

Sri SatyaSai University of Technology & Medical Sciences, Sehore (M.P.)

PROGRAMME : BHMCT

SEMESTER-IV

Paper code	Paper name	Duration	Theory	Practical
HM401	Patisseries & Food Production Management	3 Hrs/ Week	Max. Marks : 70 Min Marks :22	Max. Marks : 50 Min Marks :20

OBJECTIVES:

At the end of the course the students will develop:

1	Insight into the organization and management of quality food production
2	An understanding of mass purchasing process
3	Knowledge of formula balancing of various types of cakes, cake fruits and remedies, basic pastes and other confectionery products.

Unit	Course contents
1	INTRODUCTION TO INDUSTRIAL AND INSTITUTIONAL CATERING MNGT: <ul style="list-style-type: none"> • Aims • Management Policy • Types of establishment and menus
	ORGANIZATION OF QUALITY FOOD KITCHEN <ul style="list-style-type: none"> • Definition • Staff organization • Kitchen layout • Equipment involved in mass production and transportation • Pre preparation and preparation of food (work flow) • Holding and storing of food
2	QUALITY FOOD MANAGEMENT <ul style="list-style-type: none"> • Points to be considered while planning a menu and problem... • Study of menus for various types of quantity food outlets. • Standard sign and formulating recipes.
	QUALITY FOOD MANAGEMENT II <ul style="list-style-type: none"> • costing of food items and cost control
3	MASS PURCHASING <ul style="list-style-type: none"> • Objectives • Methods of purchase • Standard purchase specification • Mass purchasing of perishables and non perishables • Convenience product
	RECEIVING

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	<ul style="list-style-type: none"> • Aims • Duties and responsibilities of receiving and personnel • Procedure for receiving • Pilferage control
4	<p>FORMULA BALANCE CAKE</p> <ul style="list-style-type: none"> • Batter type - Foam type - Pound
	CAKE FAULTS AND REMEDIES
5	<p>VARIOUS TYPES OF BASIC PASTE</p> <ul style="list-style-type: none"> • Choux paste - Flaky paste • Short crust paste - Hot water paste • Puff paste - Danish pastry
	BAKE SHOP PRODUCTION AND MANAGEMENT

PRACTICAL

1.	Quantity food production on the basic of Indian regional cosine.
2.	<p>Bakery practical to cover the following advance stage.</p> <p>a. Short crust pastry and its products : Tarts, pie etc.</p> <p>b. Flaky & Puff pastry and their products.</p> <p>c. Choux pastry and its products, Éclairs, Profit rolls.</p> <p>d. Advanced cookies & Biscuits.</p> <p>e. Advanced cakes and other bakery products.</p>

REFERENCES

S.No.	Author	Title	Edition	Publisher	Year
1	Jennifer Fernandes	100 Easy to make Goan dishes			
2	Madhur jaffery's	Flavors of India			
3	John B Knight	Quantity food production (planning and mgmt)			
4	S.C Dubey	Basic baking			
5	William J Sultan	Practical baking			

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HM402	Liquor Management	3 Hrs/ Week	Max. Marks : 70 Min Marks :22	Max. Marks : 50 Min Marks :20

OBJECTIVES:

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

1	Under the process of distillation of spirits and the types of stills used for the same.
2	Differentiate between various types of spirits, their source production process and brand names.
3	Understand the storage and appropriate service of spirits.
4	Understand cocktails, their preparation presentation and service.
5	Develop an understanding of the Aperitifs, bitters, liqueurs their characteristics classification, methods of production brand names and service.
6	Familiarize them with the special form of restaurant disadvantages, different equipment used in it.
7	Work independently and prepare at least two guerdon preparations viii) Acquire the requisite technical skills for competent service of food and beverage.

Unit	Course contents
1	SPIRITS <ul style="list-style-type: none"> • Definition of spirits • Distillation process • Source production process, varieties brand name and service of Rum, Brandy Gin Whisky, Vodka • Other spirits, Tequila, absinthe, tequila, ouzo, slivovitz, aquavit, calvados, fenny, arrack etc.
2	COCKTAILS <ul style="list-style-type: none"> • Common cocktails, recipe, method of preparation and presentation, precautions in preparing cocktails.
3	LIQUEURS <ul style="list-style-type: none"> • History, Definition, Manufacture, hot method, distillation cold method, infusion, percolation, aging, base spirits and sweetening's.
4	APERITIFS <ul style="list-style-type: none"> • Classification • Knowledge of production • Varieties and service
5	GUERIDON SERVICE <ul style="list-style-type: none"> • 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

1.	Revision of Ist year practical table layout and service for different types
2.	Beverage order taking and preparation of BOT
3.	Feminization with the glassware, equipment's and tool required in relation to different spirits service and their sketch.
4.	Service of spirits A Rum B. Brandy

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	C. Gin D Whisky E. Vodka etc.
5.	Demonstrate preparation of one variety each of stirred and shaken cocktails.
6.	Guerdon service : Preparation and service of Banana Flambé and Crape suzette.

