

School of Hotel Management (1st sem)

HMC- 1 A

FOOD PRODUCTION

TEACHING SCHEME:

Theory : 2 Hrs /week
Practical : 4 Hrs /week

ASSESSMENT SCHEME :

	MARKS	DURATION	CREDIT
Theory	: 60	2Hrs	2
Practical	: 50	4Hrs	2
Internal	: 40		
TOTAL	150		4

OBJECTIVES:

At the end of the course the students should:

1. Know the history of cooking, its modern developments and develop brief idea of various cuisines.
2. Understand the professional requirements of a kitchen personnel and the importance and maintenance of hygiene.
3. Have insight of kitchen organization, duties and responsibilities of kitchen staff, work flow, and kitchen equipments.
4. Have a thorough knowledge of methods of cooking and learn the basic skills in continental cuisine.

COURSE CONTENTS:

1 INTRODUCTION TO PROFESSIONAL COOKERY:

1. Culinary theory.
2. Origins of modern cookery.
3. Modern developments in equipments and food stuff.

STANDARDS OF PROFESSIONALISM.

1. Levels of skill.
2. Attitude towards work.
3. Personal hygiene.

KITCHEN HYGIENE.

2 KITCHEN ORGANIZATION.

1. Classical kitchen Brigade.
2. Apportioning of staff among sections.
3. Duties and responsibilities of Executive Chef.
4. Responsibilities of each section.

5. Modern kitchen brigades.
6. Co operation with other departments.

3- DESIGNING AND LAYOUT OF KITCHEN.

1. Factor effecting kitchen layout.
2. Principles for designing kitchen.
 - Principle of flexibility and modularity.
 - Principle of simplicity.
 - Principle of work flow.
 - Principle of ease of supervision.
 - Principle of ease of sanitation.
 - Principle of space efficiency.
3. Human Engineering.
4. Determining various sections of different kitchens : main kitchen, specialty kitchen , multi cuisine kitchen etc.

4- EQUIPMENT AND TOOLS.

1. Pre-preparation equipments;
2. Preparation equipments.
3. Storage equipments.
4. Ancillary equipments- Knives, utensils, Pots and Pans.
5. Bakery equipments.

BASIC METHODS OF COOKERY.

1. Modes of heat transfer.
2. Various method of cooking- Definitions, Rules, Associated terms.
 - Moist methods: Boiling, Poaching, Steaming, Stewing, Braising.
 - Dry methods: Frying, Grilling, Roasting, Broiling, Braising.
3. Modern methods.

5- UNDERSTANDING RAW MATERIALS.

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

1. Salt, Liquids, Sweetening, Fats & Oils, Raising or Leavening agents. Thickening and binding agents, flavorings & seasoning.
2. Stocks Definition. Classification and types, Rules for making stocks. Recipe of white chicken stock and vegetable stock, Brown stock, Fish stock and vegetable stock.
3. Soups : Definitions, Use and importance of sauces. Mother sauces – recipes, Derivative sauces.
4. Dough & Pastes.
5. Creams : Types and uses.
6. Assembling into finished products.
7. Garnishes and Accompaniments.

TEXT 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.

PRACTICALS

Four weeks of demonstration classes to make students familiarize with:

The Pre-preparation, Preparation and methods of cookery.

- Preparing and cooking vegetables.
- Preparing and cooking fish and shellfish.
- Preparing and cooking poultry.
- Preparing and cooking eggs.
- Preparing stocks, sauces, soups.

At least nine menus comprising of five dishes each to cover

- Soups.
- Hot and cold Starters.
- Meat dishes with vegetables and potato dishes.
- Sauces.
- Hot and Cold.
- Cereals and potato dishes.
- Creams, Savories, Charlottes, Mousses etc.

HMC- 2 A

FOOD & BEVERAGE SERVICE.

