



**Mahatma Gandhi University**

MEGHALAYA  
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**SYLLABUS MANUAL**

**HOTEL MANAGEMENT  
PROGRAMME**

## PROGRAMME CODE--- 311

### Bachelor of Arts in Hotel Management (BAHM)

SEMESTER I		
CODE	SUBJECT	CREDITS
BAHM11	Front Office Operations	3
BAHM12	Hotel House Keeping-I	3
BAHM13	Food & Beverage Service	3
BAHM14	Food & Beverage Production	3
BAHM15P	Hotel House Keeping I Practical	1
BAHM16P	Project –Viva	1
<b>TOTAL CREDITS</b>		<b>14</b>

SEMESTER II		
CODE	SUBJECT	CREDITS
BAHM21	Hotel House Keeping –II	3
BAHM22	Food Microbiology & Nutrition	3
BAHM23	Fundamentals of Tourism & Products	3
BAHM24	Food & Beverage Service operations-I	3
BAHM25P	Hotel House Keeping- II Practical	1
BAHM26P	Project –Viva	1
<b>TOTAL CREDITS</b>		<b>14</b>

SEMESTER III		
CODE	SUBJECT	CREDITS
BAHM31	Hotel House Keeping –III	3
BAHM32	Food & Beverage Service operations-II	3
BAHM33	Food & Beverage Service Production-I	3
BAHM34	Front Office Management-I	3
BAHM35P	Hotel House Keeping- III Practical	1
BAHM36P	Front Office Management- I Practical	1
<b>TOTAL CREDITS</b>		<b>14</b>

<b>SEMESTER IV</b>		
<b>CODE</b>	<b>SUBJECT</b>	<b>CREDITS</b>
BAHM41	Advanced Accommodation Operations-I	3
BAHM42	Advanced Food & Beverage production-I	3
BAHM43	Hotel Law	3
BAHM44	Travel Agencies & Tour Operator Operations	3
BAHM45P	Industrial Training & Project Report	2
<b>TOTAL CREDITS</b>		<b>14</b>

<b>SEMESTER V</b>		
<b>CODE</b>	<b>SUBJECT</b>	<b>CREDITS</b>
BAHM51	Hospitality French	4
BAHM52	Advanced House Keeping Operations	4
BAHM53	Advanced Food & Beverage Service	2
BAHM54	Advanced Food & Beverage production-II	2
BAHM55P	House Keeping Operations-Practical	2
<b>TOTAL CREDITS</b>		<b>14</b>

<b>SEMESTER VI</b>		
<b>CODE</b>	<b>SUBJECT</b>	<b>CREDITS</b>
BAHM61P	WTO Sheets	4
BAHM62P	Industrial Training Log Book	4
BAHM63P	Industrial Training Report	3
BAHM64P	Industrial Training Project	3
<b>TOTAL CREDITS</b>		<b>14</b>

## Detailed Syllabus

### **SEMESTER –I**

#### **BAHM11 --- Front Office operations**

##### **UNIT I: The hospitality industry**

History and development of Hotel Industry Types of hotels staffing, scheduling, work shifts, job specifications & defining the term hotel Classifying hotels, levels of service.

##### **UNIT II: Front Office organization**

Front office operations - Organization chart, job descriptions of Front; office personnel.

##### **UNIT III: Front Office Operation**

The guest cycle' Front office systems .Front office forms.

##### **UNIT IV: The front desk**

Front office equipments, telecommunication, Property management systems, The Accommodation Product Need for hotel product brochures, tariff cards, Types of guest rooms and suites, executive floors or club floor concept, Types of room rates, basis for charging room rates, Meal plans - Types, needs and use of such plans.

##### **UNIT V: Type of guests**

FIT, Business travellers, GIT, Special Interest Tours, domestic, foreign

##### **UNIT VI: Tourism**

Meaning – definition and measurement of tourism, Classification – recreation, leisure, adventure, sports, health etc, Socio – economic benefits of tourism, Adverse effects of tourism, Basic components and infrastructure, Itinerary, passport and visa – Basic information.

##### **UNIT VII: The Hospitality Industry**

History and development of lodging industry – International, History and development of lodging industry – India, Defining the term – Hotel, Reasons for travel.

##### **UNIT VIII: Classification of Hotels**

Based on Size, Location, and Length of Stay, Levels of Service, Ownerships and Affiliations, Referral Hotels, Franchise and management contracts, Chain Hotels, Target Markets, Alternate Lodging facilities.

##### **UNIT IX: Organizational Structure of Hotels**

Small, Medium, Large.

##### **UNIT X: Lobby Arrangements**

Layout and equipment in use, Handling VIPs, Duty Rota and work schedules, Uniformed Service.

##### **UNIT XI: Front Office Personnel**

Departmental Hierarchy, Attitude and Attributes and Salesmanship, Job Descriptions and Job Specifications of Front Office Personnel.

##### **UNIT XII: Front Office responsibilities**

Communication – internal and interdepartmental, Guest services – basic information, Guest history – maintenance and importance, Relationship marketing, Emergency situations.

**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

**BAHM12 --- Hotel Housekeeping – I****UNIT I: Introduction**

Meaning and definition- Importance of Housekeeping, Responsibility of the Housekeeping department, A career in the Housekeeping department

**UNIT II: Housekeeping Department**

Job Description and Job Specification of staff in the department, Attributes and Qualities of the Housekeeping staff - skills of a good Housekeeper

**UNIT III: Facilities and Maintenance**

Inter departmental Co-ordination with more emphasis on Front office and the Maintenance Department, Facilities planning and Design of Housekeeping Department .

**UNIT IV: Lay out & Organizational Structure**

Layout of Housekeeping department, Organizational Structure of Housekeeping department (Small, Medium & large), emphasis on Front office & Maintenance, Relevant sub section.

**UNIT V: Housekeeping Department-Staff**

Job description & Job specification of Housekeeping staff (Executive Housekeeper, Deputy House, Role of key personnel in Housekeeping department, keeper, Floor supervisor, Public area supervisor, Night supervisor, Room attendant, House-man, Head gardener)

**UNIT VI: Planning of work**

Identifying Housekeeping department, Briefing & Debriefing.