REFERENCES

S.No.	Author	Title	Edition	Publisher	Year
1	Jaffrey T. Clanke	Table & Bar			
2	Denni R Lillicrap	F & B Service			
3	Matt A. Casdo	Food & Beverage service			
4	Michael M Clotman	Beverage Management			

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HM403	Accommodation	3 Hrs/ Week	Max. Marks : 70 Min Marks :22	Max. Marks : 50 Min Marks :20

OBJECTIVES:

The syllabus continues to provide in depth knowledge about planning and organization of the department with emphasis on work study duty Rota and work analysis.

1	Safety awareness accident and first aid box
2	Interior decoration and horticulture which includes flower management
3	Purchasing procedure and stock control.

Unit	Course contents
1	<ul style="list-style-type: none"> • PLANNING & ORGANIZATION HOUSE KEEPING DEPARTMENT • Physical Survey • Specification • Work study • Work schedule • Duty rotes • The philosophy of work and improvement • What is work analysis • Simple question can uncover serious problem
2	<ul style="list-style-type: none"> • PERSONAL QUALITIES OF HOUSE KEEPING DEPARTMENT EMPHASIS • Emergencies & dealing with them • Safety awareness and accident prevention • First aid box • Dealing with sick guest & sanitization
	<ul style="list-style-type: none"> • INTERIOR DECORATION • Color • Light & lighting system • Floor & wall covering • Role of accessories
3	<ul style="list-style-type: none"> • HORTICULTURE • Living with flower • Types & colors • Simple ways of gardening • Equipment care pesticides • Techniques to drying flowers • In house herb garden
4	<ul style="list-style-type: none"> • FLOWER ARRANGEMENT • Equipment and material required • Purpose of flower management, placement and level placement with relevant examples • Style and principle of flower management
5	PURCHASING PROCEDURES <ul style="list-style-type: none"> • Purchasing arrangement • Purchasing cycle
	STORE & STOCK CONTROL <ul style="list-style-type: none"> • Store room control • Perpetual inventory and requisition • Per stock • Inventory control

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PRACTICAL

1.	Dealing with emergency : a. Event of fire b. Event of fumes c. Event of gas leakage
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REFERENCES

S.No.	Author	Title	Edition	Publisher	Year
1	Mohini Sethi	Catering management			
2	Joan C. Branson	Hotel, Hostel & Hospital Housekeeping			
3	Georgira Tucker	The Professional Housekeeper			
4	Anne Effelsberg	Flower arranging			
5	John Ambulan / Andrews	First aid manual			

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HM404	Executive office & Management	3 Hrs/ Week	Max. Marks : 70 Min Marks :22	Max. Marks : 50 Min Marks :20

OBJECTIVES:	
1	Explain the basic front office accounting functions and method of account settlement.
2	Illustrate foreign exchange encasement procedure
3	Summaries starting and ending of shift procedures for cashiers
4	Making the students and ending of shift procedures for cashiers
5	Present assertive communications approaches and customer card

Unit	Course contents
1	MAINTAINING MASTER FOLIO AND MANAGING PROBLEMS THEREIN: <ul style="list-style-type: none"> • Vertical tabular ledger • City ledger • Department bills • Paid out vouchers • Miscellaneous charge vouchers • Allowances • Advance • Discounts • Computerized system • Problems handling
2	<ul style="list-style-type: none"> • PREPARATION OF BILL AND CHECKING OUT GUESTS RECEIVING PAYMENTS <ul style="list-style-type: none"> • Cash • Credit card • Bill to company • Travel agent voucher • Traveler cheque
	FOREIGN EXCHANGE ENCASHMENT PROCEDURE <ul style="list-style-type: none"> • Authorized agencies • Licenses and documents used • Different currencies and their foreign rates • Category of guest entitled • Exempted categories
3	SAFETY LOCKERS <ul style="list-style-type: none"> • House rules • Operational procedures
	STARTING AND ENDING WORK SHIFT AT FRONT OFFICE CASH <ul style="list-style-type: none"> • Procedures and reports
4	HANDLING SITUATIONS <ul style="list-style-type: none"> • Dealing with guests of different personalities fussy, guest, irate, guest, timid guest socializing guests etc. • Overbooking • Any other situation pertaining to front office
5	CUSTOMER CARE <ul style="list-style-type: none"> • Guest satisfaction and delight • Handling complaints • Follow up procedures
	<ul style="list-style-type: none"> • COMMUNICATION

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Practical	
1	MAINTAINING MASTER FOLIO
2	Computerized system of Accounting
3	Travel agent voucher
4	Licenses and documents used
5	Different currencies and their foreign rates
6	HANDLING SITUATIONS – Overbooking, Guest satisfaction

