of Housekeeping Items • House keeping control desk, Importance, Types of keys ,key control, • Handling Lost and Found • Forms, Formats and registers used in the Control Desk • Handling of Guest queries, problem, request • General operations of control desk • Role of control desk during Emergency | 06 |
| Unit- 4 | The Hotel Guest Room <ul style="list-style-type: none"> • Layout of guest room (Types) • Layout of corridor and floor pantry • Types of guest rooms • Furniture/Fixtures/Fittings/Soft Furnishings/Accessories/Guest Supplies/Amenities in a guest room (to be dealt in brief only) | 04 |
| Unit- 5 | Cleaning Science <ul style="list-style-type: none"> • Characteristics of a good cleaning agent • General Criteria for selection & Classification • PH scale and cleaning agent with their application • Types of cleaning agent • Cleaning products (Domestic and Industrial) • Use, care and Storage • Use of Eco-friendly products in Housekeeping | 08 |
| Unit-6 | Cleaning Equipment <ul style="list-style-type: none"> • Types of Equipment • Operating Principles of Equipment • Characteristics of Good equipment (Mechanical/Manual) • Storage, Upkeep, Maintenance of equipment | 06 |
| Unit -7 | Care and Cleaning of Different Surfaces <ul style="list-style-type: none"> • Metal, Glass, Leather, Rexene, Ceramic, Wood, Wall and floor covering ,Stain Removal | 06 |

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| | | |
|--------|------------------------------|-----------|
| Unit-8 | Types of Beds and Mattresses | 02 |
| | TOTAL | 40 |

Suggested Books:

- Hotel Housekeeping, Sudhir Andrews, Tata McGraw Hill
- The Professional Housekeeper, Tucker Schneider, VNR
- Professional Management of Housekeeping Operations, Martin Jones, Wiley
- House Keeping Management for Hotels, Rosemary Hurst, Heinemann
- 5.Hotel, Hostel & Hospital House Keeping, Joan C. Branson & Margaret Lennox, ELBS
- Accommodation & Cleaning Services, Vol I & II, David . Allen, Hutchinson
- Managing House Keeping Operation, Margaret Kappa & Aleta Nitschke

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**HEALTHY LIVING & FITNESS
MHM 105**

| Sl. No. | TOPIC'S | Hours |
|--------------|--|-----------|
| Unit- 1 | Human body Awareness of important body organs, their location and broad function | 4 |
| Unit- 2 | Diet and Health <ul style="list-style-type: none"> • Importance of breakfast fruits ,whole grain • knowledge about constituent of diet (Protein, fats, carbohydrates, vitamin and mineral) importance of fiber | 4 |
| Unit- 3 | Lifestyle diseases <ul style="list-style-type: none"> • Harmful effect of junk/processed foods • Dangers of obesity • Disease ensuing because of lifestyle e.g diabetes heart diseases etc | 4 |
| Unit- 4 | Exercise Benefits of yoga and exercise | 2 |
| Unit- 5 | Addictions <ul style="list-style-type: none"> • Chewing • Drinking • Smoking | 4 |
| Unit- 6 | Importance of mental health <ul style="list-style-type: none"> • Stress management • Anxiety and depression • Awareness of commonly encountered diseases ailments. | 2 |
| Unit- 7 | First Aid First aid in commonly encountered emergency | 4 |
| TOTAL | | 24 |

Suggested Readings

- Corbin.Charles Beetal. C.A., (2004) Concepts of Fitness and Welfare Boston McGraw Hill.
- Puri. K.Chandra.S.S. (2005). Health and Physical Education. New Delhi: Surjeet Publications
- Principles of Physical Education: Com. Philadelphia: W.B.Sounders
- B.C.Rai Health Education and Hygiene Published by Prakashan Kendra, Lucknow
- Norman Bezzant Help! First Aid for everyday emergencies. Jaico Publishing House Bombay, Delhi
- Les Snowdan., Maggie Humphrey's Fitness walking, Maggie Humphery Orient Paper Books 2002 New Delhi.

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PRINCIPLE OF MANAGEMENT, MHM 106

| S. No. | TOPIC'S | Hours |
|---------|---|-----------|
| Unit- 1 | Management: <ul style="list-style-type: none"> • Definition • Nature • Scope & Characteristics • Management - Art or Science • Principles of Management | 4 |
| Unit- 2 | Evolution of Management: <ul style="list-style-type: none"> • Scientific Theory- Taylor • Administrative Principles- Fayol • Human Relations Perspective- Hawthorne Studies • Various approaches to Management | 6 |
| Unit- 3 | Planning and Organizing: <ul style="list-style-type: none"> • Meaning and Importance of staffing • Types of Plans and Structures • Meaning and Importance of Organizing • Various types of Organization Systems | 6 |
| Unit- 4 | Staffing and Directing: <ul style="list-style-type: none"> • Meaning and Importance of Staffing • Process of Staffing • Meaning, Importance and Principles of Directing • Meaning and Definition of Leadership • Types and Theories of Leadership • Meaning and Definition of Motivation • Theories of Motivation • Meaning, Importance and Process of Communication • Barriers of Communication | 10 |
| Unit- 5 | Coordination and Control: <ul style="list-style-type: none"> • Meaning and Importance of Coordination • Process of coordination • Meaning and Importance of controlling • Process of Control • Techniques of Control | 4 |
| | TOTAL | 30 |

Suggested Reading

- Essential of Management – Harold Koontz & Heinsz Weirich.
- Management – H. Koontz & Cyrill O' Donnell.
- Management Theory – Jungle, H. Koontz

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**FOOD PRODUCTION OPERATION PRACTICAL -I
MHMP - 107**

1. Familiarization and Understanding the usage of equipment and tools
2. Proper usage of a kitchen knife and hand tools
3. Familiarization, identification of commonly used raw material: For commodities listed in theory.
4. Basic hygiene practices to be observed in the kitchen
5. First aid for cuts & burns
6. Safety practices to be observed in the kitchen
7. Demonstration of cooking methods – two items of preparation of each method:
8. Boiling: Potato and Rice
9. Poaching: Fish and Egg
10. Steaming: Rice, Pudding
11. Blanching: Vegetable
12. Stewing: Mutton and Vegetable stew
13. Frying: Fritters, Patties
14. Sautéing: Vegetable
15. Roasting: Potato and Vegetable roast
16. Grilling: Grilled Vegetable and Fish
17. Braising: Chicken
18. Broiling: Breads, Spices
19. Baking: Potato and vegetable
20. Micro waving: Rice and Vegetable
21. Basic cuts of vegetables , Julienne, Jardinière, Brunoise, Dices, Macedoine, Payssane, Mire poix etc.

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Service of food and beverage service

**FOOD & BEVERAGE SERVICE OPERATION PRACTICAL-I
MHMP- 108**

1. Restaurant Etiquettes
2. Restaurant Hygiene practices
3. Practice of Mise- En –Scene activities
4. Practice of Mise- En –Place activities
5. Identification of Tools, Equipments, Cutlery, Crockery, Glass & Chinaware, Flatware, Hollowware, Table Appointments, Linen etc.
6. Care and Maintenance of various Tools, Equipments, Flatware's, Hollowware's etc
7. Side board Organization
8. Laying & Relaying of Table cloth
9. Practice of 7 to 10 Napkin folds
10. Rules for Laying a Basic Cover
11. Carrying a Salver/Tray
12. Service of Water
13. Handling the Service Gear
14. Carrying Plates, Glasses & other Equipments
15. Clearing an Ashtray
16. Handling precautions.

