

**DEPARTMENT OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY**

**BIT MESRA, RANCHI**

**Semester – III**

**SEMESTER - III**

<b>Course Code</b>	<b>Course Title</b>	<b>L</b>	<b>T</b>	<b>P</b>	<b>C</b>
HM3021	Food Production – III	3	0	0	3
HM3202	Food Production Practical – III	0	0	3	2
HM3023	Food & Beverage Service - III	3	0	0	3
HM3204	Food & Beverage Practical – III	0	0	3	2
HM3025	Accommodation Operation – II	3	0	0	3
HM3206	Accommodation Operation Practical – II	0	0	3	2
HM3027	Front Office Operation – I	3	0	0	3
HM3208	Front Office Practical – I	0	0	3	2
MSH1137	Economics	3	0	0	3
GA 3001	P.T. & Games	0	0	2	1
	<b>T O T A L -----&gt;</b>	<b>15</b>	<b>0</b>	<b>14</b>	<b>24</b>
	<b>Total Hours in a Week -----&gt;</b>	<b>29</b>			

## HM 3021 FOOD PRODUCTION –III

### **Theory:**

#### **1. Menu Planning**

Introduction, types of Menus, French classical menus, International menus, Menu terms, Factors that affect menu planning. Low calorie food- advantages and disadvantages with menu examples.

#### **2. Regional cuisine**

Introduction to regional cooking, Factors affecting eating habits, Differentiation of regional cuisine, North Indian regional cuisine: Kashmir, Punjab, Bengal, Rajasthan, Avadhi, Gujrat; South Indian regional cuisine: Goa, Kerala, Karnataka, Tamil nadu, Hyderabadi, Chettinad, koorg- Ingredients used, Traditional preparation, methods, Utensils and accompaniments (pickles, chutneys, murabbas, papad etc). Indian Breads and sweets, Souring agents, Colouring agents, Thickening agents, Tendering agents, Flavouring & Aromatic agents used in Indian cooking.

#### **3. Food Commodities**

Classification of milk and milk products including cheese, Production, Classification, and International cheese. Raising agents, setting agents, leavening agents, flavours, colouring agents, modifiers, brighteners and emulsifiers.

#### **4. Meat Cuts**

Meat cookery-- Cuts of beef, pork, lamb, chicken, SPS, methods of cooking for each cut.

Ham, bacon, sausages, common types of ham, preparation, selection, storage points. Pressed meats, Smoked Meats,

#### **5. Food service system**

Cook chill systems-- Purpose of chilling food, cook chill process, finishing kitchens, distribution of cook chill and types of containers to preserve food.

Cook freeze system--Preparation of food for freezing, storage of frozen food, transport of frozen food, reheating of frozen or cooked food. Advantages of cook freeze over cook chill.

## **6. Quantity food production**

Introduction to large scale commercial cooking: contract catering, Industrial catering, Institutional catering, Airline and Cruise liner meal planning.

Layout of a large quantity kitchen, production, workflow

## **7. Cake making**

Role of ingredients used- cake chemistry, Methods- sugar batter, flour batter, blending, boiled, sugar water and all in one process. Formula balance in cake- batter type, foam type and pound. Cake faults and remedies. Icing- types

## **HM 3202 FOOD PRODUCTION PRACTICAL – III**

### **Practical:**

- Preparation of gravies and commonly used Indian masalas
- Regional cookery of India: Chettinad, Koorg, Avadhi, Karnataka, Tamilnadu, Kerala, Gujrat, Moghlai, Punjabi, Bengali, Hyderabad, Rajasthani, Kashmiri etc. cuisines with proper accompaniments like chutney, Indian breads rice preparations etc
- Tandoor cooking
- Preparing elaborate Indian menus up to 40 portions

### *Bakery:*

- Short crust pastry and their products- tarts, pie etc
- Choux pastry and its products- éclairs, profit rolls etc
- Flaky and puff pastry and their product- patties, palmiers, cheese straws, vol au vent, cream horns etc.
- Cookies with basic cookie paste

### **References:**

1. Prashad, Cooking with Masters: J. Inder Singh Kalra
2. A Taste of India: Madhur Jaffery
3. Dastarkhwan-e-Awadh: Sangeeta Bhatnagar & R.K. Saxena
4. Food Production Operation: Parvider S. Bali

## **HM3023 FOOD AND BEVERAGE SERVICE - III**

### **Theory:**

#### **1. Alcoholic Beverage**

Introduction & definition, Classification

#### **2. Beer**

Introduction & definition, Types of beer, Production of each type, Storage, Service of Bottled, canned & draught beer

#### **3. Other Fermented & Brewed Beverages**

Sake, Cider, Perry, Alcohol free wines

#### **4. Wines:**

Introduction & definition, Classification, Table/still/natural, Fortified, Sparkling, Aromatized wine. Definition, Production, Classification and Brand names of each category - White, Red and Rose, Sparkling wine/Champagne, Port wine, Sherry, Madeira, Marsala, Aromatized wine Wine producing countries of the world including India (New World) Principal wine regions of France, Germany, Italy, Spain Food & wine harmony, Storage of wine, Service of Wine.

