

HMCS - 601: Principles of Management

(Theory: 2 Credits; Total Hours =30)

UNIT 1 INTRODUCTION TO MANAGEMENT AND ORGANISATIONAL BEHAVIOR

Management Defined; Nature of Management; Importance of Management; Managerial Roles; Interpersonal Roles; Informational Roles; Decisional Roles; Levels of Management; Top Level Management; Middle Level Management; First Level Management; Managerial Skills; Technical Skills; Human Skills; Conceptual Skills; Diagnostic Skills; Scope of Management; Human Resource Management; Financial Management;;Production Management; Marketing Management; Functions of Management; Organizational Behavior; Importance of Organizational Behavior.

UNIT 2 EVOLUTION OF MANAGEMENT THOUGHTS

Classical Approach; Scientific Approach (1900); Administrative Theory- Henry Fayol; Bureaucracy- Max Weber; Neoclassical Approach; Hawthorne Studies- Elton Mayo; Human Relations Approach; Behavioral Approach; Quantitative Approach; System Approach; Contingency Approach; Modern Approach; Contribution of Peter Drucker.

UNIT 3 PLANNING

Meaning of Planning; Nature of Planning; Importance of Planning; Essentials of a Sound Plan; Planning Premises; Steps in Planning; Limitation of Planning; Types of Plan; Standing Plan; Single use plan; Levels of Planning; Strategic Planning; Tactical Planning; Operational Planning; Contingency Planning; Short Term and Long Term Planning; Management By Objective (MBO); Concept of Management by Objectives; Process of MBO; Importance of MBO; Limitation of MBO.

UNIT 4 COORDINATING AND ORGANISING

Concept of Coordination; Difference between Coordination and Cooperation; Need and Significance of Coordination; Principles of Coordination; Approaches and Techniques for Achieving Effective Coordination; Concept of Organizing; Steps in Organizing Process; Span of Control; Determinants of Span of Control; Gracunas Theory of Span of Control; Authority; Power; Difference between Authority and Power; Delegation of Authority; Principles of Delegation; Problems in Delegation; Centralization; Decentralization; Difference between Centralization and Decentralization; Factors responsible for Centralization and Decentralization.

UNIT 5 DEPARTMENTATION AND STRUCTURAL FORMATS

Steps in Designing Organization Structure; Factors Effecting Organizational Design; Features of a Good Organization Structure; Departmentation; Basis of Departmentation; Departmentation by Function; Departmentation by Product; Departmentation by Territory; Departmentation by Customer; Departmentation by Process; Types of Organization Structure; Traditional Concept; Modern Concept.

Reference Books :

Stoner J A Principles of Management

Freeman R E Principles of Management

HMCS - 602 : Specialized Food Production

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

UNIT 1: THE KITCHEN

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, Garbage disposal unit

UNIT 2: PRODUCTION EQUIPMENTS

Kitchen Equipments, Classification, Description, Usage, Upkeep and Storage, Kitchen Tools, Knives, Their Usage, Care & Maintenance, Workstations,

UNIT 3: MODERN TECHNIQUES IN FOOD PRODUCTION

Methods of cooking (baking, broiling, grilling, frying, stewing, poaching, poeing, roasting, sauteing, braising., microwave cooking, ovens, gas cooking, induction cooking,

UNIT 4: TEA, COFFEE

Tea (green tea, flowering tea, oolong tea. Premium or delicate tea , pu-erh tea, cold brew and sun tea, serving), Coffee (processing, roasting, grading roasted beans, roast characteristics, decaffeination, storage , brewing, nutrition, serving, instant coffee) ,

Unit – 5 : CHOCOLATE

Hot chocolate (historical background, terminology, usage, health, benefits, risks) Chocolate(types, production, cacao varieties, criollo, forastero, trinitario, processing, blending, conching, tempering, storage, nutrition and research, nutrition, effects on health, research, labeling, industry, manufacturers, human trafficking of child labourers, fair trade, usage and consumption).

Practical –

Using the dry heat methods prepare the following –

1. Baking – Bread, Cookies, Cakes, Pastries, Pies, Doughnuts, Puffs etc.
2. Steaming – Steamed Rice, Idli, Dhokla, Momos, etc
3. Grilling – Grilled chicken, Grilled Vegetables, Grilled Sandwich, and Grilled Burger Tikki, etc.
4. Roasting – Roasted chicken, Pancake, Dosa, Uttapam etc.