TEACHING SCHEME:

Theory : 2 Hrs /week
Practical : 4 Hrs /week

ASSESSMENT SCHEME :

	MARKS	DURATION	CREDIT
Theory	: 60	2Hrs	2
Practical	: 50	4Hrs	2
Internal	: 40		
TOTAL	150		4

OBJECTIVE:

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

- 1) Develop an insight into the growth of catering industry in the world from medieval period till recent times.
- 2) Understand the different components of the catering components of the catering industry, the functions of various departments of a hotel – and their relationship with Food and Beverage service department, in order to acquire professional competence at basic levels in the principles of Food service and its related activities.
- 3) Understand the role of F & B department, its functions and staffing.
- 4) Understand the service of different types of meals and menus prevalent in the restaurants etc, according to the time of the day, in order to develop a comprehensive knowledge and understanding of restaurant service in the hotel and catering industry.
- 5) Identify and use the different types of restaurant equipments.
- 6) Acquire the requisite technical skills for competent service of Food & Beverage.

COURSE CONTENTS:

1 INTRODUCTION TO THE CATERING INDUSTRY.

- 1) Introduction and growth of catering industry.
- 2) Classification of catering establishments – Commercial, Transport, Welfare, Industrial, Institutional.
- 3) A brief description of each type showing the career opportunities in each.

2 DEPARTMENTAL ORGANIZATION.

- 1) Organization of the hotel.
- 2) Where F & B department stands;
A total meal experience.
The hotel – guest – steward relationship.
- 3) Relationship between F & B service department with other departments of the hotel.
- 4) Types of F & B outlets.
- 5) Organization of staff in various F & B outlets.
- 6) Duties and responsibilities of all F & B staff.
- 7) Attributes of a waiter.
Effective communication skills.
Personal hygiene.

3 RESTAURANT SERVICE.

- 1) Forms and methods of services.
- 2) Miser-en-place. Arranging side – board.
- 3) Receiving the guests and social skills.
- 4) Service at a table.

4 TYPES OF MEALS AND MENU.1

- 1) Types of meal: Breakfast/ lunch/ dinner/ supper/ brunch/ high tea/ afternoon tea/ elevenses.
- 2) Type of Menu: Table d'hote , A La Carte.
- 3) Courses of French Classical menu.
- 4) Menu terminology.
- 5) Fundamental of menu planning American, Continental, Indian;
- 7) High tea and afternoon tea menu.

5 RESTAURANT EQUIPMENT.

- 1) Crockery.
- 2) Glassware.
- 3) Cutlery, Flatware, Hollow ware – Silver and stainless steel.
- 4) Linen, Furnishing and fittings, and disposable.
- 5) Care and maintenance of restaurant equipment.

TEXT READINGS

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

PRACTICALS

1. Opening and inspecting cleaning a restaurant.
Routine cleaning.
Non- Routine cleaning.
2. Identification of restaurant equipment. }
With Diagrams
3. Special equipments used in restaurants. }
4. Wiping Glassware.
Cutlery.
Crockery.
5. Polishing silver, Silvo method, Burnishing method, Brass.
6. Arrangement and use of side board- Check list.
7. laying a table cloth.
8. Relaying a table cloth.
9. Using a tray.
10. Procedure for laying table for various meals and menu:
 - a. Basic A La Carte
 - b. Basic Table D' hote
 - c. Continental Breakfast.
 - d. English Breakfast.
 - e. Afternoon Tea.
 - f. High Tea.
11. Receiving guests- Procedures.

HMC- 3 A

HOTEL HOUSEKEEPING

TEACHING SCHEME:

Theory : 2 Hrs /week
Practical : 4 Hrs /week

ASSESSMENT SCHEME :

	MARKS	DURATION	CREDIT
Theory	: 60	2Hrs	2
Practical	: 50	4Hrs	2
Internal	: 40		
TOTAL	150		4

OBJECTIVE:

The students will get knowledge about.

1. Organization, function of housekeeping department and its different section.
2. Different department housekeeping co-ordinates with.
3. Procedure of cleaning different status of room.
4. Cleaning equipment and cleaning agent.
5. Lost and found procedure in the hotel.
6. Pests found in hotels and their control.

COURSE CONTENTS:

1 HOUSEKEEPING AS A DEPARTMENT.

In the hotel.

- . In other institutions: to be applied in a slight different set of circumstances.
- . Interdepartmental co- operation & co- ordination of Housekeeping.
- . Different sections of housekeeping department.

