

HMCS -101: Food Production Foundation –I

(Theory: 4 Credits; Total Hours =60, Practical: 2 Credits, 60 Hrs, Total Hours =120 Hrs)

Unit – 1 Professional Kitchen & Cooking: - Introduction, Definition, and its importance; Personal & Kitchen Hygiene, Uniform, Protective clothing, Kitchen Layouts(Basic, Bulk and Show kitchens), Hierarchy of Kitchen Department, Classical Kitchen Brigade, , Modern Staffing in various hotels, Duties & Responsibilities of various chefs in kitchen, their attributes; coordination of kitchen with other departments.

Unit – 2 Kitchen Equipments, Fuels & Safety: Kitchen Equipment's, Classification, Description, Usage, Upkeep and Storage, Kitchen Tools, Knives, Their Usage, Care & Maintenance, Workstations, Safety Procedures, Fuel – Types, Usage and Precautions. Fire - Introduction, Types and handling fires and usage of extinguishers; Basic First Aid- Burns, Scalds, Cuts

Unit – 3 Ingredients used in cooking: Herbs & Spices, Cereals and Pulses, Fruits and Vegetables, and Salt, Sweeteners, Fat, Milk and Milk Products: - Introduction, Types, Purchasing, Storing Considerations and their key uses in kitchen

Unit – 4 Stocks, Sauces, Stocks: Introduction, Classification, Usage, Preparation; Sauces: Introduction, Classification, Usage, Thickening Agents, Preparation of Mother Sauces, Understanding their derivatives, propriety sauces, making of good sauce, emerging trends,

Unit – 5 Soups and Salads:

trends in soup presentation. Salads: Introduction, compositions, types, dressings, emerging trends.

Practical

1. Understanding Personal Hygiene & Kitchen Hygiene
2. Grooming for Professional Kitchen – Do's & Don't's
3. Understanding kitchen Layouts.
4. Familiarisation with kitchen equipments and tools
5. Fuels –Their usage and precautions
6. Kitchen First Aid
7. Handling Fire
8. Familiarization, identification of commonly used ingredients in kitchen
9. Preparation of Stocks, Mother Sauces and at least two derivatives each.
10. Preparation of Soups (Minestrone, Consommés, Cream Soups, Puree Soups, Clear Soups, Bisques, Cold Soups, Chowders and others)

Suggested Readings:

Mohini Sethi	Catering Management.
M.D. Voures	Super Cook
Ronald Kinton	The Theory of Catering
Victor Ceserani	Practical Cookery
K. Arora	Theory of cookery
Larousse	Gastornomique.
Jane Grigson	The book of ingredients.
Sophie Grigson's	Ingredients Book.

HMCS - 102: Food & Beverage Service Foundation –I

(Theory: 4 Credits; Total Hours =60, Practical: 2 Credits, 60 Hrs, Total Hours =120 Hrs)

Unit – 1 Food and Beverage Services: - Introduction, Concept, and Classification of Catering Establishments, their importance; Personal Hygiene, Uniform & Grooming Standards, F&B Service Outlets & Familiarisation with their Layouts (Tea Lounge, Coffee Shop, Restaurant, Banquets, Staff Cafeteria), Hierarchy of F&B Service Department,

Unit – 2 F&B Service Brigade

Modern Staffing in various hotels, Duties & Responsibilities of various employees in F&B Service, their attributes; coordination of F&B Service with other departments.

Unit – 3 Food Service Equipments, Fuels & Safety: Food Service Equipments, Classification, Description, Usage, Upkeep and Storage, Food Service Tools, Their Usage, Care & Maintenance, Side Stations, Safety Procedures, Fuel – Types, Usage and Precautions while Food Service. Fire, Safety & Emergency Procedures – Introduction, Types and handling fires and dealing with emergencies.

Unit – 4 Food Service -1: Table Crockery, Cutlery, Glassware (Bar Glassware not included) Condiments, Sweeteners, Menu – Concept, Types, Salient Features, Menu Designs, Presenting of Menu, Layout of Table, Napkin Folding (At least Ten Types), Receiving and Greeting the Guests.

Unit – 5 Food Service-II : Introduction, Classification of Services, Usage and Service Methods, Preparation for Services, Mise-en-place and Mise-en-scene, 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, emerging trends in Food Services and salient features.