Using the moist heat methods prepare the following –

1. Boiling – Boiled Eggs, Boiled Potatoes, vegetables stock, chicken stock, Soup, kheer, etc.
2. Stewing – Chicken Stew, Vegetable Stew, Lamb Stew, Sambhar, Ishutu , Pulusu etc.
3. Frying (shallow Frying) – Paneer Tikki , Aloo Tikki, Cutlets, Kabab, etc.
4. Frying (deep Frying) – Samosa, Kachori , Puri, Potato Chips, Jalebi, etc.
5. Poaching – Poached egg, Poached fish, poached chicken breast etc.

Using Microwave cooking method prepare the following dishes –
Pizza, Brownie, Cake, Baked Vegetables etc.

Prepare a chicken dish using broiling method.

Preparation of various types of teas.

Preparation of various types of chocolates.

Reference Books :

K. Arora	Theory of Cookery
Thargam Philip	Modern Cookery Vol. II
Paul R. Dittmer	Principles of Food, Beverage and labor Cost controls
Paul Bocuse	The new Professional Chef
Micahael M. Coltman	Cost Control for Hospitality Industry

HMCS – 603 : Food and Beverages Inventory Control

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

Unit – 1 FOOD COST CONTROL

- A. Introduction to Cost Control
- B. Define Cost Control
- C. The Objectives and Advantages of Cost Control
- D. Basic costing E. Food costing

Unit – 2 FOOD CONTROL CYCLE

- A. Purchasing Control
- B. Aims of Purchasing Policy
- C. Job Description of Purchase Manager/Personnel
- D. Types of Food Purchase
- E. Quality Purchasing
- F. Food Quality Factors for different commodities
- G. Definition of Yield
- H. Tests to arrive at standard yield
- I. Definition of Standard Purchase Specification
- J. Advantages of Standard Yield and Standard Purchase Specification

Unit – 3 RECEIVING CONTROL

- A. Aims of Receiving
- B. Job Description of Receiving Clerk/Personnel
- C. Equipment required for receiving
- D. Documents by the Supplier (including format)
- E. Delivery Notes
- F. Bills/Invoices
- G. Credit Notes
- H. Statements
- I. Records maintained in the Receiving Department
- J. Goods Received Book
- K. Daily Receiving Report
- L. Meat Tags
- M. Receiving Procedure

Unit – 4 STORING & ISSUING CONTROL

- A. Storing Control
- B. Aims of Store Control
- C. Job Description of Food Store Room Clerk/personnel
- D. Storing Control
- E. Conditions of facilities and equipment
- F. Arrangements of Food
- G. Location of Storage Facilities
- H. Security
- I. Stock Control
- J. Two types of foods received – direct stores (Perishables/nonperishables)

Unit – 5 SALES CONTROL

- A. Sales – ways of expressing selling, determining sales price, Calculation of selling price, factors to be considered while fixing selling price
- B. Matching costs with sales
- C. Billing procedure – cash and credit sales
- D. Cashier's Sales summary sheet

Practical –

- 1 Layout and drawing of the function prospectus and identifying its appropriate usage
- 2 Planning the layout of different types of buffet counters and setting the counter
- 3 Planning of different types of table and seating arrangements for different types of buffets.
- 4 Preparation of function check list of buffet
- 5 Assignments on buffet menu planning
- 6 Planning the table layout of different type of banquet functions .
- 7 A eating plans of different banquets preparations of charts , name cards,etc.
- 8 Food and beverage- How to service Banquet
- 9 Assignments:
 - a: Check list for conference and other parties
 - b: Menu planning for the State Banquets.

Reference Books :

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

HMCS – 604 : Human Resources Management

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

Unit 1: Introduction to Human Resource Management –

Nature of HRM; Scope of HRM; Objectives of HRM; Functions of HRM; Strategic Human Resource Management; Skills and Proficiency of HR managers

Unit 2: Human Resource Planning –

Objectives of Human Resource Planning; Requirements of Effective HRP; Human Resource Planning Process; Manpower Demand Forecasting Techniques; Managerial Judgment; Ratio Trend Analysis; Regression Analysis; Work Study Technique; Delphi Technique; Job Analysis : Concept; Job Analysis : Process; Introduction to Human Resource Information System (HRIS); Benefits of HRIS

Unit 3: Talent Acquisition –

Sources of Recruitment; Recruitment Process; Alternatives to Recruitment; Introduction to Selection; Selection Process; Orientation and Induction; Induction Process.