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6 Detail of the course:

1. Introduction of front office equipment and furniture (Rack, counter bell desk)
2. Filling up of various Performa.
3. Welcoming of guest
4. Telephone handling
5. Role play
6. Reservation
7. Arrivals
8. Luggage handling
9. Message and mail handling
10. Paging

Reference books:

- a) Managing front office operations by M.Kasavana 1books
- b) Hotel F.O. Training manual by Suvradeep Gauranga Ghosh
- c) Front Office Management by S.k Bhatnagor
- d) Hotel front office management by James Bardi

Department of Hotel Management

ACCOMMODATION OPERATION-1 PRACTICAL

MHP 110

1. Understanding Guest Room Layout (Double, Twin, suite room)
2. Identification of cleaning equipment – Manual & mechanical
3. Operation,maintenance and storage of cleaning equipments.(manual and mechanical)
4. Setting up of maid's cart trolley.
5. Usage of different types of cleaning agents,polishes,detergent,acids etc
6. Cleaning stains from different types of surfaces like wood ,glass,plastic,Ceramic etc
7. Handling Desk Control (preparing form and formats)
8. Handling guest requests and complains at control desk

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Second Semester

**FOOD PRODUCTION OPERATIONS -II
MHM-201**

| Sl. No. | Topic | Hours |
|---------|--|-------|
| Unit- 1 | Breakfast preparation of traditional / classical items <ul style="list-style-type: none"> • Continental breakfast • English breakfast • Indian breakfast • Breakfast accompaniments and Garnishes | 02 |
| Unit- 2 | Egg cookery <ul style="list-style-type: none"> • Structure of egg, types, cooking methods, uses in cookery • Selection, purchasing and storing of eggs • Classical Egg preparations. | 02 |
| Unit- 3 | Fish cookery <ul style="list-style-type: none"> • Introduction to fish Cookery- Classification of fish with examples, Standard purchase specification • Different cuts of fish • Purchasing and storing fish. • Classical Fish preparations. | 04 |
| Unit- 4 | Basic Preparation <ul style="list-style-type: none"> • Stocks-Definition, principles of stock making, types , preparation uses, Care & Precaution • Soups: Definitions, Classification on soups. Cold and international soups. Examples. • Consommé- preparation and precautions • Sauces: Definition, Use and importance of sauces. Mother sauces- Recipes, Derivative sauces. • Garnishes and Accompaniments | 10 |
| Unit- 5 | BAKERY SCIENCE: BREAD MAKING <ul style="list-style-type: none"> • Identification and handling of raw materials -Wheat & wheat flour, sugar, fat, yeast, water, salt, milk • etc. • Principles of bread making • Method of bread making: <ul style="list-style-type: none"> • (i) Straight dough method, (ii) Sponge and dough method, (iii) Salt delayed method, (iv) Flying ferment method. • Bread faults and remedies, Bread diseases, Bread varieties | 18 |
| Total | | 36 |

Suggested Reading:

- Practical Cookery, Victor Ceserani & Ronald Kinton, ELBS
- Theory of Catering, Victor Ceserani & Ronald Kinton, ELBS
- Theory of Cookery, Mrs. K.Arora, Frank Brothers
- The Professional Chef (4th edition), Le Rol A.Polsom
- The Book of Ingredients, Jane Grigson
- Basic bakery- C.S.Dubey
- Larousse Gastronomique-Cookery Encyclopedia, Paul Hamlyn
- The Complete Guide to the Art of Modern Cookery, Escoffier
- Food production operation, Parvinder S. Bali

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**FOOD & BEVERAGE SERVICE OPERATIONS- II
MHM- 202**

| Sl. No. | Topics | Hours |
|---------|---|-------|
| Unit -1 | Types of Meals <ul style="list-style-type: none"> • Breakfast-Introduction, Types, Service Methods • A la carte and TDH set ups • Brunch, Lunch, Hi-Tea, Dinner, Supper, Elevenies and others | 04 |
| Unit-2 | Types of Menu: <ul style="list-style-type: none"> • Introduction- Origin & Definition • Types-Ala Carte & Table D'hôte • Menu Planning, considerations and constraints, Menu Terms & Menu Design. • French Classical Menu- 11 , 13 and 17 courses • Classical Foods & its accompaniments with cover • Indian regional dishes, accompaniments and service | 12 |
| Unit-3 | Order taking , Service and Billing: <ul style="list-style-type: none"> • Handling Table reservation • KOTs & BOTs Duplicate & Triplicate System, Computerized K.O.T's • Sequence of Food Service, Table Clearing Process • Billing Methods, Payment methods and Cash Handling | 06 |
| Unit-4 | Non-Alcoholic Beverages <ul style="list-style-type: none"> • Definition and Classification • Hot Beverages-Types- Different types of Tea and Coffee, Cocoa, Hot Chocolate, Preparation & Service • Cold Beverages-Types- Cold Coffee, Shakes, Mock tails, Juices, Syrups, Aerated Drinks, Still & Sparkling water, Preparation and Service | 08 |
| Unit-5 | Customer care and Handling Situations: <ul style="list-style-type: none"> • Unavailability of Table/reservation • Wrong Order Taking, Handling Unavailability of food items • Illness & Drunken Guest, Un expectable appearance of Guest • Dealing with children and Infants • Handling Handicaps, Old age guest, Customer with communication difficulties • Handling Special Requests • Order Delays, Spillages, Return Food, Lost and found properties | 06 |
| | Total | 36 |

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Suggested Books:

1. Food & Beverage Service Training Manual-Sudhir Andrews, Tata McGraw Hill
2. Food & Beverage Service –Lillicrap & Cousins, ELBS
3. Modern Restaurant Service –John Fuller, Hutchinson
4. Food & Beverage Service Management-Brian Varghese
5. Introduction F& B Service-Brown, Heppner & Deegan
6. Professional Food & Beverage Service Management –Brian Varghese

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FRONT OFFICE OPERATION -II
MHM - 203

| SNo. | TOPIC'S | Hours |
|---------|---|-----------|
| Unit -1 | Front office Guest Security & Safety <ul style="list-style-type: none"> • Introduction to security systems • Types of security • Key control • Safe deposit, lost & found • Handling emergency situations | 06 |
| Unit-2 | The Night Audit <ul style="list-style-type: none"> • Importance & functions of night audit • Operating modes : non automated, semi-automated, automated • Night audit process • The night audit reports –generations& utility. • Verifying the night audit | 06 |
| Unit-3 | Room Selling Techniques <ul style="list-style-type: none"> • Targeting the Market • Front Office selling tips • Selling Techniques • Up selling , • Discounts | 06 |
| Unit-4 | Front Office Computer Operation <ul style="list-style-type: none"> • Basic of computers • P.M.S, G.D.S, C.R.S Front office software application – Reservation Management software , Room Management Software, Guest Accounting Management Software, General Management Software | 06 |
| | TOTAL | 36 |

Suggested Books:

1. Andrews, Sudhir: 1985, Hotel Front Office, Tata MC Graw Hill, New Delhi.
2. Malik, S. Profile of Hotel and Catering Industry, Heinemann, 1972.
3. Check in Check out – Jerome Vallen
4. Front Office Procedures – Peter Abbott & Sue Lewry
5. Basic Hotel Front Office Procedures – Peter Renner
6. Managing Front Office Operations – G.E.Steadman