Practical

1. Understanding Personal Hygiene & Food Service Hygiene
2. Grooming for Professional Food Service – Do's & Don't's
3. Understanding Food Service Outlets.
4. Familiarisation with Food Service equipments and tools
5. Fuels –Their usage and precautions while dealing with them in F&B Outlets
6. Handling Fire and Emergency Procedures
7. Familiarization, identification of crockery, cutlery, hollowware, flatware and tableware in F&B Outlets
8. Services of Soups (Minestrone, Consommés, Cream Soups, Puree Soups, Clear Soups, Bisques, Cold Soups, Chowders and others)
9. Understanding Service Methods, Setting up of Side Station, Table Layouts, Napkin Folding and Presenting Menus.

Suggested Readings:

Sudhir Andrews	F&B Service Trg. Manual
Denni R. Lillicrap	F&B Service
Jhon Walleg	Professional Restaurant Service

HMCS - 103: Accommodation & Front Office Foundation -I

(Theory: 4 Credits; Total Hours =60, Practical: 2 Credits, 60 Hrs, Total Hours =120 Hrs)

Unit – 1 Accommodation Sector: - Introduction, Concept, and its importance; Types & Classification of Hotels on different basis; Star Categorization, Heritage Hotels and others in India, Organisation Structure of Hotels; Origin, growth and development of Hotel Sector in India.(ITC, The Taj Group, The Oberoi Group), Foreign Hotel Chains in India – Hilton, Marriott, Hyatt

Unit – 2 The Guest Accommodation: Guest Rooms, Types, Layouts, Salient Features, Description, Guest Room amenities, supplies and services, Floors, Room Name List Patterns, Guest Elevators, Floor Pantries, Guest Safety on Floors, Guest Safety Procedures during Fire, emergencies

Unit – 3 Hotel Front Office : Front Office Introduction, Functions and its importance, Different sections of the front office department and their layout and importance – Reservation, Reception, Concierge, Bell desk, Lobby, Telephones, Cashier, Inter and Intra-department coordination. Organisation structure of Front Office, Key Responsibilities, Job descriptions, Attributes of Front Office Personnel, Uniform and Grooming Standards.

Unit – 4 Hotel Housekeeping: Introduction, Meaning and definition Importance of Housekeeping, Sections of Housekeeping, Responsibilities of the Housekeeping department, a career in the Housekeeping department. Housekeeping Department: Organizational framework of the Department (Large/Medium/Small Hotel), Role of Key Personnel in Housekeeping, Job Description and Job Specification of staff in the department, Attributes and Qualities of the Housekeeping staff –

Unit – 5 Housekeeping Department

Skills of a good Housekeeper, Inter departmental Coordination with more emphasis on Front office and the Maintenance department, Hygiene and Grooming Standards of Housekeeping Personnel

Practical

1. Understanding Personal Hygiene Grooming Standards
2. Understanding Layouts of Front Office and Housekeeping.
3. Familiarisation with equipments and tools
4. Rooms layout and standard supplies. (Amenities)
5. DO'S and Don'ts for new entrants/employees in the front office
6. Hotel terminology

Suggested Readings:

Sudhir Andrews	Hotel Housekeeping.
Joan C. Branson	Hotel, Hostel & Hospital Housekeeping.
Georgia Tucker	The Professional Housekeeper.
Dennis L. Foster	Back office Operation & Admin.
Dennis L. Foster	Front Office Operation & Admin

Note: For focused inputs of accommodation the practical hours may be split up i.e first Two for Front Office and next Two for Housekeeping, thus completing 4 practical lab hours per week of two credit equivalence.

HMCAE – 104 - A : English Communication

(Theory: 2 Credit Points: Total 30 Hrs)

Unit 1 - Introduction:

Theories of Communication, Types and modes of Communication Language of Communication: Personal, Barriers and Strategies, Intra Personal, Inter Personal and Group Communication Speaking Skills: Monologue, Dialogue, Group Discussion, Effective Communication/ Mis-Communication

Unit 2 - Understanding the Basis of Verbal Communication:

Organizing Your Messages, Using Vocal Elements Effectively, Understanding Nonverbal Language, Developing Credibility, Giving and Receiving Feedback, Overcoming Barriers to Communication, Communicating Ethically, Understanding Cross-Cultural Issues Working with Customers: Understanding Customer Service Basics, Communicating Empathetically, Asking Question to Understand Problems, Denying Request, Coping with Angry Customers Developing Professional Telephone Skills: Exploring Professional Telephone Communication, Placing Telephone Calls, Receiving Telephone Calls, Using Voice Mail, Leaving Professional Messages, Taking Calls for Other People, Screening, Holding, and Transferring Calls, Developing Cell