2 ORGANISATION STRUCTURE OF HOUSEKEEPING DEPARTMENT.

Small hotels, Medium hotels, Large Hotels.

Duties & Responsibilities of Executive Housekeeper.

Duties & Responsibilities of Housekeeping Staff.

3 FUNCTIONS OF HOUSEKEEPING DEPARTMENT

- . Area of cleaning.
- . Security.
- . Dealing with guests.
- . Brief note on lost & found.
- . Baby sitting.
- . Services and facilities offered by various hotels.

ROUTINE & CLEANING OF

Checkout room.
Occupied room.
Vacant room
Evening Service.

4- CLEANING EQUIPMENT

- . General considerations and selection.
- . Classification & Types of equipment.
Method of use & mechanism for each type.
- Care & maintenance.

CLEANING AGENTS

- . General criteria for selection.
- . Classification.

5- STANDARD SUPPLIES PROVIDED IN THE GUEST ROOMS AND BATHROOMS.

LOST AND FOUND PROCEDURE IN A HOTEL.

PEST CONTROL.

TEXT READINGS.

Sudhir Andrews	Hotel Housekeeping.
Joan C. Branson	Hotel, Hostel & Hospital Housekeeping.
Georgia Tucker	The Professional Housekeeper.

PRACTIAL

1. Introduction, Identification, Usage and care of hand tools, cleaning equipments and cleaning agents (Paste chart/ drawings as applicable)
2. Basic cleaning procedure in guest room:
 - a. Check-out room.
 - b. Occupied room.
 - c. Vacant room.
 - d. Evening services.
3. Procedure for Bed-Making.

- a. Day Bed.
- b. Night Bed.
- 4. Procedure for cleaning bathrooms.
- 5. Organizing for completing the assigned task, preparing work plan.

HMC- 4 A

FRONT OFFICE OPERATIONS

TEACHING SCHEME:

Theory : 2 Hrs /week
Practical : 4 Hrs /week

ASSESSMENT SCHEME :

	MARKS	DURATION	CREDIT
Theory	: 60	2Hrs	2
Practical	: 50	4Hrs	2
Internal	: 40		
TOTAL	150		4

OBJECTIVES

The student will be aware and get knowledge about.

- 1) Classification and categorization of Hotels and its Evolution.
- 2) Duties and responsibility of the staff in the different sections.
- 3) Identify Market segment.
- 4) Types of rooms, food plans, tariff and room rent.
- 5) Group reservation.

COURSE CONTENT

- 1- Introduction to hotel industry, evolution, Definition, Modern Hotel, Classification and Categorization.
- 2- Position, Role and importance of Front office in the hotel.
Organizational structure of Front Office: Functions of each sections.
- 3- Duties and Responsibilities of Front Office staff.
Layout of Front Office staff.
Attributes of Front Office Staff.
Understanding Hotel Market.
- 4- Front Office terminology.
Product Knowledge:
Types of rooms
Basis of charging room rent.
- 5- **Reservation Operation.**
The importance of reservation section.
The modes of reservation; C.R.S. and I.R.S.
Various tools of reservation: Room status board.
Reservation form, Advance letting chart, Density control chart, Hotel Diary,
Whitney system of reservation.
Reservation procedure (Flow chart).
Cancellation and amendment procedures.
Preparation of arrival list/ movement list.
Group reservation.

TEXT READINGS

Dennis L. Foster	Back office Operation & Admin.
Dennis L. Foster	Front Office Operation & Admin.
Sudhir Andrews	Hotel Front Office.
Bruce Braham	Hotel Front Office.

PRACTICAL

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

HMC- 5 A

NUTRITION

TEACHING SCHEME:

Theory : 2 Hrs/week

ASSESSMENT SCHEME :

	MARKS	DURATION
Theory	: 60	2Hrs
Internal	: 40	
TOTAL	100	2

OBJECTIVES

This course is designed to acquaint the students with the basic concept of nutrition which will finally provide support to their knowledge about food and its preparation. By the end of the semester the student should be able to.

- Know the importance of food and nutrition.
- Understand the role of various nutrients in our body.
- Conceptualize the fundamental of balanced diet.
- Know the effect of storage, Pre- preparation & cooking on nutrients.
- Use the knowledge of food and during menu planning.