**UNIT VII: Control desk**

Role of Control Desk during emergency, Control desk (importance, role, coordination), Duty Rota & work schedule, Files with format used in Housekeeping department.

**UNIT VIII: Guest Room Infrastructure**

Types of room-definition, Standard layout (single ,double ,twin ,suit ), Difference between Smoking & Non Smoking room's, Barrier free room's, Furniture / Fixture / Fitting / Soft Furnishing /Accessories / Guest Supplies /Amenities in a guest room, Layout corridor& floor Pantry.

**UNIT IX: Cleaning Agents**

Characteristics of good cleaning agent, Application of cleaning agent, Types of cleaning agent.

**UNIT X: Cleaning Products**

Cleaning products, Cleaning equipments, Classification and types of equipment with Diagram's (Mops, dusters, pushers, mechanical squeeze, vacuum cleaner, shampooing machine) with their care and uses

**UNIT XI: Telecommunications**

Equipments, Communication skills – common phrases in use, Conversations over telephones.

**UNIT XII: Type of guests**

FIT, Business travelers, GIT, Special Interest Tours, domestic, foreign.

**Reference books :**

1. Hotel Housekeeping, Sudhir Andrews, Tata McGraw Hill
2. The Professional Housekeeper, Tucker Schneider, VNR

**BAHM13 --- Food & beverage service****UNIT I: The Food & Beverage Service Industry**

The evolution of catering industry, scope for caterers in the industry, Relationship of the catering industry to other industries, Types of Catering Establishments- Sectors.

**UNIT II: F & B Operations**

Introduction to the Food and Beverage operations.

**UNIT III: F & B Service Equipment-I**

Usage of Equipment, criteria for selection, requirements, quantity and types Furniture, non tinaware, Silverware & Glassware Disposables Special Equipment & Other Equipment

**UNIT IV: F & B Service Equipment-II**

Operating equipment, Requirements, Criteria for selection quantity and types, Classification of crockery/ cutlery/ glassware/ hollowware/ flatware/ special equipment upkeep.

**UNIT V: Maintenance of Equipment**

Maintenance of equipment: Furniture, Linen, Disposables

**UNIT VI: Care and maintenance**

Food & Beverage Service Personnel, Food & Beverage Service ,Job Descriptions & Job Specifications of F& B Service Staff Attitude & Attributes of a Food & Beverage personnel, competencies.

**UNIT VII: Service Areas in a Hotel**

Restaurants and their subdivisions, Coffee Shop, Room Service, Bars, Banquets, Discotheques, Grill Room, Snack Bar, Executive Lounges, Business Centers and Night Club, Back areas: Still Room, Wash-up, Hot-Plate, Plate Room, Kitchen Stewarding

**UNIT VIII: Basic Etiquettes for catering staff**

Interdepartmental relationship Food & Beverage Service Methods Table Service-Silver/English, Family, American, Butler/French, Russian Self Service-Buffer & Cafeteria Specialized Service-Gueridon, Tray, Trolley, Lounge, Room, etc. Single Point Service-Take Away Vending, Kiosks.

**UNIT IX: Menus and Covers**

Introduction, Cover- definition; different layouts, Menu Planning, considerations and constraints, Menu Terms, Menu Design, French Classical Menu, Classical Foods and its Accompaniments with cover, Indian Regional dishes, accompaniments and service.

**UNIT X: Types of meals**

Breakfast – Introduction, Types, Service methods, a la carte, and TDH setups, Brunch, Lunch, Hi-tea, Supper, Dinner, Elevenses and others.

**UNIT XI: Service Methods**

Table Service – Silver/English, Family, American, Butler/ French, Russian, Self Service - Buffet and Cafeteria Service, Specialized Service – Gueridon, Tray, Trolley, Lounge, Room etc., Single Point Service- Takeaway, Vending, Kiosks, Food Courts, Bars, Automats.

## **UNIT XII: Methods of Controlling**

Necessity and functions of a control system, F&B Control cycle and monitoring, Billing methods – Duplicate and Triplicate system, KOTs and BOTs, Computerized KOTs.

### **Reference Books:**

1. Food & Beverage Service Training Manual-Sudhir Andrews, Tata McGraw Hill
2. Food & Beverage Service -Lillicrap & Cousins, ELBS
3. Modern Restaurant Service -John Fuller, Hutchinson
4. Food & Beverage Service Management-Brian Varghese
5. Introduction F& B Service-Brown, Heppner & Deegan

## **BAHM14 --- Food & Beverage Productions**

### **UNIT I: Introduction to the Art of Cookery**

Development of the Culinary Art from the middle ages to modern Cookery, modern hotel kitchen, Nouvelle Cuisine, Cuisine Minceur.

### **UNIT II: Regional cuisine**

A detailed study on Indian regional cuisine Ingredients used. Traditional preparation methods, Utensils and accompaniments.

### **UNIT III: Foreign cuisine**

Popular International Cuisine ( An Introduction ) of French, Italian and Chinese Cuisine.

### **UNIT IV: Aims & Objectives of Cooking Food**

Foundation ingredients- meaning, action of heat on carbohydrates, fats, proteins, minerals and vitamins. Fats & oils- meaning & examples of fats & oils, quality for shortenings, commonly used fats & oils & their sources & uses. Raising agent- functions of raising agents, chemical raising agents & yeast. Eggs- uses of eggs in cooking, characteristics of fresh eggs, deterioration of eggs, storage of eggs. Salts - uses. Liquid- water, stock, milk, fruit juices etc. Uses of liquid. Flavouring & seasoning – uses & example. Sweetening agents - uses & examples. Thickening agent.

### **UNIT V: Preparation of ingredients**

Washing, peeling scraping, paring, Cutting – terms used in vegetables cutting , julienne, brunoise mecedoine, jardinière, paysanne- grating. Grinding. Mashing. Sieving. Milling. Steeping. centrifuging, emulsification evaporation . homogenization. Methods of mixing foods.

### **UNIT VI: Quantity food production**

Planning, indenting, costing, forecasting, recipes, pre-preparation and cooking techniques.

### **UNIT VII: Principles of storage**

Types of stores, Guidelines for efficient storage, control procedures, Inventory Procedures.