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ACCOMODATION OPERATION - II
MHM- 204

| Sl. No. | TOPIC'S | Hours |
|---------|--|-------|
| Unit -1 | Cleaning of Guest Rooms <ul style="list-style-type: none"> • Daily cleaning of (Occupied/Departure/Vacant/Under repair/VIP rooms) • Weekly cleaning/spring cleaning • Evening service • Systems & procedures involved • Forms and Formats • Guest room cleaning – Replenishment of Guest supplies and amenities | 02 |
| Unit-2 | Cleaning of Public Areas <ul style="list-style-type: none"> • Cleaning process • Cleaning and upkeep of Public areas • (Lobby, Cloak rooms/Restaurant/bar/banquet Halls/Administration offices/Lifts and • Elevators/Staircase/back areas/Front areas/Corridor) | 04 |
| Unit-3 | Linen/ Uniform / Tailor Room <ul style="list-style-type: none"> • 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 | 05 |
| Unit-4 | Laundry <ul style="list-style-type: none"> • Commercial and On-site Laundry • Flow process of Industrial Laundering-OPL • Stages in the Wash Cycle • Laundry Equipment and Machines • Layout of the Laundry • Laundry Agents • Dry Cleaning • Guest Laundry/Valet service • Stain removal | 04 |
| Unit -5 | Safety Awareness and First Aid <ul style="list-style-type: none"> • Concept and Importance • Safety: Accidents and Fires (Cause, Procedure, Accident report form) • Security: Security of Guest/ Employee • Theft: Employee, guest, external persons • First Aid: Concept and Emergency Procedures (Heart Attack, Fits, Burns, Fainting, Fractures, Scalds, Artificial respiration) | 08 |
| Unit-6 | Pest Control and Waste Disposable <ul style="list-style-type: none"> • Types of pests | 06 |

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| | | |
|--|--|----|
| | <ul style="list-style-type: none">• Control procedures• Eco friendly waste disposable | |
| | TOTAL | 36 |

Suggested Books:

- Hotel Housekeeping, Sudhir Andrews, Tata McGraw Hill
- The Professional Housekeeper, Tucker Schneider, VNR
- Professional Management of Housekeeping Operations, Martin Jones, Wiley
- House Keeping Management for Hotels, Rosemary Hurst, Heinemann
- 5.Hotel, Hostel & Hospital House Keeping, Joan C. Branson & Margaret Lennox, ELBS
- Accommodation & Cleaning Services, Vol I & II, David . Allen, Hutchinson
- Managing House Keeping Operation, Margaret Kappa & Aleta Nitschke.

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MHM-205

| Sl. No. | TOPIC'S | Hours |
|---------|--|-------|
| Unit- 1 | INTRODUCTION TO ACCOUNTING A. Meaning and Definition B. Branches of Accountancy C. Principles of accounting D. Systems of accounting E. Generally Accepted Accounting Principles | 4 |
| Unit- 2 | PRIMARY BOOKS (JOURNAL) A. Meaning and Definition B. Format of Journal C. Rules of Debit and Credit D. Opening entry, Simple and Compound entries E. Practicals | 6 |
| Unit- 3 | SECONDARY BOOK (LEDGER) A. Meaning and Uses B. Formats C. Posting D. Practicals | |
| Unit- 4 | SUBSIDIARY BOOKS A. Need and Use B. Classification <ul style="list-style-type: none"> • Purchase Book • Sales Book • Purchase Returns • Sales Returns • Journal Proper • Practicals | 10 |
| Unit- 5 | CASH BOOK A. Meaning B. Advantages C. Simple, Double and Three Column D. Petty Cash Book with Imprest System (simple and tabular forms) | 10 |
| Unit-6 | TRIAL BALANCE A. Meaning B. Methods C. Advantages D. Limitations E. Practicals | 30 |
| Unit-7 | FINAL ACCOUNTS A. Meaning B. Procedure for preparation of Final Accounts C. Difference between Trading Accounts, Profit & Loss Accounts and Balance Sheet D. Adjustments (Only four) <ul style="list-style-type: none"> • Closing Stock • Pre-paid Expenses • Outstanding Expenses • Depreciation | |

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Suggested readings:

- Book keeping in the Hotel & Catering Industry - Richard Kotas.
- A uniform system of accounts for hotels- hotel association of New York.
- Financial & Cost Control Techniques - Dr. Jag Mohan Negi.
- Dr. Jag Mohan Negi. Elements of Hotel Accountancy H.K.S. Books International.
- T,S, Grewal, '*Double Entry Book Keeping*', Sultan Chand & Sons New Delhi

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**RESEARCH METHODOLOGY
MHM- 206**

| SNo. | TOPIC'S | Hours |
|---------|--|-----------|
| Unit -1 | -Introduction to Research Methodology: <ul style="list-style-type: none"> • Meaning and objectives of Research. • Types of Research. • Research Approaches. • Significance of Research. • Research methods Vs Methodology. • Research Process • Criteria of Good Research • Problem faced by Researches. • Tech. Involved in defining a problem | 3 |
| Unit-2 | -Research Design: <ul style="list-style-type: none"> • Meaning and Need for Research Design • Features and important concepts relating to research design. • Different Research design. • Imp. Experimental Designs. | 2 |
| Unit-3 | Sample Design: <ul style="list-style-type: none"> • Censure and sample Survey • Implication of Sample design • Steps in sampling design • Criteria for selecting a sampling procedure • Characteristics of a good sample design. • Different types of Sample design. • Measurement Scales. • Important scaling Techniques. | 4 |
| Unit-4 | Methods of Data Collection: <ul style="list-style-type: none"> • Collection of Primary Data • Collection through Questionnaire & schedule collection of secondary data • Difference in Questionnaire & Schedule. • Different methods to collect secondary data • | 3 |
| Unit -5 | Data Analysis, Interpretation and Presentation Techniques: <ul style="list-style-type: none"> • Hypothesis Testing • Usage of Hypothesis testing in forecasting • Procedure and flow diagram for Hypothesis Testing • Test of Significance to ascertain Revenue in hotel Industry • Chi- Square Analysis. • Report Presentation for Hotel Management Purpose | 6 |
| | TOTAL | 30 |

Suggestive Reading:-

- Research Methodology by Mr C P Khotari
- Statistics For Manager by O P Aggarawal
- How To Research & Write Theses In Hospitality Tourism By James Paynper & John Willy
- Marketing Research by Harper W Boyd

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FOOD PRODUCTION OPERATION –II PRACTICAL

MHMP 207

1. Egg cookery including 5 classical preparations
2. Continental & English breakfast : Hash Brown, Baked and Glazed Vegetables, Egg to order (Boiled, Poached, Scrambled etc.), Toasts, Porridge, Cereal flakes
3. Break fast Rolls: Muffins, Croissant roll, 2Buns, 2 Breads, Brioche, Bread sticks
4. Tea/ Coffee
5. Indian breakfast : Poori Bhaji with Raita and pickle, Stuffed paranthas with curd/ chutney and pickle, Poha and Upma,
6. Basic stock preparations: White and Brown
7. Basic Mother sauces preparations and 2 commonly used derivatives.
8. Preparation of basic continental cookery-stews, soups, and basic fish preparations.
9. Stews: Fricassee, Navarin Printainaire, Ragout,
10. Soups preparations varieties : 3 Consommé, 2 Crème, 2 Puree, 1 Broth, 1 Bouillon, 3 International soups, 1 cold soup

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FOOD & BEVERAGE SERVICE OPERATION-II PRACTICAL

MHP 208

1. Care & maintenance of equipment including cleaning/polishing of EPNS items by
 - Plate Powder method
 - Polivit method
 - Silver dip method
 - Burnishing machine
2. Table laying for different meals
3. Restaurant reservation
4. Receiving and seating the guest
5. Taking the order
6. Cover layout for breakfast service: Continental, American, Modified American and English.
7. Cover layout for Elevenies, High Tea,
8. Cover layout: A la carte, Table d' hote for lunch, dinner.
9. Preparation and service of Tea, coffee, juice, soft drinks and mocktail.