COURSE CONTENT

1-INTRODUCTION TO NUTRITION.

Definition of nutrition; Importance and scope; Various nutrients.

FOOD AND OUR BODY.

Role of food in our life; Recommended dietary intakes (RDI); Factors affecting RDI; Energy requirement of our body (Energy Metabolism); Calorific value of food; The five food groups; Process of Digestion & Absorption of food in human body.

2-ROLE OF NUTRIENTS IN OUR BODY 1st.

- Carbohydrates: Classification, Functions, Deficiency & excess of carbohydrates, sources.
- Fats: Classification of fats, functions, deficiency & excess of fat, sources
- Proteins: Essential amino acids, Classification of protein, Functions of proteins, Symptoms of protein deficiency, Protein energy malnutrition (P.E.M.), Sources of Protein.

3-ROLE OF NUTRIENTS IN OUR BODY 2nd.

- Vitamins; Classification of vitamins, function, deficiency & excess and sources of all vitamins.

ROLE OF NUTRIENTS IN OUR BODY 3rd.

- Minerals: Sources and functions & Deficiency of various minerals – Iron, Calcium, Iodine, Sulphur, Potassium, Phosphorus, Sodium, Zinc, etc (Elementary study only).
- Water: Function and sources.

4-BALANCED DIET.

Concept of balanced diet, menu planning for specific requirements viz. infants, Children, Adolescents adult man & women, nutritional requirements during Specific conditions viz. pregnancy, lactation etc, using food exchanges.

5-EFFECT ON NUTRIENTS WHILE.

- Storage.
- Pre-preparation.
- Cooking.

TEXT READINGS

Mohini Sethi	Catering Management.
Sumati R. Mudambi	Fundamentals of Food & Nutrition.
B. Srilakshmi	Dietetics.
M. Swaminathan	Handbook of Food and Nutrition.
B.R. Pant	Food & Nutrition.
M. Raheena Begam	A text book of Foods Nutrition & Dietetics (An Integrated Approach)

HM-AE- 6 A i

English Communication - i

TEACHING SCHEME:

Theory : 2 Hrs/week

ASSESSMENT SCHEME :

	MARKS	DURATION	CREDIT
Internal	: 100		
TOTAL	100		2

COURSE CONTENTS:

Unit 1. Introduction:

Theory of Communication, Types and modes of Communication.

Unit 2. Language of Communication:

Verbal and Non-verbal (Spoken and Written) Personal, Social and Business Barriers and Strategies Intra-personal, Inter-personal and Group communication

Unit 3. Speaking Skills:

Monologue Dialogue Group Discussion Effective Communication/ Mis- Communication Interview Public Speech

Unit 4. Reading and Understanding:

Close Reading Comprehension Summary Paraphrasing Analysis and Interpretation Translation(from Indian language to English and vice-versa) Literary/Knowledge Texts

5. Writing Skills

Documenting Report Writing Making notes Letter writing

Recommended 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, Dr Brati Biswas

HM-AE- 6 A ii

Environmental Science - ii

TEACHING SCHEME:

Theory : 2 Hrs/week

ASSESSMENT SCHEME :

MARKS DURATION CREDIT

Internal : 100

TOTAL 100 2

COURSE CONTENTS:

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.
7. McCully, P. 1996. Rivers no more: the environmental effects of dams (pp. 29-64). Zed Books.
8. McNeill, John R. 2000. Something New Under the Sun: An Environmental History of the Twentieth Century.
9. Odum, E.P., Odum, H.T. & Andrews, J. 1971. Fundamentals of Ecology. Philadelphia: Saunders.
10. Pepper, I.L., Gerba, C.P. & Brusseau, M.L. 2011. Environmental and Pollution Science. Academic Press.
11. Rao, M.N. & Datta, A.K. 1987. Waste Water Treatment. Oxford and IBH Publishing Co. Pvt. Ltd.
12. Raven, P.H., Hassenzahl, D.M. & Berg, L.R. 2012. Environment. 8th edition. John Wiley & Sons.
13. Rosencranz, A., Divan, S., & Noble, M. L. 2001. Environmental law and policy in India. Tripathi 1992.