#### **5. Room Service:**

Introduction, General principles and pitfalls to be avoided, Cycle of service, Scheduling and staffing, Room service Menu planning, Form & Formats, Order taking, thumb rules, suggestive selling, breakfast card, Time management, Lead time from order taking to clearance

#### **6. Afternoon, High Teas & Table Cheeses**

Introduction of afternoon tea & high tea, Menu, Cover & Service of afternoon tea & high tea. Introduction of cheese, Types, Production, Brands & Service, Storage of cheese

#### **7. Food & Beverage Terminology Related To the Inputs of the 3<sup>rd</sup> Semester**

## HM3204 FOOD AND BEVERAGE PRACTICAL - III

### **Practical:**

- **Taking an Order for Beverages.**
- **Opening technique of wine bottle**  
Still wine, Sparkling wine, Aromatized & fortified wine
- **Service of Wine**  
White wine, Red wine, Rose wine, Sparkling wine, Fortified wine, Aromatized wine
- **Service of beer**  
Bottled beer, Canned beer, Draught beer
- **Set up a table with Prepared Menu with wines**
- **Room Service Tray & Trolley Lay-Up and service**
- **Room Service Amenities Set-up In Rooms**
- **Service of Afternoon, High teas & Service of cheese**
- **Functional & Floor Layouts for room service**
- **Set up a table with Prepared Menu with wines**
- **Social Skills**  
Handling guest complaints, telephone manners, dining & service etiquettes.

### **References:**

1. Food & Beverage Service Training Manual - Sudhir Andrews,
2. Professional Food & Beverage Service Management - Brian Varghese,
3. The World of Wines, Spirits & Beers - H.Berberoglu,

4. Beverage Book - Andrew, Dunkin & Cousins,
5. Professional Guide to Alcoholic Beverages - Lipinski,
6. Alcoholic Beverages - Lipinski & Lipinski,
7. Master Dictionary of Food & Wine - Joyce Rubash,
8. New York Bartenders Guide- BD &L,
9. Mr. Boston s Bartender & Party Guide - Warner,
10. Bar & Beverage Book - Costas Katsigris, Mary Porter & Thomas,

## **HM3025 ACCOMMODATION OPERATION – II**

### **1. Cleaning Of Guest Rooms**

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

### **2. Housekeeping Supervision**

Importance of inspection, Check-list for inspection, Typical areas usually neglected where special attention is required, Self-supervision techniques for cleaning staff, Degree of discretion / delegation to cleaning staff

### **3. Cleaning Of Public Areas**

Cleaning process, Cleaning and upkeep of Public areas, Lobby, Cloak rooms/Restaurant/bar/banquet Halls/Administration offices/Lifts, Elevators/Staircase/back areas/Front areas/Corridor)

### **4. Safety Awareness And Security**

Concept and Importance, Safety: Accidents, Fires (Cause, Procedure, Accident report form), Security: Security of Guest/Staff/Public areas/Rooms/Back office areas, First Aid: Concept and Emergency Procedures (Heart Attack, Fits, Burns, Fainting, Fractures, Scalds, Artificial respiration)

### **5. Safeguarding Assets**

Concerns for safety and security in Housekeeping operations, Concept of Safeguarding assets, Theft: Employee, guest, external persons, Security in Hotel guest rooms

### **6. Pest Control And Waste Disposal**

Types of pests, common pests and their control, Integrated Pest Management Waste disposal



## **7. Budgeting For Housekeeping Expenses**

Types of budgets, Housekeeping expenses, Budget planning process, Income statement of the rooms division, Controlling expenses, Inventory control and stock taking, Purchasing

## **HM3206 ACCOMMODATION OPERATION PRACTICAL – II**

### **Practical:**

- Room Attendant Trolley
- Bed Making
- Turn down service
- Cleaning of departure room
- Cleaning of Occupied room
- Cleaning of vacant room
- Cleaning of public areas- functional, leisure areas
- Inspection of guest rooms & public areas with the help of checklist
- Handling guest complaint related to room cleaning and maintenance