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**FRONT OFFICE OPERATION PRACTICALS-II
MHMP -209**

6 Detail of the course:

- 1) Key Control
- 2) Lost and Found
- 3) Process and documentation of Night Auditing
- 4) Making Sales call
- 5) Computer training for the students

Reference books:

- e) Managing front office operations by M.Kasavana 1books
- f) Hotel F.O. Training manual by Suvradeep Gauranga Ghosh
- g) Front Office Management by S.k Bhatnagor
- h) Hotel front office management by James Bardi

**ACCOMODATION OPERATION –II PRACTICAL
MHMP- 210**

1. Understanding Guest Room Layout (Double, Twin, suite room)
2. Identification of cleaning equipment – Manual & mechanical
3. Operation,maintenance and storage of cleaning equipments.(manual and mechanical)
4. Setting up of maid's cart trolley.
5. Usage of different types of cleaning agents,polishes,detergent,acids etc
6. Cleaning stains from different types of surfaces like wood ,glass,plastic,Ceramic etc
7. Handling Desk Control (preparing form and formats)
8. Handling guest requests and complains at control desk

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Third Semester
(INDUSTRIAL EXPOSURE)

INDUSTRIAL EXPOSURE (SEMESTER – III) SYNOPSIS

Duration of Exposure: 18 weeks

Leave Formalities: 1 weekly off and festivals and national holidays given by the hotel 10 days medical leave supported by a medical certificate. Leave taken must be made up by doing double shifts or working on weekly offs. Attendance in the training would be calculated on the basis of Certificate issued by Training

Manager/ HR Manager/ Concerned Officer of the unit trained in. Industrial Exposure will require an input of 90-100 working days (18 weeks x 06 days = 108 days). Students who are unable to complete a minimum of 54 days of industrial training would be disallowed from appearing in the term and examinations. Students who complete more than 54 days of industrial exposure but are unable to complete minimum 90 days due to medical reasons may make good during the vacations. Such students will be treated as 'absent' in industrial training and results. The training in II semester necessarily needs to be in an approved hotel equivalent to three star or above/ Heritage or other such good property. Prior written approval needs to be taken from the placement coordinator/ H.O.D for Industrial exposure from parent Institute

Training Schedule: II Semester

Recommended training schedule for Housekeeping: 3 weeks; Front Office: 3 weeks; Food and Beverage Service: 4- weeks, Food Production: 4 weeks; others (In the areas of Interest) floating weeks may be availed .Total weeks: 18 . The Units imparting industrial exposure shall conduct formal induction sessions and emphasis on personality skills while acquainting the learners with skills of trade. It may please be noted that for this semester the number of credits assigned is 24. Being practical oriented the number of hours input per week comes as 44 hours per week.

Academic Credits for training shall be based on following:

The Practical exam for industrial exposure in Food Production, Food & beverage Services and Room Division Operations will be conducted at the end of the industrial exposure to gauge the learning.

Log Book and Training Report handwritten or computer typed needs to be prepared and submitted. The log Book should be maintained on daily routine basis to document the general learning.

Log books and attendance, Appraisals, Report, as applicable. All trainees must ensure that the log books and appraisals are signed by the departmental/ sectional heads as soon as training in a particular department or section is completed. Trainees are also advised to make a report in all four departments in II semester on completion of training in that respective department. A Power Point presentation (based on the report) should be made and presented through Seminar mode. This will be presented in front of a select panel from the institute and the industry. It should be made for duration of 10 minutes. Marks will be awarded on this. The presentation should express the student's experiences in the department and what has he learned/ observed.

Comprehensive Viva Voce would be conducted to test the overall learning

The Training Report will be submitted in the form specified as under:

- a) The typing should be done on both sides of the paper (instead of single side printing)
- b) The font size should be 12 with Times New Roman font.
- c) The Training Report may be typed in 1.5 line spacing.
- d) The paper should be A-4 size.

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e) Two copies meant for the purpose of evaluation may be bound in paper- and submitted to the approved authority.

Students have to submit the following on completion of industrial training to the faculty coordinator at the institute:

1. Logbook.;
2. Appraisal;
3. A copy of the training certificate.
4. IT Report in all four Departments..
5. Attendance sheet.
6. Leave card.

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**FOOD PRODUCTION OPERATIONS INDUSTRY EXPOSURE
MHMP 301**

WHAT TO OBSERVE- Food Production

- Area & Layout of the Kitchen
- Study of Standard Recipes
- Indenting, Receiving & Storing
- Preparing of batters, marinations and seasonings
- All cuts of meat and butchery items (Mutton, poultry, beef, fish etc.)
- Daily procedure of handover from shift to shift
- Recipes and methods of preparation of all sauces
- Quantities of preparation, weekly preparations and time scheduling
- Stock preparation and cooking time involved
- Cutting of all garnishes
- Temperatures and proper usage of all equipment
- Plate presentations for all room service and a la cart orders
- Cleaning and proper upkeep of hot range
- Cleanliness and proper upkeep of the kitchen area and all equipment
- Yield of fresh juice from sweet lime / oranges
- Storage of different mise-en-place – (Raw, Semi-Processed)
- Bulk preparations
- Finishing of buffet dishes
- Recipes of at least 10 fast moving dishes
- Mise-en-place for: A la Carte Kitchen & Banquet Kitchen

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**FOOD AND BEVERAGE SERVICE OPERATIONS INDUSTRY EXPOSURE
MHMP-302**

WHAT TO OBSERVE -Food & Beverage Service

Banquets

- What is banqueting – the need to have banquet facilities, scope purpose, menus and price
- structures
- Types of banquet layouts
- Types of banquet equipment, furniture and fixtures
- Types of menus and promotional material maintained
- Types of functions and services
- To study staffing i.e. number of service personnel required for various functions.
- Safety practices built into departmental working
- Cost control by reducing breakage, spoilage and pilferage
- To study different promotional ideas carried out to maximize business
- Types of chafing dish used- their different makes sizes
- Par stock maintained (glasses, cutlery, crockery etc)
- Store room – stacking and functioning

Restaurants

- Taking orders, placing orders, service and clearing
- Taking handover form the previous shift
- Laying covers, preparation of mise-en-place and arrangement and setting up of station
- Par stocks maintained at each side station
- Functions performed while holding a station
- Method and procedure of taking a guest order
- Service of wines, champagnes and especially food items
- Service equipment used and its maintenance
- Coordination with housekeeping for soil linen exchange
- Physical inventory monthly of crockery, cutlery, linen etc.
- Equipment, furniture and fixtures used in the restaurant and their use and maintenance
- Method of folding napkins
- Note proprietary sauces, cutlery, crockery and the timely pickup

Bar

- Bar setup, Mise-en-place preparation, Storage facilities inside the bar, Decorative arrangement to
- liquor bottles
- Types of glasses used in bar service and types of drinks served in each glass
- Liaison with f & b controls for daily inventory
- Spoilage and breakage procedures
- Handling of empty bottles
- Requisitioning procedures
- Recipes of different cocktails and mixed drinks
- Provisions of different types of garnish with different drinks
- Dry days and handling of customers during the same
- Handling of complimentary drinks
- Bar cleaning and closing
- Guest relations and managing of drunk guests
- Inter bar transfer and service accessories maintained, and preparation of the same before the bar
- opens

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- Types of garnishes and service accessories maintained, and preparation of the same before the
- bar opens
- To know the different brands of imported and local alcoholic and non-alcoholic beverages
- Bar salesmanship
- KOT/BOT control
- Coordination with kitchen for warm snacks
- Using of draught beer machine
- Innovative drink made by the bar tender
-