### **UNIT VIII: COOKERY**

Methods of cooking each cut, Cold cuts, ham,, menu examples, selection.

### **UNIT IX: Kitchen Organization**

Main Kitchen & Satellite Kitchen, Duties & responsibilities of each staff, Cooking fuels - uses & advantage of different types of cooking fuels.

### **UNIT X: Food Commodities**

Classification with examples and uses in cookery: Pressed meats, Smoked Meats, classification of milk and milk products including cheese. Classification and International cheese.

### **UNIT XI: Methods of Cooking**

Methods of cooking food- transference of heat to food by radiation, conduction & convection- magnetrons waves meaning. Boiling, poaching, stewing, braising, steaming, baking, roasting, grilling, frying, paper bag, microwave, pot rousing.

### **UNIT XII: Stocks, Glazes, Sauces and Soups**

Glazes -meaning & uses. Sauces -meaning, qualities of a good sauce, types of sauces -proprietary sauce and mother sauce. Recipe for 1 lit Béchamel, Veloute, Espagnole, Tomato & Hollandaise. Derivatives of mother sauces. ( only name, no recipes). Recipes for known International Sauces & their uses. Soups.

### **Reference Books:**

1. Punjabi Cuisine, Premjit Gill
2. Hyderabadi Cuisine, Pratibha Karan, HarperCollins
3. Modern Cookery for Teaching & Trade, Ms. Thangam Philip, Orient Longman
4. Wazwaan, Rocky Mohan, Roli & Janssen

### **BAHM15P --- Hotel Housekeeping I Practical**

**UNIT I:** Guest Room Layout, Identification of cleaning agents.

**UNIT II:** Identification of cleaning equipment / cleaning cloths (types & uses), General cleaning.

**UNIT III:** Glass cleaning, Shoe polishing.

**UNIT IV:** Brass Polish, Washroom Cleaning.

### **BAHM16 --- PROJECT-VIVA**

### **SEMESTER-II**

### **BAHM21 --- Hotel Housekeeping – II**

**UNIT I: Linen**

Types of Linen, Sizes, and Linen Exchange Procedure, Selection of Linen, Layout.

**UNIT II: Uniform**

Uniform Designing: Importance, Types, Characteristics, Selection, Par Stock, Par level of linen, uniform, guest loan items, machines & equipment, cleaning supplies & guest supplies

**UNIT III: Tailor Room**

Function of Tailor Room

**UNIT IV: Inventory**

Linen Inventory System, Managing Inventory, Indenting from stores, Discard Management.

**UNIT V: Guest Room**

Prepare to clean, Clean the guest room (bed making), Replenishment of Supplies & linen, Inspection, Deep cleaning, Second service, Turn down service.

**UNIT VI: Public Area**

Lobby, Lounge, Corridors, Pool area, Elevators, Health club, F&B outlet, Office areas.

**UNIT VII: Special Cleaning Programme**

Daily, Weekly, Fortnightly and Monthly Cleaning, Routine cleaning, spring cleaning, deep Cleaning.



**UNIT VIII: Guest Floor Operations**

Rules on the Guest Floor

**UNIT IX: Key Handling Procedure**

Types of keys( grand master, floor master, sub master or section or pass key, emergency key, room keys, offices and store keys), computerized key cards, key control register- issuing, return, changing of lock, key belts, unusual occurrences.

**UNIT X: Cleaning**

Cleaning of Different Types of Floor Surfaces

**UNIT XI: Special Services**

Baby sitting, second service, freshen up service, valet service.

**UNIT XII: Care and Cleaning of Metals**

Brass, Copper, Silver, EPNS, Bronze, Gun Metal, Chromium pewter, Stainless Steel, Types of tarnish, cleaning agents and methods used.

**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

**BAHM22 --- Food Microbiology & Nutrition**

**UNIT I:** Introduction to Microbiology, Classification of Microbes (fungi, bacteria, yeast, mold).

**UNIT II:** Effect of Heating- growth curve of microbial cells, thermal death time-pasteurization, Sterilization and disaffection and heat resistance.

**UNIT III:** Food production based on microbiology-small scale fermentation- idli, dhokla, naan, bhataras, yogurt, pickles.

**UNIT IV:** Industrial Preparation- cheese, vinegar, bread, alcoholic beverages. Preservation and spoilage asepsis, removal, anaerobic, high temp., low temp. , drying, preservatives, radiation.

**UNIT V:** Contamination of cereal and cereal products, Preservation of vegetables and fruits.

**UNIT VI:** Food spoilage- meat, fish, egg, milk, milk products.

**UNIT VII:** Kinds of food products and canned food, Food, nutrition, nutrients.

**UNIT VIII:** Food groups.

**UNIT IX:** Food production and consumption trends of India

**UNIT X:** Food constituents and carbohydrates, proteins, fat, vitamin and minerals. Sources and requirements.

**UNIT XI:** Post harvest technology: Perishable and Semi-Perishable Food Products.

**UNIT XII:** Food adulteration, Food laws.

**Reference Books:**

1. Food Science – Potter & Hotchkiss
2. Food and Nutrition – Dr. M. Swaminathan.
3. Fundamentals of food and nutrition – Mudambi & Rajgopal

## **BAHM23 --- Fundamentals of Tourism & Products**

### **UNIT I: Introduction to tourism**

Definition and meaning or concept of tourism and tourist Importance or significance of tourism.

### **UNIT II: Growth of tourism**

Role of various agencies in growth of tourism like central and state government and private players.

### **UNIT III: Positive and negative impact of tourism**

With reference to economical, social and environmental, and geographic etc.

### **UNIT IV: Domestic and international tourism**

Types and forms of tourism- heritage and historical, adventure, sports, conference, Convention, etc.

**UNIT V:** Meaning or concept, how they are different from other consumer products.

### **UNIT VI: Components of tourist product**

**UNIT VII:** Attractions-tourist destinations or places & tourist spots having tourist value from heritage or historical point of view or sports and recreational point of view, dance, fair festivals, trade fair, conferences and exhibitions etc.