### **References:**

1. Hotel Housekeeping, Sudhir Andrews, Tata McGraw Hill
2. The Professional Housekeeper, Tucker Schneider, VNR
3. Professional Management of Housekeeping Operations, Martin Jones, Wiley
4. House Keeping Management for Hotels, Rosemary Hurst, Heinemann
5. Hotel, Hostel & Hospital House Keeping, Joan C. Branson & Margaret Lennox, ELBS
6. Accommodation & Cleaning Services, Vol I & II, David Allen, Hutchinson
7. Managing House Keeping Operation, Margaret Kappa & Aleta Nitschke
8. First Aid, St. John Ambulance Association, New Delhi
9. Hotel Housekeeping, G. Raghubalan & smritee Raghubalan

## **HM 3027 FRONT OFFICE OPERATION - I**

### **Theory:**

#### **1. The Hospitality Industry**

History and development of Hotel Industry, Types of hotels, Defining the term hotel, Classifying hotels, levels of service.

#### **2. Front office Organization**

Front office operations, Organization chart of small, medium and large hotel, staffing, scheduling, work shifts, job specifications & job descriptions of Front office personnel.

#### **3. Front Office Operations**

The guest cycle, Front office systems, Front office forms, the front desk, Front office equipments, Telecommunication, Property management systems.

#### **4. The Accommodation Product**

Need for hotel product brochures, tariff cards, Types of guest rooms and suites, Types of room rates, basis for charging room rates.

#### **5. Meal Plans**

Meal plans - Types, needs and use of such plans, Types of guests - FIT, Business travelers, GIT, Special Interest Tours, domestic, foreign.

#### **6. Passport & Visa**

Passport- meaning and definition, Visa – meaning, Types of Visa – Tourist Visa, Business Visa, Employment Visa, conference Visa, student visa, sports visa etc. Permits

#### **7. The reception office and communication**

Communication, verbal communication, non verbal communication, written communication, telecommunication, general office practice, additional tasks, legal requirement.

## **HM3208 FRONT OFFICE PRACTICAL - I**

### **Practical:**

- Communication skills - verbal, non verbal.
- Presentation and public speaking.
- Telecommunication skills telephonic situation handling
- Preparation and study of countries, capitals, currencies, airlines and flags chart
- Forms and formats related to 3rd semester
- Identification of equipment, work structure and stationery
- Basic manners and grooming standards required for Front Office operation

### **Reference Books:**

1. Front office operations by Colin Dix & Chirs Baird
2. Hotel Front office management by James Bardi, VNR
3. Managing front office operations by Kasavana & Brooks
4. Front office training manual by Sudhir Andrews, Tata McGraw Hill
5. Managerial accounting and hospitality accounting by Raymond S Schmidgall
6. Managing computers in hospitality industry by Michael Kasavana and Cahell
7. Effective Front Office Operation, Michael Kasavana, CBI-VNR
8. A Manual of Hotel Reception, J.R.S.Beavis & S.Medlik, Heinemann
9. Professional Accommodation Operation Front Office, Colin Dix, Pitman
10. Principles of Hotel Front Office Operations, Sue Baker & Jeremy Huyton, Continuum
11. Front Office Procedures, Social Skills and Management, Peter Abott & Sue Lewry, Butterworth Heinemann

## **MSH 1137 ECONOMICS (BREADTH SUBJECT)**

### **1. Concept, Meaning and subject matters of Economics**

### **2. Micro and Macro Economics, Utility Concept**

### **3. Demand and Demand Functions**

Concept, Determining Factors, Law of Demand, Demand Schedule and Demand Curve, Shift of Demand Curve and Movement along the Demand Curve,

### **4. Cost Concepts**

Different Types of Costs, Cost Curves, Cost-Output in Short Term and Long Term.

### **5. Market**

Concept of Market forms according to Competition- Perfect, Imperfect Competition and Monopoly. Price determination under Perfect Competition.

### **6. National Income**

Concept, Meaning and Measurement of National Income.

### **7. Money**

Concept and Meaning of Money, Supply and Demand of Money. Inflation- Meaning and effect.

### **References:**

1. Principles of Economics- S.K.Agarwala- Excel Books
2. Business Economics- M.J.Mankar,
3. Managerial Economics- D.N.Dwedi
4. Business Economics- Atmanand