Room Service/In room Dining

- Identifying Room Service Equipment
- Importance of Menu Knowledge for Order-taking (RSOT functions/procedures)
- Food Pickup Procedure
- Room service Layout Knowledge
- Laying of trays for various orders
- Pantry Elevator Operations
- Clearance Procedure in Dishwashing area
- Room service Inventories and store requisitions
- Floor Plan of the guest floors
- Serving Food and Beverages

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**ROOM DIVISION OPERATIONS INDUSTRY EXPOSURE
MHMP – 303**

WHAT TO OBSERVE-Accommodation Operations

Rooms

- Number of rooms cleaned in a shift
- Time taken in making bed
- Thoroughly observe the cleaning equipments and detergents / any other cleaning supplies used
- Observe all guest supplies kept in guestroom bathroom. Understand the procedure for
- Procurement and replenishment of guest supplies.
- Study the systematic approach in cleaning a room and bathroom and the various checks made of
- all guest facilities e.g. telephone, channel music, A/C , T.V.etc
- Study the Housekeeping cart and all items stocked in it. Note your ideas on its usefulness and
- efficiency
- Observe how woodwork, brass work are kept spotlessly clean and polished
- Observe procedure for handling soiled linen & Procurement of fresh linen
- Observe the procedure for Freshen up and Turn down service
- Observe room layout, color themes and furnishings used in various categories and types
- Carpet brushing and vacuum cleaning procedure
- Windowpanes and glass cleaning procedure and frequency
- Observe maintenance of cleaning procedure and frequency
- Understand policy and procedure for day-to-day cleaning
- Observe methods of stain removal
- Understand the room attendant's checklist and other formats used
- Observe handling of guest laundry & other service (like shoe shine etc.)

The Control Desk

- Maintenance of Log Book
- Understand the functions in different shifts
- Observe the coordination with other departments
- Observe the area & span of control
- Observe the handing of work during peak hours
- Observe the formats used by department and study various records maintained

Public Area

- Observe the duty and staff allocation, scheduling of work and daily briefing
- What to look for while inspecting and checking Public Area
- Importance of Banquets function prospectus
- Observes tasks carried out by the carpet crew, window cleaners and polishers
- Note Maintenance Order procedure
- Study the fire prevention and safety systems built into the department
- Observe coordination with Lobby Manager, Security and other departments
- Observe the pest control procedure and its frequency
- Study the equipment and operating supplies used the procedure for its procurement
- Observe Policy and procedures followed for various cleaning

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WHAT TO OBSERVE-Front office

- Greeting, meeting & escorting the guest
- Location and role of status board, different types of status's maintained
- Special rates and discounts applicable to groups, business houses, airlines, VIP's etc.
- Identification of kind, mode and type of reservation
- Filing systems and follow-up on reservations
- Types of plans and packages on offer
- Forms and formats used in the department
- Procedure of taking a reservation
- Group reservations, discounts and correspondence
- Size, situations and general color schemes of rooms and suites
- Discounts available to travel agents, tour operators, FHRAI members etc
- Co-ordination of reception with lobby, front office cash, information, room service, housekeeping
- and telephones
- Bell Desk / Concierge Functions: luggage handling during check-in & check-out, left luggage procedures, wake-up call procedure, scanty baggage procedure, handling of group
- Baggage, maintenance of records, Errands made, briefings etc.
- Layout of Room
- Cleaning Equipment & Usage

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**LOG BOOK & TRAINING PROJECT REPORT ON INDUSTRY EXPOSURE-
MHMP-304**

Log books are to be completed on daily basis during industrial training. All trainees must ensure that the log books and appraisals are signed by the departmental/ sectional heads as soon as training in a particular department or section is completed. Trainees are also advised to make a report about the Hotel/ hospitality unit assigned for industrial training and reporting observation of infrastructure, staffing, Standard operating procedures of respective departments in hotel/hospitality unit and operational information of core departments on completion of training.

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COMPREHENSIVE VIVA VOCE ON INDUSTRY EXPOSURE- MHMP-305

Comprehensive Viva Voce would be conducted to test the overall learning during the industrial exposure.

SEMINAR – MHMS 306

A Power Point presentation (based on the report) should be made and presented through Seminar mode. This will be presented in front of a select panel from the institute and the industry. It should be made for duration of 10 minutes. Marks will be awarded on this. The presentation should express the student's experiences in the department and what has he learned/ observed.

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FOURTH SEMESTER

**FOOD PRODUCTION MANAGEMENT
MHM-401 (A)**

| Sl. No. | Topic | Hours |
|---------|---|-------|
| Unit- 1 | Vegetable And Fruit Cookery <ul style="list-style-type: none"> • Introduction – classification of vegetables • Pigments and colour changes • Effects of heat on vegetables • Classification of fruits • Uses of fruit in cookery | 06 |
| Unit- 2 | Meat Cookery <ul style="list-style-type: none"> • Game- meaning- types with examples, Selection and cooking methods used. • Poultry – Structure, Types, cuts with usage and examples with Selection techniques and cooking methods applicable. • Meat – Structure, Types, Cuts with example and usage with different cooking methods, Selection techniques, Grading, tenderizers and its application. Special emphasis on- Selection, cuts size and uses of lamb, mutton, beef, veal & pork and offal's. • Bacon, Ham, Gammon and Steaks -Description of steaks from sirloin & fillet. | 10 |
| Unit- 3 | Introduction to Indian Cookery <ul style="list-style-type: none"> • History and Key characteristics of Indian regional cuisine. • Characteristics and role of regional staple food. • A detailed study on Indian Regional Cuisine regarding ingredients used, traditional preparation & cooking methods, utensils and accompaniments of following cuisine: Kashmir, Bengal, Assam, Gujarat, Punjab, Rajasthan, Hyderabad, Goa, Tamil Nadu, Karnataka, Andhra Pradesh, etc. • Basics of Indian masalas, gravies, breads and sweets. • Specialty cuisines such as Mughlai, Awadhi, Hyderabad and South Indian. • Basics of Tandoor: Preparing Tandoor, Types, Marinade preparation, Types of Tandoori dishes, Tandoori breads, Tandoori accompaniments. • Indian Fast Foods. | 10 |
| Unit- 4 | Menu Planning: <ul style="list-style-type: none"> • Introduction: Types of menus, terms and factors which affect Menu Planning. • Development of the Menu. • Compiling Menus. • Nutritional Aspect of Menu Planning. | 04 |
| Unit- 5 | Basic Bakery and Confectionery: <ul style="list-style-type: none"> • Pastry –Introduction, types of dough and pastes. • Uses, faults and remedies of pastry dough and paste. • Types of sponges. • Cakes – basics mixture for small cakes, faults & remedies. • Cookies and Biscuits: Types – Short crust methods, dropping methods and Recipes • Bakery and Confectionery: culinary terminologies. | 06 |
| Total | | 36 |

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Suggested Reading:

- Practical Cookery, Victor Ceserani & Ronald Kinton, ELBS
- Theory of Catering, Victor Ceserani & Ronald Kinton, ELBS
- Encyclopedia of Indian cookery- Hussain and Fernandez
- Modern Cookery: Thangam Philip
- Master Chefs of India: Prasad and Prasad
- Complete Indian cook book- Mridula Baljekar
- Menu planning- Kivela
- The Book of Ingredients: Jane Grigson,
- Chef manual of Kitchen Management: Fuller John,
- Theory of Cookery, Mrs. K.Arora, Frank Brothers
- The Professional Chef (4th edition), Le Rol A.Polsom
- Basic bakery- C. S. Dubey
- Larousse Gastronomique-Cookery Encyclopedia, Paul Hamlyn
- The Complete Guide to the Art of Modern Cookery, Escoffier
- Food production operation, Parvinder S. Bali