Unit 3 - Phone Etiquette

Improving Informal Communication: Communicating Informally, Listening Actively, Speaking Persuasively, Negotiating Effectively, Managing Conflict, Participating in Meeting, Dealing with Office Politics, Making Proper Introductions

Unit 4 - Understanding Reading and Writing:

Close Reading, Comprehension, Summary Paraphrasing, Analysis and Interpretation, Translation (from Indian language to English and vice-versa) Literary/Knowledge Texts. Writing Skills: Documenting, Report Writing, Making notes, Letter Writing Uncovering the Secrets of Clear writing: Clarifying Written Communication, Writing Solid Sentences, Developing Effective Paragraphs, Mastering Punctuation Communicating with E-Mail and Memos: Understanding E-Mail Message and Memos, Composing the Main Elements of Message, Creating Professional E-Mail Message, Constructing Professional Memos, Writing Request Messages, Writing Response Messages, Writing Bad- News Messages,

Unit 5 - Technology Tools

Developing Reports and Proposals: Understanding Reports and Proposals, Planning a Report or Proposals, Writing Proposals Writing for Employment: Writing Effective Cover Letters, Planning Resumes, Writing Chronological Resumes, Writing Functional Resumes, Requesting Letters of Reference, Sending Follow-Up Messages, Accepting or Rejecting Job Offers

Suggested Readings:

1. Fluency in English - Part II, Oxford University Press, 2006.
2. Business English, Pearson, 2008.
3. Language, Literature and Creativity, Orient Blackswan, 2013.
4. Language through Literature (forthcoming) ed. Dr. Gauri Mishra, Dr Ranjana Kaul,

HMCAE – 104 - B: Environmental Science

(Theory: 2 Credit Points: Total 30 Hrs)

Unit 1 - Introduction to environmental studies :

Multidisciplinary nature of environmental studies; • Scope and importance; Concept of sustainability and sustainable development.

Unit 2 - Ecosystems :

What is an ecosystem? Structure and function of ecosystem; Energy flow in an ecosystem: food chains, food webs and ecological succession. Case studies of the following ecosystems : a) Forest ecosystem b) Grassland ecosystem c) Desert ecosystem d) Aquatic ecosystems (ponds, streams, lakes, rivers, oceans, estuaries).

Unit 3 - Natural Resources :

Renewable and Non-renewable Resources • Land resources and land use change; Land degradation, soil erosion and desertification. • Deforestation: Causes and impacts due to mining, dam building on environment, forests, biodiversity and tribal populations. • Water : Use and over-exploitation of surface and ground water, floods, droughts, conflicts over water (international & inter-state). • Energy resources : Renewable and non renewable energy sources, use of alternate energy sources, growing energy needs, case studies.

Unit 4 - Biodiversity and Conservation :

Levels of biological diversity : genetic, species and ecosystem diversity; Biogeographic zones of India; Biodiversity patterns and global biodiversity hot spots • India as a mega-biodiversity nation; Endangered and endemic species of India • Threats to biodiversity : Habitat loss, poaching of wildlife, man-wildlife conflicts, biological invasions; Conservation of biodiversity : In-situ and Ex-situ conservation of biodiversity. • Ecosystem and biodiversity services: Ecological, economic, social, ethical, aesthetic and Informational value.

Unit 5 - Environmental Pollution :

Environmental pollution : types, causes, effects and controls; Air, water, soil and noise pollution • Nuclear hazards and human health risks • Solid waste management : Control measures of urban and industrial waste. • Pollution case studies.

Suggested Readings:

1. Carson, R. 2002. Silent Spring. Houghton Mifflin Harcourt.
2. Gadgil, M., & Guha, R. 1993. This Fissured Land: An Ecological History of India. Univ. of California Press.
3. Gleeson, B. and Low, N. (eds.) 1999. Global Ethics and Environment, London, Routledge.
4. Gleick, P. H. 1993. Water in Crisis. Pacific Institute for Studies in Dev., Environment & Security. Stockholm Env. Institute, Oxford Univ. Press.
5. Groom, Martha J., Gary K. Meffe, and Carl Ronald Carroll. Principles of Conservation Biology. Sunderland: Sinauer Associates, 2006.
6. Grumbine, R. Edward, and Pandit, M.K. 2013. Threats from India's Himalaya dams. Science, 339: 36-37.