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

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Paper code	Paper name	Duration	Theory	Practical
HM405	Hotel Marketing	2 Hrs/ Week	Max. Marks : 70 Min Marks :22	No

OBJECTIVES:	The objective of the course is to systematically develop the Hotel Sales & Marketing skills. During this semester the students will be given knowledge of a Characteristics of Hospitality Marketing.
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Unit	Course contents
1	<ul style="list-style-type: none"> INTRODUCTION TO HOSPITALITY SALES AND MARKETING, TODAY'S HOSPITALITY TRENDS, CORE CONCEPT OF MARKETING; MIX ; MARKETING PROCESS; MARKETING ENVIRONMENT; CHARACTERISTICS OF HOSPITALITY MARKETING;
2	<ul style="list-style-type: none"> DETERMINANTS OF HOTEL CONSUMER BEHAVIOUR; GUEST'S PURCHASE DECISION PROCESS (EXCLUDE INDUSTRIAL PURCHASE DECISION PROCESS); MARKET SEGMENTATION: TARGET MARKETING; DIFFERENTIATION AND POSITIONING; MARKETING RESEARCH; MARKETING INFORMATION SYSTEM
3	<ul style="list-style-type: none"> PRODUCT AND PRODUCT LINE DECISIONS; BRANDING DECISIONS PACKAGING AND LABELING DECISIONS PRODUCT LIFE CYCLE CONCEPT; NEW PRODUCT DEVELOPMENT; PRICING DECISIONS; DESTINATION MARKETING;
4	<ul style="list-style-type: none"> MARKETING CHANNELS; RETAILING; WHOLESALING; WAREHOUSING AND PHYSICAL DISTRIBUTION; CONCEPTUAL INTRODUCTION TO SUPPLY CHAIN MANAGEMENT;
5	<ul style="list-style-type: none"> HOSPITALITY SALES; HOSPITALITY ADVERTISING SALES PROMOTION; PUBLICITY

REFERENCES					
S.No.	Author	Title	Edition	Publisher	Year
1	KOTLER, PHILIP	MARKETING MANAGEMENT		PARSON EDUCATION NEW DELHI	
2	SAKENA, RANJAN	MARKETING MANAGEMENT		MCGRAW HILL NEW DELHI	

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HM406	Principles of Maintenance	2 Hrs	Max. Marks : 70 Min Marls :22	NO

OBJECTIVES:	
	Having completed this course a student will be able to :
1	Understand the basic elements of applied physics involved in the maintenance of the various hotel facilities.
2	Understand the organization of maintenance operation in a hotel.
3	Understand the organization of maintenance operation in a hotel.
4	Classify maintenance requirements of various kinds and modus operand of in house / contract maintenance.
5	Know factors governing selection, purchase, care and maintenance of equipment.

Unit	Course contents
1	INTRODUCTION <ul style="list-style-type: none"> • Organization of maintenance department role and importance of maintenance department in the hotel industry with emphasis on its relationship with other departments. • Organization charts of the department, duties and responsibilities of the department.
	TYPES OF MAINTENANCE <ul style="list-style-type: none"> • Preventive and break down, comparisons, contract maintenance, Advantages and disadvantages, Type of contract, Price Rate, Lump sum contract, Rate contract, Service contract.
2	GAS: <ul style="list-style-type: none"> • Heat unit, Heat transfer, Principle of Bunsen burner, LPG and its properties, Precautions to be taken while handling gas, Low pressure and High Pressure burners and corresponding heat output.
3	ELECTRICITY : <ul style="list-style-type: none"> • Fundamentals of electricity, Definitions of insulators, conductors, current, potential different, resistance, power and energy and their units and relationships / DC and AC, single phase and three phase and its importance on equipment specifications. Electric Circuit open and close, series and parallel connections, short circuit, fuses, sockets, switches and earthing. • Calculation to be observed while using electrical appliances.
	LIGHTING : <ul style="list-style-type: none"> • Types of lighting, incandescent and fluorescent lamps, units of light, intensity and quality. • Lighting management
4	FUELS : <ul style="list-style-type: none"> • Types of fuels, calorific value, comparative study of fuels used in catering industry. • Calculation of amount of fuels used in catering industry, calculation of amount of fuel required and costs.
	FIRE FIGHTING SYSTEM: <ul style="list-style-type: none"> • Classes of fire and extinguisher (Portable and stationery) • Fire detectors (Smoke and temperature)

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5	<ul style="list-style-type: none">• REPAIR AND MAINTENANCE OF WALLS :• External and internal wall finishes.• Causes and damp and condensation
	<ul style="list-style-type: none">• CARE AND MAINTENANCE OF EQUIPMENT

REFERENCES

S.No.	Author	Title	Edition	Publisher	Year
1	MOHINI SETHI	CATERING MANAGEMENT			
2	ARORA & JAIN	HOTEL MAINTENANCE			