**UNIT VIII:** Religion based- Hindu, Muslim , Sikh, Buddhist, Jain and Christian.

**UNIT IX:** Wild life sanctuaries- national parks, adventure, eco tourism destinations

**UNIT X:** Facilities- hotels, transport- air, rail, road, water.

### **UNIT XI: Travel lingo**

Technical terminology of tourism

**UNIT XII:** Tourism organizations and associations, Heritage of India.

### **Reference Books:**

1. Profile of Indian Tourism – Shalini Singh
2. Tourism Today – Ratandeep Singh
3. Tourism Principles and Practices – A.K.Bhatia
4. Tourism and Cultural Heritage of India – Ram Acharya

## **BAHM24 --- Food & Beverage Services Operations-I**

**UNIT I:** Introduction, General principles, loopholes and pitfalls to be avoided, Cycle of service, scheduling and staffing

**UNIT II:** Room service menu planning, Layout and setup of common meals, use of technology for better room service.

**UNIT III:** Forms and formats, Order taking, thumb rules, telephone etiquettes, noting orders, suggestive selling and breakfast cards.

**UNIT IV:** Time management – le4ad time from order taking to clearance

**UNIT V:** Introduction, definition and classification of wines, Classification, Viticulture and viticulture methods, Vinification – Still, Sparkling, Aromatized and Fortified wines.

**UNIT VI:** Vine diseases, Wines – France, Italy, Spain, Portugal, South Africa, Australia, India and California, Food and wine harmony

**UNIT VII:** Wine glasses and equipment, Storage and service of wine.

**UNIT VIII:** Introduction, Ingredients used, Production, Types and Brands, Indian and international, Service of bottled, canned and draught beers.

**UNIT IX:** Other Fermented and Brewed Beverages: Sake, Cider, Perry, Alcohol free wines.

**UNIT X:** Table Cheeses: Introduction, Types, Production, Brands and Service

**UNIT XI:** Storage

**UNIT XII:** Conducting briefing and de-briefing for F&B Outlets.

**Reference Books:**

1. Hotel Management and Operations by Michael J. O'Fallon, Denney G. Rutherford
2. Food and beverage service operations by Tourism Council of the South Pacific.
3. Food And Beverage Services by Ahmed M.N

**BAHM25P --- Hotel Housekeeping – II Practical**

**UNIT I:** Room Attendant Trolley / Maid's Cart

**UNIT II:** Bed Making

**UNIT III:** Cleaning of Guestroom

**UNIT IV:** Brass Polishing / Silver Polishing

**BAHM26P --- Project-Viva**

**SEMESTER-III**

**BAHM31 --- Hotel Housekeeping – III**

**UNIT I: Room Interiors**

Ceramics, Plastics, Glass, Sanitary Fixtures.

**UNIT II: Interior Decoration**

Importance, Definition and Types, Principles of Design, Color – Color Wheel – Importance and Characteristics – Classification – Schemes, Lighting –Classification –Importance – Types – Application, Furniture Arrangements, Heating and Ventilation

**UNIT III: Soft Furnishings**

Curtains – Loose Covers, Blinds Cushions.

**UNIT IV: Bed and Beddings**

Construction of Beds, Mattresses, Bedspreads, Beddings, Blankets.

**UNIT V: Flower Arrangement**

Concept / Importance, Types and Shapes – Principles, Tools, Equipments and Accessories

**UNIT VI: Pest Control and Waste Disposal**

Insects, Pest and Rodents, Wood Rot, Waste Disposal.

**UNIT VII: Fibers and Fabrics**

Natural Fibers / Vegetable Fibers / Animal Fibers, Manmade Fibers – Regenerated / Synthetic, Fabrics – Woven Fabrics – Plain Twill / Satin /Damask, Fabric Finishes.

**UNIT VIII: Laundry**

Dry Cleaning and Stain Removal, Chemicals in Use, Contract Cleaning.

**UNIT IX: Managing On Premises Laundry**

Planning the OPL, Flow of Linen through OPL, Machines and Equipment, Valet Service.

**UNIT X: Safety-** Safety Keys and Health**UNIT XI: Security-** Lost and Found Property, Valuables

**UNIT XII: First Aid-** Accidents and Accident Prevention, Fire –Classification – Prevention of Fire – Emergency – Fire Fighting Equipments, First Aid.

**Reference Books:**

1. Hotel Housekeeping by Andrews
2. Hotel Housekeeping A Training Manual by D.E. Weller
3. Hotel housekeeping: principles and practice by Joan Cameron Branson.

**BAHM32 --- Food & Beverage Services Operations-II****UNIT I: Non-Alcoholic Beverages**

Classification, Hot Beverages – Types, Production and Service, Cold Beverages – Types, Production and Service.

**UNIT II: Spirits**

Introduction to spirits - types

**UNIT III: Production methods**

Whisky, Brandy, Gin, Rum, Vodka, Tequila – Production, types and brands; Other alcoholic beverages – Absinthe, Aquavit, Slivovitz, Arrack, Feni, Grappa, Calvados, etc.

**UNIT IV: Liqueurs**

Types, Production, Brands and Service – Indian and International

**UNIT V:** Service of spirits and liqueurs**UNIT VI:** Cocktail and mocktail preparations, presentation and service

**UNIT VII:** Glassware used for different spirits, non alcoholic drinks offered with different spirits service procedure.

**UNIT VIII: Bar (i)**

Introduction, bar stocks maintenance; Types, layouts, equipments used , Control methods and licenses; Staffing, job description, job specification.

**UNIT IX: Bar (ii)**

Bar Planning and Designing, and costing, corkage; Bar Menus -wine list -meaning & its importance, design & layout

**UNIT X: Cocktails**

Introduction, History, Types and Preparation, Classic Cocktails – Recipes, costing, innovative cocktails and mocktails, Cocktails bar equipment, garnishes and decorative accessories, Terms related to alcoholic beverages, Interaction with guests, suggestive selling

**UNIT XI: Tobacco**

Cigars - Production, types, brands, Storage and service, Cigarettes - Production, types, brands, Storage and service.