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**BAKERY MANAGEMENT
MHM-402 A**

| Sl. No. | Topic | Hours |
|--------------|---|-----------|
| Unit- 1 | Sugar works <ul style="list-style-type: none"> • Basics of sugar: Introduction and types used in Bakery and confectionary • Sugar Preparation- Stages of sugar cooking, • Handling of cooked sugar, turning sugar into- toffees, candies, praline, jujubes etc. • Preparing decorative pieces. | 04 |
| Unit- 2 | Chocolate <ul style="list-style-type: none"> • History • Sources • Manufacture & Processing of Chocolate • Types of chocolate • Tempering of chocolate • Cocoa butter, white chocolate and its applications | 12 |
| Unit- 3 | Frozen and Cold Desserts <ul style="list-style-type: none"> • Preparation of Ice creams and its different preparations: Parfait, Bombe, Semifreddo , Sundae etc. • Additives and preservatives used in Ice-cream manufacture • Preparations of Custards, Puddings, Mousse, Soufflé's. | 04 |
| Unit- 4 | Recapitulation of Basic Bread Preparation <ul style="list-style-type: none"> • Types of bread preparation- Straight dough method, Salt delayed method, ferment and dough method, No-time method. • Bread faults and remedies • Yeast Production and types of Yeast-Preparation , Fermentation ,Separation and Filtration ,concentration and Packaging • Types of Breakfast and dinner bread-rolls: • Types of yeast dough products | 12 |
| Unit- 5 | RECAPITULATION OF BASIC PASTRY PREPARTION <ul style="list-style-type: none"> • Pastry –Introduction, types of dough and pastes. • Characteristics and Guidelines for making Pastries • Uses, faults and remedies of pastry dough and paste. • Types of sponges. • Cakes – basics mixture for small cakes faults & remedies. • Cookies and Biscuits: Types – Short crust methods, dropping methods and Recipes | 02 |
| TOTAL | | 34 |

Suggested Reading:

- Iced desserts- Farrow and Lewis
- Theory of Cookery, K.Arora, Frank Brother

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**FOOD & BEVERAGE SERVICE MANAGEMENT
MHM 401 B**

| Sl. No. | Topic | Hours |
|---------|---|-------|
| Unit- 1 | Restaurant Planning <ul style="list-style-type: none"> • Restaurant Planning & Operations • Types of Restaurants • Location or site • Sources of Finance • Design Consideration • Furniture • Lighting and Décor • Equipment required • Records maintained • Licenses required | 06 |
| Unit- 2 | Personal Management in F & B Service <ul style="list-style-type: none"> • Developing a good F & B Team (desirable attributes for various levels of hierarchy) • Allocation of work, Task analysis and Duty Rosters • Performance Measures • Customer Relations • Staff Organizations and Training Sales Promotion | 06 |
| Unit- 3 | Event Management <ul style="list-style-type: none"> • Types of functions • Role of sales and marketing • Taking bookings • Planning and organizing themes of Indian and International cuisine • Concept & planning for MICE segments • Function Administration & Organization- Menus, Function contracts, Seating Arrangements • Introduction, Types of Banquets and Buffets, Equipments Used, Calculation of Space Allocation in Banquets • Buffet Presentation, menu planning in Buffets, staff Allocation in Buffets • Buffet Management | 06 |
| Unit- 4 | Gueridon & Flambé Service <ul style="list-style-type: none"> • Introduction • History, Types, Staffing, Equipments Used, Ingredients Used. • Common preparations • Flambe' dishes, Carving, Salad making etc. Trolley service - Beverages, Starters, High tea, Desserts etc. | 06 |
| Unit- 5 | Room Service <ul style="list-style-type: none"> • Introduction, general principles, pitfalls to be avoided • Cycle of Service, scheduling and staffing, Room service menu planning • Forms & formats, order taking, thumb rules, suggestive selling, breakfast cards | 12 |

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| | <ul style="list-style-type: none">• Layout & Setup of Common Meals, use of technology for better room service Time management - lead time from order taking to clearance | |
| | Total | 36 |

Reference Books:

- Food & Beverage Service Training Manual-Sudhir Andrews
- Food & Beverage Service -Lillicrap & Cousins
- Modern Restaurant Service -John Fuller
- Food & Beverage Service Management-Brian Varghese Introduction F& B Service-Brown,
- Heppner & Deegan Professional Food & Beverage Service Management -Brian Varghese
- World Of Wines, Spirits & Beers-H.Berberoglu Beverage Book-Andrew, Dunkin & Cousins
- Professional Guide to Alcoholic Beverages—Lipinski Alcoholic Beverages -Lipinski & Lipinski Food Service Operations - Peter Jones & Cassel

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BAR MANAGEMENT

MHM 402 B

| UNIT | TOPIC | HOURS |
|--------------|---|-----------|
| I | <p style="text-align: center;">Bar Operation</p> <ul style="list-style-type: none"> • Introduction • Parts of Bar • Types of Bar • Equipment used in Bar • Target clientele • Location • Atmosphere and Décor • Basic elements of Layout and Design consideration • Records maintained • Licenses required | 10 |
| II | <p><u>Cocktails and Mocktails</u></p> <ul style="list-style-type: none"> • Introduction, History • <u>Components of cocktail</u>- Base ,modifier, Flavoring, Coloring, Sweetening ingredient • Garnish • <u>Methods of making cocktails</u>- Building, Stirring, Shaking, Blending, Layering • Types & Preparation • Points to be noted while making cocktails and mixed drinks <p>B)- <u>Cocktail Recipes</u></p> <ul style="list-style-type: none"> • Cocktail recipes • Classic international recipes • Popular modern cocktails • Mocktails • Shooters | 08 |
| III | <p style="text-align: center;">Wines</p> <ul style="list-style-type: none"> • Introduction, definitions and classification • Wines- Introduction, classification, Still, Sparkling, Aromatized & Fortified Wines • Viticulture Methods • Vine Diseases • Wines-France, Italy, Spain, Portugal, South Africa, Australia, India& USA • Food & Wine Harmony • Storage and service of wine • Wine glasses and equipment. | 14 |
| IV | Food & Beverage Terminology related to Bars Management | 04 |
| TOTAL | | 36 |

Reference Books:

- Food & Beverage Service Training Manual-Sudhir Andrews
- Food & Beverage Service -Lillicrap & Cousins
- Modern Restaurant Service -John Fuller
- Food & Beverage Service Management-Brian Varghese Introduction F& B Service-Brown,
- Heppner & Deegan Professional Food & Beverage Service Management -Brian Varghese

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**FRONT OFFICE MANAGEMENT
MHM 401 C**

| SNo | Topic | Hours |
|--------------|---|-----------|
| Unit- 1 | F.O. - Sales & Marketing <ul style="list-style-type: none"> • Hotel Marketing • Elements of marketing • Room Selling Techniques – Up selling , Down selling, • Room availability Forecast | 08 |
| Unit- 2 | Tariff Structure <ul style="list-style-type: none"> • Basis of charging • Plans, competition, customer’s profile, standards of service & amenities • Different types of tariffs • Rack Rate • Discounted Rates for Corporates, Airlines, Groups & Travel Agents <ul style="list-style-type: none"> • GUEST ACCOUNTING (MANUAL): Guest Weekly Bill, Visitors Tabular Ledger | 08 |
| Unit- 3 | The Night Audit <ul style="list-style-type: none"> • Importance & functions of night audit • Operating modes : non automated, semi-automated, automated • Night audit process The night audit reports –generations& utility | 10 |
| Unit- 4 | Yield management <ul style="list-style-type: none"> • Introduction & concept • Yield management team • Measuring yield • Objectives and Benefits of Yield Management • Potential average single rate, • Potential average double rate • Identical yield, Rev PAR ,Occupancy ratio | 12 |
| TOTAL | | 38 |

Suggested Text Books & References

- Hotels for Tourism Development, Dr. J.M.S. Negi, Metropolitan Book Co. (P) Ltd., New Delhi.
- Dynamics of Tourism, R.N. Kaul, Sterling Publishing Pvt. Ltd., New Delhi.
- International Tourism, A.K. Bhatia, Sterling Publishing Pvt. Ltd., New Delhi
- Hotel Front Office Management, James A. Bardi, Van Nostrand Reinholdn New York.