Unit 4: Human Resource Training and Development

Difference between Training and Development; Need for Training; Importance of Training; Training Process; Evaluation of Training; Types of Training; Selection of a Training Method; Introduction to Executive Development; Objectives of Executive Development; Methods of Executive Development

Unit 5: Motivation in Action –

Importance and Benefits of Motivation; Features and Characteristics of Motivation; Tools of Motivation; Job Characteristic Model; Alternative Work Arrangement; Empowerment; Participative Management; Quality of Work Life (QWL); Motivation Through Variable Pay Programs; Mentoring; Employee Counselling.

Practices

1. Providing security to employees
2. Selective hiring: Hiring the right people
3. Self-managed and effective teams
4. Fair and performance-based compensation/li>
5. Training in relevant skills
6. Creating a flat and egalitarian organization
7. Making information easily accessible to those who need it

Reference Books :

Jon M Werner	Human Resource Development
Randy L DeSimone	Human Resource Development
Mankin	Human Resource Developmen

HMCS – 605 : Food and Beverages Management

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

UNIT 1: INTRODUCTION TO FOOD AND BEVERAGE MANAGEMENT

Introduction To Food And Beverage Services, Classification Of Catering Establishments (Commercial Catering, Industrial And Institutional Catering, Welfare Catering) Personal Hygiene And Sanitation (Preventing Food-Borne Illnesses, Sanitation And Food Hygiene) Grooming Standard , Service Outlets (Tea Lounge, Coffie Shop, Restaurent), Hierarchy Of F&B Service Department, F&B Service Brigade, Modern Staffing At Hotels, Duties And Responsibilities Of Various Employees, Attributives Of Service Employees (General Attributes Of Service Staff, Attributes Of A Waiter) Coordination Of F&B Services With Other Departments (Housekeeping, Kitchen, Security, Engineering, Information System Department, Materials Purchase Department, Sales And Marketing, Finance Department)

UNIT 2: FOOD AND BEVERAGES CONTROL THROUGH INVENTORY AND STAFF

A Beginner's Guide to Food and Beverage Control in Restaurants, Five mantras to control restaurant costs, The Recipe for a Successful Restaurant, All You Need To Know About Inventory Management for Restaurants, FIVE Inventory Management Mistakes to Avoid at your Restaurant, SEVEN Lesser Known Ways to Reduce Labour Costs in the Restaurant Business, TEN Golden Tips to Keep Your Restaurant Staff Happy and Motivated, SEVEN Ways to Better Restaurant Hiring

UNIT 3: FOOD AND BEVERAGES CONTROL THROUGH MENU AND POINT OF SALE

Seven Pro Tips to Manage Restaurant Food Costs, NINE Lesser-Known Menu Pricing TRICKS to Maximize Restaurant Profit, TEN Restaurant Menu Mistakes You Did Not Know That Are Killing Your Food Business, A Definitive Guide to Menu Pricing and Calculating Food Cost, SEVEN Signs That Are Telling You to Upgrade Your Restaurant POS, From Pen-Paper to Point of Sale Software- The Evolution of Restaurant Tech, How to Reduce the Table Turnover Time and Increase Sales at Your Restaurant

UNIT 4: MENU CONTROL

Menu: concept, types and features (concept of menu, what is 'menu engineering' or 'menu psychology'?, types of menus, categorisaiton as per use, classification as per meal time, classical twelve course french menu) menu planning (consideration of menu planning) menu presentation (economic considerations, writing style, types of menu presentations)

Unit – 5 GUERIDON SERVICE

- History of Guerdon
- Definition of terms guerdon
- General points to be considered while doing guerdon
- Advantages and disadvantages of guerdon service
- Method of service of common guerdon preparations

Practical –

- Perform 7 step cleaning procedure for each major piece of equipment.
- Perform various types of tea services in restaurant.
- Perform various types of coffee services in restaurant.
- Perform type of food and beverages services as per type of restaurant.
- Plan and perform different types of menus with presentation as per meal time.
- Plan 12 course French classical lunch menu and perform food service.
- Plan 12 course French classical dinner menu and perform food service.

Reference Books :

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