**UNIT XII:** Writing a menu in French, Service of hot and cold non- alcoholic beverages.

**Reference Books:**

1. The food service manager's guide to creative cost cutting by Douglas Robert Brown
2. Hotel convention sales, services, and operations by Pat Golden-Romero
3. Bar & beverage operation by Chris Parry

**BAHM33 --- FOOD & BEVERAGE PRODUCTION – I****UNIT I: Menu Planning**

Introduction: Types of menus, terms and factors which affect Menu Planning, Development of the Menu, Compiling Menus, Nutritional Aspect of Menu Planning.

**UNIT II: Horsd'oeuvres**

Meaning & Types: Single & Horsd'oeuvres Varies, examples for each type, Salads -Types of salads - simple & composite -salad dressings. Names & recipes for salad dressings only.

**UNIT III: Sandwiches**

Types of bread used. Filling and seasoning used. Points observed while making sandwiches, storage of S/w different types of S/w.

**UNIT IV:** Garnishes and Accompaniments.

**UNIT V:** Basic Bakery and Confectionery

**UNIT VI: Confectionary**

Types of flour and their uses. Ingredients used in bakery and their role, Yeast goods- points observed while making yeast goods. Reason for faults in yeast dough, Recipes for bread rolls, bun, baba au rum, savarin and doughnuts. Sugar boiling degrees of cooking sugar and their uses.

**UNIT VII: Pastes**

Types of pastes recipes for short pastry, Puff pastry, sweet pastry, suet paste & choux paste, Reasons for faults in above, preparation, Products made from the pastries (only names, no recipes), Cakes – basics mixture for small cakes, reasons for faults.

**UNIT VIII: Sponges**

Genoise sponge & chocolate sponge recipes, Reasons for faults.

**UNIT IX: Indian Regional Cuisine.**

Specialty cuisines such as Mughlai, Awadhi, Hyderabad and Tandoor, Indian Fast Foods.

**UNIT X: Rechauffe' Cookery.**

Introduction, Definition, Concept and Importance.

**UNIT XI: Basic Culinary Terms:**

Indian, Western & International

**UNIT XII:** Preparation of Basic Bakery and Confectionery, Biscuit Dough, Bread Dough, Cake batters, Puff Pastry Dough, Doughnuts.

**Reference Books:**

1. Food and beverage management by Bernard Davis, Andrew Lockwood
2. Food and Beverage Cost Control by Lea R. Dopson
3. Food and Beverage Management by John Cousins, David Coskett

**BAHM34 --- Front Office Management - I****UNIT I: Planning**

Room rate structure, Criterion of establishing room rates, The Rule Of Thumb Approach.

**UNIT II: The Hubbart Formula**

Introduction, Room rate designations - Rack rate, Corporate Rate, Volume Account rates, Government rates, Seasonal rates, Weekend rates, Membership rates, Industry rates, Walk-in rates, Premium rates, Advance Purchase rates, Package rates, FIT / GIT rates, etc.

**UNIT III: Forecasting**

Room Availability, Room Revenue – weekly, monthly, yearly, long term, Daily operation reports.

**UNIT IV: Yield Management**

Introduction and Concepts covered, Differential Rates, Forecasting Bookings, Rate availability restrictions, Statistical representations – threshold curves, Displacement.

**UNIT V: Reservation Sales Management**

Adequate Staffing, Rooms Inventory, Call management, Motivation, Reservation Map, Sales strategies.

**UNIT VI: Hotel Sales**

Merchandising, Direct Sales – Travel Agents, Tour Operators, Hotel Booking Agencies, and Tourist, Information Centre.

**UNIT VII: The Role of Government Agencies**

Organizations – esp. directly associated to hospitality industry, Star Rating System – Committees and recommendations, Taxes Applicable to hotel industry.

**UNIT VIII: Managing Human Resources**

Internal and External Recruitments, Evaluation and Selection, Developing HR – skills training, Appraisals & evaluation of front office staff.

**UNIT IX: Organizational Chart of Hotels**

Hotel Organisational chart of small, medium and large hotels; Hierarchy chart of front office department of small, medium and large hotel; Role & functions of front office; Guest Cycle; F.O. co-ordination with other departments; Job description and job specification with examples.

**UNIT X: Classification of Hotels**

Star classification; Classification based on size, clientele and Location.

**UNIT XI: Accommodation as a Product**

Types of rooms & guests; Product selling tools – Brochures, tariff cards; Basis of charging – Fixed Time basis, 24hrs basis, night basis, food plans; Room Tariff, Rates, Discounts.

**UNIT XII: Layout and Equipment**

Layout of the front office; F.O. Equipments

**Reference Books:**

1. Front Office Management by Ahmed Ismail
2. Hotel Front Office Management by James A. Bardi
3. Front Office Management by Ramesh Bangia

**BAHM35P --- Hotel Housekeeping – III Practical**

**UNIT I:** Stain Removal, Laundry Operations

**UNIT II:** Special Decorations, Use of Different types of Cloth

**UNIT III:** First Aid, Glass Cleaning

**UNIT IV:** Flower Arrangement, Cleaning of Ceramics and Plastics

**BAHM36P --- Front Office Management - I Practical**

**UNIT I:** Basic Manners and Attributes for Front Office Operations.

**UNIT II:** Communication Skills - verbal and non verbal.

**UNIT III:** Preparation and study of Countries – Capitals & Currency, Airlines & Flag charts, Credit Cards, Travel Agencies.

**UNIT IV:** Telecommunication Skills.

**SEMESTER-IV****BAHM41 --- Advanced Accommodation Operations-I****UNIT I: Introduction**

The role of facilities in the hospitality industry, cost associated with hospitality facilities, the cost of development and construction, cost of operation, cost of renovation and modernization, impact of facility design on facility management, components, layouts and materials, methods and types of construction, paints and varnishes.

**UNIT II: Managing Maintenance**

Types of maintenance, maintenance management systems, FACILITY SYSTEMS: water usage in the lodging industry, water systems, water quality, water heating, swimming pool water systems, water conservation

**UNIT III: Electrical Systems**

Fuses and circuit breakers, distribution panels and wiring, electric motors, controls and drive elements, electronic equipment, reading electrical utility meters, Checking the bill for electrical energy, ac and dc system of supply, power in ac single and three phase.