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**ACCOMMODATION MANAGEMENT
MHM 402 C**

| S.No | Topic | Hours |
|--------------|---|-----------|
| Unit- 1 | Planning and Organizing the Housekeeping Department- <ul style="list-style-type: none"> • Planning process • Area Inventory List • Frequency Schedule • Performance and Productivity standard • Time and motion study • Standard Operating Manual • Job Allocation and Work Schedules • Calculating staff strength and duty roaster • Teamwork and leadership • Training in Housekeeping • Inventory Level for Non Recycle Items | 10 |
| Unit- 2 | Planning Trends in Housekeeping <ul style="list-style-type: none"> • Planning Guest Rooms, Bathrooms ,suites ,Lounges • Planning fir the Provision of Leisure facilities for the Guest • Boutique Hotel Concept • Special Provision for Physically Challenged Guest | 06 |
| Unit- 3 | Contract Services- <ul style="list-style-type: none"> • Types of contract • Guidelines for hiring contracts • Advantages and disadvantages | 05 |
| Unit- 4 | Budget <ul style="list-style-type: none"> • Budget and budgetary control • Budget process • Methods of buying • Stock record issuing and control | 08 |
| Unit- 5 | New Property Operations <ul style="list-style-type: none"> • Starting Up Housekeeping Countdown | 03 |
| Unit- 6 | Energy and Water Conservation <ul style="list-style-type: none"> • Energy Conservation • Water Conservation • Waste Management | 04 |
| TOTAL | | 36 |

Suggested Books:

- Hotel Housekeeping, Sudhir Andrews, Tata McGraw Hill
- The Professional Housekeeper, Tucker Schneider, VNR
- Professional Management of Housekeeping Operations, Martin Jones, Wiley
- House Keeping Management for Hotels, Rosemary Hurst, Heinemann
- Hotel, Hostel & Hospital House Keeping, Joan C. Branson & Margaret Lennox, ELBS
- Accommodation & Cleaning Services, Vol I & II, David. Allen, Hutchinson
- 7.Managing House Keeping Operation, Margaret Kappa & Aleta Nitschke

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**HOTEL SALES & MARKETING
MHM 403**

| S.No | Topic | Hours |
|---------|---|-------|
| Unit- 1 | <p>Sales promotion Meaning, Definition, Importance Objectives, of Sales Promotion, Factors Contributing the growth of Sales promotion, <i>Tools/levels of Sales promotion</i>- Consumer sales promotion, Dealer Sales Promotion, Sales force promotion. <i>Sales Quota</i>-Meaning, Benefits, Weakness, Basis necessary for fixing quota, Types of Quota <i>Personal Selling</i>-Definition, Concept, Objectives, Importance,Duties of Salesman and Qualities of successful salesman.</p> | 8 |
| Unit- 2 | <p>Advertising Meaning , Definition and Objectives of advertising, advertising and Sales promotion, Functions and Advantages of Advertising <i>Advertising Media</i> – selection of advertising media, kinds of advertising media-indoor and outdoor advertising. <i>Product Strategy</i>-Meaning of brand, essentials of a good brand, benefits of brand, Types of brand. Meaning of branding, elements of branding. Case studies. <i>Building Customer Loyalty</i>-Meaning of customer loyalty, Customer Satisfaction, Customer value, Retaining customer through service quality, Developing Service Quality programme ,Case Studies</p> | 10 |
| Unit- 3 | <p>Marketing Environment Concept of Micro and Macro Environment, Case study <i>Marketing Planning</i> - Meaning of Planning and Marketing Planning, Importance, Benefits and Characteristics of marketing Planning, Marketing Planning Processes. <i>Marketing Segmentation</i> -Definition, Criteria for Market Segmentation, Basis for Consumer Market Segmentation, Philosophies of Market Segmentation <i>Market positioning</i> - Product Positioning, Meaning, Qualities of Successful Position, Positioning Approaches, Product Repositioning, Case Studies</p> | 10 |
| Unit- 4 | <p>Marketing Control Meaning and concept of control, significance, control process, tools and techniques of marketing control. <i>Marketing of Services</i> - Definition, Characteristics of Services, Marketing Mix in service Marketing <i>International marketing</i> – introduction, decision regarding international marketing, main activities, importance of international marketing. <i>Recent trends in marketing</i> – Relationship marketing, Word of-mouth marketing, Test marketing, case studies</p> | 10 |
| | Total | 38 |

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Books Recommended:

- Marketing for hospitality & Tourism, Philip Kotler, Second Edition, 1998
- Marketing Management, M.M. Verma & Agarwal, Kings Publication, 2003.
- Hospitality Sales and Marketing, Abbey, J.R.
- Modern Marketing Management, Davar
- Marketing Hospitality, Sales and Marketing for hotels, Motels & Resorts – Foster, D.C.
- Sales & Marketing for the travel professional, Faster D.C.
- Marketing Management, Kotler Philip
- Marketing for Hospitality & Tourism, Kotler. Philip
- Selling & Sales Management, Lonacaster G.
- Marketing & Sales Strategies for Hotel & Travel Trade, Negi Jagmohan
- Modern Marketing, Pillai, R.S.
- Service Marketing, Rampal, M.K.
- Hospitality Marketing Management, Raid, R.D.

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**ENTREPRENEURSHIP DEVELOPMENT,
MHM 404**

| S.No | Topic | Hours |
|---------|--|-------|
| Unit- 1 | Concept of Entrepreneurship Entrepreneurship Meaning ,Types of entrepreneurship Qualities of an Entrepreneur, Classification of Entrepreneurs Factors influencing Entrepreneurship Functions of Entrepreneurs | 4 |
| Unit- 2 | The Start-up Process Project Identification Selection of the Project Project Formulation Evaluation Feasibility Analysis ,Project Report | 6 |
| Unit- 3 | Entrepreneurial Development Agencies Commercial Banks, District Industries Centre National Small Industries Corporation Small Industries Development Organization Small Industries Service Institute All India Financial Institutions IDBI, IFCI ,ICICI, IRDBI | 6 |
| Unit- 4 | Project Management Business Idea Generation Technique Identification of Business Opportunities Feasibility Study Marketing Finance Technology and Legal Formalities Preparation of Project Report Tools of Appraisal | 8 |
| Unit- 5 | Entrepreneurial Development Programmes (EDP) Role, Relevance and Achievements Role of Government in organizing EDPs ,Critical Evaluation | 6 |
| Unit- 6 | Economic development and entrepreneurial growth Role entrepreneur in economic growth Strategic approaches in the changing economic scenario for small scale entrepreneurs Networking , nice play, geographical concentration , dealership / franchising and development of Women Entrepreneurship | 8 |
| | Total | 38 |

Suggested readings:

- Gupta And Srinivasan, Entrepreneurial Development, Sultan Chand & Sons
- Gordon And Natarajan ,Entrepreneurship Development ,Himalaya Publishing House
- Jayshree & Suresh, Entrepreneurship Development ,Margham publishers