**UNIT IV: Lighting & Security Systems**

basic definitions, light sources, natural lights, artificial light, lighting system design, design factors, lighting system maintenance, cleaning fixtures and lamps, replacing lamps, affects of maintenance on light outputs ,safety and the hospitality industry, fire safety, fire, prevention, fire detection, fire notification, fire suppression, fire control.

**UNIT V: Customer care**

Deal with customers politely and promptly; Establish customer requirements and deal with them promptly; Communicate with customers appropriately on the telephone; Deal with customers appropriately in face to face interaction; Deal with difficult customers, including angry, boisterous, intoxicated and abusive customers, according to establishment guidelines; Deal with customers with special needs appropriately; Provide appropriate information and assistance to customers; Refer customers to the appropriate contact where necessary.

**UNIT VI: Elements of good personal presentation**

Clean clothes, clean footwear, appropriate use, of cosmetics, clean and tidy hair, males to be clean shaven, with beards and moustaches trimmed, routine care of hands and nails.

**UNIT VII: Appropriate health and hygiene practices**

Balanced diet, sufficient sleep, relaxation, good use of leisure time, posture, deportment, clean body, face, teeth, hands and feet.

**UNIT VIII: Importance of adopting a professional attitude**

Punctuality, patience, tact, self organisation, good humour, responding positively to instructions, criticisms and appraisals.

**UNIT IX: Security practices**

Describe the responsibilities for key systems within the establishment, Explain the need for procedures for reporting lost/found property.

**UNIT X: Personal skills (i)**

Explain the elements of good personal presentation, Describe good health and personal hygiene practices.

**UNIT XI: Personal skills (ii)**

Explain the adverse effects of negative personal attitudes; explain the elements of good team work.

**UNIT XII: Types of accommodation services**

Describe characteristics of a range of accommodation services; explain the need for planned service: financial benefits, functional benefits, aesthetic benefits, human benefits, customer benefits.

**Reference Books :**

1. Hospitality Facilities management and Design by David M. Stipanuk, Harold Roffmann
2. How things work-The Universal Encyclopedia of Machines
3. The Management of Maintenance and Engineering Systems in the Hospitality Industry by Frank D. Borsenik & Alan T, Stutt
4. Air Conditioning Engi W.P.Jones

**BAHM42 --- Advanced Food and Beverage Production-I****UNIT I: International Cuisine**

Introduction to influences of cultures on regions; Special features with respect to ingredients, methods, presentation styles in the following countries - Asian , European (continental), North & South American & Mexican.



**UNIT II: Nouvelle Cuisine**

Evolution & history, Salient features, Difference between Haute Cuisine & Nouvelle Cuisine, Service Style – points to be considered, preparing plated service.

**UNIT III: Larder / Garde Manger**

Functions of larder department and Duties & responsibilities of larder chef; Common terms used in larder department; Specific essential tools & equipment in the larder; Pates, Mousses, Galantines, Ballotines.

**UNIT IV: Salads**

Classification; Composition; Principles of making a salad; Classical salads.

**UNIT V: Sandwiches-I**

Parts / composition of sandwiches; Types of bread used in sandwich making; Types of sandwiches; Fillings – basic principles of sandwich spread making & fillings, Precautions to take while preparing sandwiches, Storing of sandwiches for health & safety.

**UNIT VI: Cold Cuts and Sauces**

Forcemeat -meaning, uses, types and recipes, Panada -meaning uses, types and recipes, Compound butters -meaning, uses types recipes and examples, Marinades -different types and uses, Brine -types & uses, Aspic Jelly -used and preparation, Chaud froid - uses and preparation, Cold preparation -galantine, ballotine, tenine, pate, quenelles mousses, mousselines,souffles - recipes of above.

**UNIT VII: Kitchen Stewarding**

Importance of kitchen stewarding, Hierarchy & staffing in kitchen stewarding department, Equipment found in kitchen stewarding department

**UNIT VIII: Garbage Disposal**

Introduction, Ways of accumulation, Segregation, Disposal methods, Importance and maintenance of garbage bins.

**UNIT IX: Garde Manger**

Definition, Functions, Importance of Garde manger and Butchery, lay-out, Staff organization, Storage points, SPS of meat products, Yields test calculations and portioning.

**UNIT X: Buffet preparations**

Principles of Buffet, Presentation, Types, Themes, Buffet Setups, typical dishes, smorgasbord

**UNIT XI: Cold Cuts**

Farcis, terrines, pates, galantines, ballotines, mousses, quenelles, -types, preparation, menu examples. Cold sauces, dips, chondroid, aspics, methods of preparations, examples, chacutiere, sausages, types, preparation, popular sausages, SPS , cooking methods.

**UNIT XII: Advanced Bakery Preparation**

Sugar craft, chocolate confectionary, cold puddings and sweets.

**Reference books:**

1. The Larder Chef – M.J. Leto & W.H. K.Bode
2. Garnishes- Lyn Rutherford
3. Larousse Gastronomique – Cookery Encyclopedia- Paul Hamlyn

## **BAHM43 --- Hotel Law**

### **UNIT I: The Indian Contract Act**

Definition of Contract-essential elements of a valid contract-classification of contracts-voidable contract-void contract-illegal agreement-express contract-implied contract-executed contract-executory contract. Offer-definition-essentials of a valid offer when does as offer come to an end. Acceptance-essentials of valid, acceptance-communication of offer acceptance revocation-when complete.Consideration-definition-rules as to consideration-stranger to consideration-when contract made without consideration valid-minor's agreement -minor's liability for necessaries. Contract with persons of unsound mind.

### **UNIT II: Licenses and Permits**

Licenses and permits for hotels and catering establishments-procedure for procurement, bye laws of hotels & restaurant under municipal corporation-renewal suspension and termination of licenses.

### **UNIT III: Food, Iquor & Industrial Leg**

principles of food laws-acts regarding prevention of food adulteration, definition, authorities under the act, procedure of taking a sample purchase right, warranties, guest control order or food services order in force from time to time, Essential commodities ct, ISU, AGMARK, Types of licenses, drinking in the licensed premises and different types of permits. factories Act, Payment of Wages Act, Industrial Disputes Act, Apprentices Act, Provident Fund Act, Trade Unions Act.

### **UNIT IV: Shops and Establishment Act**

Introduction-definition-adult-family-commercial establishment-employer-employee-exemption-registration-daily and weekly working hours-overtime-annual leave with wages, Environment Protection Act powers of the central Govt. prevention and control of environment pollution. Laws relating to hygiene, sanitation and adulteration, what is food adulteration - laws for prevention of it in India - ISI standard, prevention of food adulteration act, agmark.

### **UNIT V: Law of Tenancy & consumer protection act**

Rent control act, distinction between guest and tenant, inn keeper, guest relationship, inn-keeper's lien, bye laws as affecting catering establishments, (to be discussed in details)Consumer protection councils, procedure for redressal of grievance

**UNIT VI:** Tenancy laws, Duty to protect guest, Employees and third party threats in restrooms and parking lots.

**UNIT VII:** Hotel's liability regarding guest property unclaimed property loss of property.

**UNIT VIII:** Central State and local food laws, Warranty.

**UNIT IX:** Truth in menu and labeling laws, Food adulteration, Powers and duties of a Food Inspector.

**UNIT X:** Independent bar Operation, Dispense Bar.

**UNIT XI:** Satellite Bar.

**UNIT XII:** Compound license, Beer bars.

### **Reference Books:**

1. Mercantile law - N. D. Kapoor
2. Hotel law: principles and cases by John R. Goodwin
3. Hotel law: law on inspection and licensing of hotels, restaurants by Idaho. Dept. of Public Welfare

## **BAHM44 --- Travel Agencies & Tour Operator Operations**

### **UNIT I: Introduction to Tourism**

Tourism phenomenon, Concept. Definition, Historical evolution and development, Transport systems, Air transport, Railways, Road, sea and waterways. Indian and international examples.

### **UNIT II: Travel agencies**

History and development of travel agencies, Role and function. Indian and international examples, Tourism organization and associations, Role and function of, World tourism organization, ASTA, UFTAA, PATA, IATA etc. Basic concept for international tourism.

### **UNIT III: Tourism industry**

Major & minor components Types of tourism resources of sports, cultural, historical, nature based, sports and adventure Tourism, importance of tour operations Major national and international tour operators Importance and role of tourist guides.

### **UNIT IV: Travel formalities and regulations**

Passports, functions, types, issuing authority, procedure for obtaining passport etc VISAS: functions, type, issuing authority, procedure for obtaining VISA. Other travel legislations. Foreign exchange.

### **UNIT V: Tourism Geography**

Countries and currencies, procedure for obtaining foreign exchange foreign exchange counters, customs formalities, immigration etc India the subcontinent, season for different travel centres / circuits, rich natural ambience, cultural heritage, growth effusion of Indian culture, Indian people caste, tribes & religions, development of tourism in India. international tourism - famous destinations, over-view and world's continents, longitude & latitude of map-reading skills, Time & climate zones, exploring earth's countries, major cities and airports around the world, relationship between geography and tourism. season and off-season in tourism.

### **UNIT VI: Tourism Marketing-I**

The Tourism product to be marketed, Tourism Marketing: Relevance product design and market research, Tourism promotional events, advertising, selling.

### **UNIT VII: Tourism Marketing-II**

The role of media, Writing for Tourism, Designing tourism brochures.

### **UNIT VIII: Tourism Resource potential of India-I**

Use of History and Geography, Architectural heritage; Monuments and Museum, Ancient, Medieval and Modern architecture

### **UNIT IX: Tourism Resource potential of India-II**

Living culture and performing arts, Indian religions, Schools of paintings, Classical Dances, Classical Music.

### **UNIT X: The rural contemporary arts**

Fairs and Festivals, Handicrafts, Rural Paintings with reference to Madhubani, Folk Dances / Music.

### **UNIT XI: Tourism Planning and Policy**

Tourism and Policy interface, National action Plans, The Infrastructure development, The local bodies/Departments and officials concerning tourism

### **UNIT XII: The construct and impacts of tourism**

Types and forms of tourism, Motivations for tourism, Economic impacts of tourism, Social, Political and environmental impacts of tourism, Threats to tourism.

**Reference Books:**

- 1) Hotels for tourism development - Dr. Jagmohan Negi, Metropolitan
- 2) Profile of Indian tourism - Shalinin Singh
- 3) Tourism today - Ratandeep Singh
- 4) Dynamics of tourism - Pushpinder S. Gill
- 5) Introduction to tourism - Seth. P.M., Sterling

**BAHM45P --- Industrial Training & Project Report****SEMESTER-V****BAHM51 --- Hospitality French****UNIT I: Partie**

Translation & comprehension - reception - conversation – role play - Case study to be done in French.

**UNIT II: Parallel Grammar**

Article defini, indefini example, adjectifs - qualificatifs – adjectifs – adjectives - demonstratives - possessifs.

**UNIT III: Verbs Irreguliers**

Avoir, etre, aller, recevoir venir, partir-sortir pouvoir, vouloir ouvrir. PRESENT Passe compose futur grammar exercises, composition, conversation.

**UNIT IV: AU Restaurants**

Conversation, role play, case study to be done in French, besides translation and Comprehension.

**UNIT V: Grammar**

Pronoms personnels subject object direct object indirect. pronoms: Relatifs simples; qui, que, dont, ou.

**UNIT VI: Imparfait – plus que parfait - futur anterieur.****UNIT VII: General French- Pronunciation**

The Alphabet, The Accents.

**UNIT VIII: General French- Numbers (0 to 100)**

Cardinal, Ordinal.

**UNIT IX: General French-Time & week**

Time (only 24 hr clock), Days of the week: Months of the year, Date.

**UNIT X: Weights & Measures, 'Formules de politesse'.**

**UNIT XI:** Conjugation of verbs in the present tense relevant to the hotel industry (only 'je' and 'vous' forms)

**UNIT XII: French Classical Menu**

11 courses of menu, Sequence, Examples from each course, Cover of each course, Accompaniments.