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MHM405

| S.No | Topic | Hours |
|---------|---|-------|
| Unit- 1 | <p>Introduction:</p> <ul style="list-style-type: none"> • What is Organizational Behavior • Historical Evolution of Organization Behavior • Functions, Skills & Role of Managers. • Systems Approaches for Understanding Organization | 8 |
| Unit- 2 | <p>Basic Human Processes I:</p> <ul style="list-style-type: none"> • Learning: Definition, Learning Process, Theories Of Learning • Perception: Concept of Perception Process, Factors Influencing Perception, Perceptual Errors, Self-Fulfilling Prophecy. | 8 |
| Unit- 3 | <p>Basic Human Process II:</p> <ul style="list-style-type: none"> • Communication: Definition, functions, process of communication, gateways and barriers to communication, basic forms of communication • Personality: Concept & Determinants of Personality, Theories of Personality | 8 |
| Unit- 4 | <p>The Individual in the Organization:</p> <ul style="list-style-type: none"> • Values: Definition, and Types • Attitudes: Definition, Functions, Nature, and Changing Attitudes. • Stress Management: Nature, Causes, Effects, and Managing Stress. • Motivation: Definition, Concept, and Theories of Motivation | 6 |
| Unit- 5 | <p>Group Process and influencing others:</p> <ul style="list-style-type: none"> • Group Dynamics: Definition And Classification of Groups, Groups Behavior, Group Development, Group Decision Making, Teams, Difference Between Group and Team. • Interpersonal Relationship: Transaction Analysis, Johari Window • Conflict Management, • Leadership: Definition, Concept Factors, and Theories. | 6 |
| TOTAL | | 36 |

Suggested Readings:

- S.P. Robbins, 'Organisational Behavior', Phi New Delhi
- F.Luthans, 'Organisational Behavior', Mc Graw Hill, New Delhi
- Uma Shekharan, 'Organizational Behavior', Tata Mc Graw Hill, New Delhi
- Jit S Chandan, 'Organizational Behavior.

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**HOSPITALITY LAW
MHM 406**

| S.No | Topic | Hours |
|---------|--|-------|
| Unit- 1 | <p>The Indian Contract Act Definition of Contract-essential elements of a valid contract- classification of contracts-voidable contract-void contract illegal agreement-express contract-implied contract-executed contract- executory contract. Offer-definition-essentials of a valid offer when does as offer come to an end. Acceptance-essentials of valid acceptance-communication of offer acceptance revocation-when complete. Consideration-definition-rules as to consideration-stranger to consideration-when contract made without consideration Valid-minor's agreement -minor's liability for necessaries. Contract with persons of unsound mind. Mistake of law-mistake of fact- their effect-bilateral and unilateral mistakes representations-fraud-undue influence-coercion-their effects- consideration or object-when unlawful agreement opposed to public policy attempted performance or tender essentials of a valid tender time as the essence of contract. By performance-by impossibility-lapse of time-by operation of law-by breach of contract.</p> | 6 |
| Unit- 2 | <p>Food Legislation principles of food laws-acts regarding prevention of food adulteration, definition, authorities under the act, procedure of Taking a sample purchase right, warranties, guest control order or food services order in force from time to time. Essential commodities act, ISI, AGMARK</p> | 6 |
| Unit- 3 | <p>Liquor Legislation Types Of Licenses, Drinking In The Licensed Premises And Different Types Of Permits.</p> | 8 |
| Unit- 4 | <p>Industrial Legislation factories Act, Payment of Wages Act, Industrial Disputes Act, Apprentices Act, Provident Fund Act, Trade Unions Act (each Act to be discussed in brief with particular reference to hotel industry)</p> | 4 |
| Unit- 5 | <p>Shops and Establishment Act Introduction-definition-adult-family- commercial establishment- employer-employee-exemption-registration-daily and weekly working hours-overtime-annual leave with wages.</p> | 6 |
| Unit- 6 | <p>Law of Tenancy rent control act, distinction between guest and tenant, inn keeper, guest relationship, inn-keeper's lien, bye laws as affecting catering establishments, (to be discussed in details)</p> | |
| Unit- 7 | <p>Consumer Protection Act consumer protection councils, procedure for redressal of grievances</p> | |
| Unit- 8 | <p>Environment Protection Act</p> | |

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| | | |
|---------|--|--|
| | Powers of the central Govt. prevention and control of environment pollution | |
| Unit- 9 | Laws Relating to Hygiene, Sanitation And Adulteration what is food adulteration - laws for prevention of it in India - ISI standard, prevention of Food Adulteration Act, AGMARK. | |

Reference Books:

- Mercantile law - N. D. Kapoor
- Mercantile law- S.P. Iyengar
- Principles of Business Law - Aswathappa .K
- Business Law - M. C .Kuchal
- Bare Acts of respective legislation

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FOOD PRODUCTION MANAGEMENT (PRACTICAL), MHMP 407- A

Demonstration of Charcuterie

- Galantines
- Ballotine
- Pate
- Terrines
- Mousselines

Preparation of 'basic Salads & Horsd' Oeuvre'

Preparation of varieties of sandwiches & canapés

Cold preparations, Aspic, chaudfroid,

Practice on Ice Carving, Tallow sculpture, Fruit & Vegetable display, Pastilage, Salt dough & Jelly logo

International cooking – various countries. International cuisine -French, English, Italian, Greek, Lebanon, American, Spanish, Mexican, Chinese, Thai, Indonesian, Japanese, Scandinavian

BAKERY MANAGEMENT PRACTICAL, MHMP 408-A

- Quick bread, various breakfast rolls and dinner rolls.
- Chocolate and confectionery – Ganache, chocolate sauce
- Decorated cake, Gateaux.
- Chocolate cake, Christmas cake, Wedding & Specialty Cakes,
- Various icing, topping, frosting, etc
- Meringue, Struddles, turnovers, mille-feuilles
- Demonstration on various sugar works - toffees, candies, praline, jujubes etc.
- Preparations of frozen desserts, Custards, Puddings, Mousse, Soufflé's.

**FOOD & BEVERAGE SERVICE MANAGEMENT PRACTICAL
MHMP 407-B**

| |
|--|
| • Buffet Lay -up, theme Buffets set up |
| • Taking Banquet Booking-Filling - Banquet FP Format |
| • Banquet Service Set-up and operations |
| • Practical's of Gueridon service |
| • Practice of Taking Room Service orders |
| • Tray Set up for Room Service Orders |

**BAR MANAGEMENT PRACTICAL'S
MHMP 408-B**

| |
|---|
| • Various BAR Set up |
| • Identification of Bar equipments |
| • Dispense Bar Set-up and operations |
| • Cocktail and Mock tail Preparations |
| • Service of Wines |
| • Preparation of Various garnishes for Cocktail and Mocktails |

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**FRONT OFFICE MANAGEMENT PRACTICAL
MHMP- 407C**

| S. No. | Topic |
|--------|--|
| 01 | Yield management calculations, preparing statistical data based on actual calculations Preparation of sales letter, brochure, tariff cards & other sales documents Computer proficiency in all hotel computer applications – actual computer lab hours Internet practice for direct sales |

**ACCOMMODATION MANAGEMENT PRACTICAL
MHMP- 408 C**

| Sr. No. | Topic |
|---------|--|
| 01 | Inventory Control Preparing Duty Roaster Calculation of Frequency Schedule Calculation of Time and motion Study Calculation of Staff strength Planning of Guest Rooms , Bathrooms, suites Lounges Steps for Preparing Budget Stock Register-Preparation and Maintenance Issuing Procedure of Supplies Planning New operations |