**UNIT XIII:** Articles partitifs; conjugation of second group verbs in positive form in present tense.

**UNIT XIV:** expressions of interrogation (qui-est ce et qu'est-ce que c'est).

**UNIT XV:** conjugation of first and second group verbs in positive, negative and interrogative form.

**UNIT XVI:** Culinary French, French cheese, French menu, negation and interrogation and demonstrative adjectives.

### **Reference Books**

1. French for Hotel Management & Tourism Industry – by S. Bhattacharya
2. F & B Service - by Dennis Lillicrap John Courins & Robert Smith
3. Modern Cookery Vol 1 - by Thangam Philip

### **BAHM52 --- Advanced Housekeeping Operations**

**UNIT I:** Meaning and definition- Importance of Housekeeping

**UNIT II:** Responsibility of the Housekeeping department, A career in the Housekeeping department.

**UNIT III:** 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.

**UNIT IV:** Attributes and Qualities of the Housekeeping staff - skills of a good Housekeeper, Inter departmental Co-ordination with more emphasis on Front office and the Maintenance department, Facilities planning and Design of Housekeeping Department and relevant sub sections.

**UNIT V:** Briefing, Debriefing, Gate pass; Indenting from stores- Inventory of Housekeeping Items House keeping control desk, Importance, Role, Co-ordination, check list, key control Handling Lost and Found; Forms, Formats and registers used in the Control Desk.

**UNIT VI:** Paging systems and methods, Handling of Guest queries, problem, request, General operations of control desk, Role of control desk during Emergency.

**UNIT VII:** Layout of guest room (Types), Layout of corridor and floor pantry.

**UNIT VIII:** Types of guest rooms, Furniture/Fixtures/Fittings/Soft Furnishings/Accessories/Guest Supplies/Amenities in a guest room (to be dealt in brief only).

**UNIT IX:** Characteristics of a good cleaning agent, PH scale and cleaning agent with their application.

**UNIT X:** Types of cleaning agent, Cleaning products (Domestic and Industrial).

**UNIT XI:** Types of Equipment, Operating Principles of Equipment.

**UNIT XII:** Characteristics of Good equipment (Mechanical/Manual), Storage, Upkeep, Maintenance of equipment.

**UNIT XIII:** Metal, Glass, Leather, Rexine, Ceramic, Wood, Wall and floor covering, Stain Removal.

**UNIT XIV:** Principles of cleaning, hygiene, safety factors in cleaning.

**UNIT XV:** Routine system and records, Briefing.

**UNIT XVI:** Housekeeping control desk- importance, role ; types of registers and files maintain.

**UNIT XV:** Lost and found procedure and formats; Handling guest queries, problem and requests.

**UNIT XVI:** Principles of cleaning, hygiene, safety factors in cleaning; Types of cleaning- daily, weekly, spring and deep cleaning.

### **Reference Books**

1. Advanced Housekeeping Operations by Margaret M. Kappa
2. Hotel And Hospitality Management: Housekeeping by Prakash Talwar
3. Hotel Housekeeping A Training Manual by Andrews

### **BAHM53 --- Advanced Food & Beverage Services**

**UNIT I:** Introduction – History, Types, Staffing

**UNIT II:** Special equipments ,Care & maintenance of equipment; Ingredients used, Mise -en-place for gue'ridon. Common preparations; Carving and jointing at the table, carving trolley, and dishes prepared on the gue'ridon.

**UNIT III:** Flambéing, carving, salad making; Taking the order. Methods of serving a dish at the table.

#### **UNIT IV: Restaurant Planning**

Introduction; Planning and operating various F&B Outlets and support / ancillary systems; Factors – Concept, Menu, Space, Lighting, Colors and Market; Restaurant design team; Staffing in a Restaurant – points to be considered. Duty Rotas, Staff Training.

#### **UNIT V: Other Catering Operations**

Off – Premises Catering – Outdoor Catering – Meaning – Preliminary survey of place and conduct of party, hiring of service personnel – Making a list of service equipments required for setting up of Counters – Allotting Stations, Hospital Catering, Industrial & Institutional Catering.

#### **UNIT VI: Afternoon and High Teas**

Introduction, Menu, Cover and Service.

#### **UNIT VII: Function Catering**

Introduction, Types of Functions, Function service staff and responsibilities, Service Methods in Function Caterings, instructions to the service staff - wines service in functions.

**UNIT VIII:** Banquet layouts – Tabling and seating arrangements.

### **Reference Books**

1. Food and Beverage Services by Ahmed M.N.
2. Food and beverage service by D. R. Lillicrap, John A. Cousins
3. Food and beverage service by Bruce H. Axler, Carol A. Litrides

### **BAHM54 --- Advanced Food & Beverage Production-II**

#### **UNIT I: Sausages Salami and Other Forcemeats**

Types, Manufacture, Process casings.

#### **UNIT II: Out-Door Catering**

Concept principles, Limitations, Menus planning, Checklist and precautions.

#### **UNIT III: Banquet Preparations**

Types of Banquets, Themes Production, Menu Preparation.

**UNIT IV:** Power Breakfasts, Brunches and Lunches, High Teas.

**UNIT V:** Cocktail Snacks, Theme Menus, Food Festivals.

**UNIT VI: Convenience Food**

Characteristics, types of Indian and Western, Advantages and Disadvantages, Labour and Cost Saving Aspect.

**UNIT VII:** Burgers, Pizzas, Hot Dogs, Foot Longs and Rolls.

**UNIT VIII:** Types Preparation and Selection of Spreads Fillings, Classical Sandwiches – Canapés, presentation styles with appropriate garnishes.

**Reference Books**

1. Food and beverage management by Sally Stone.
2. Food technology: Volume 22 by Institute of Food Technologists.
3. Principles of Food, Beverage by Paul R. Dittmer, J. Desmond Keefe.

**BAHM55P --- House Keeping Operations-Practical**

**UNIT I:** The functions, correct use, standards, upkeep and maintenance of all equipments and all hand-tools for use in housekeeping operations.

**UNIT II:** The functions, correct use, safety standards of all cleaning supplies.

**UNIT III:** linen and guest supplies.

**UNIT IV:** Know DOS and DONTs of personal conduct on the floors and in the rooms.

**UNIT V:** Develop an ability to communicate.

**UNIT VI:** Inter Department and intra Department co-ordination.

**UNIT VII:** Basic steps and skills required for setting up trolleys and floors pantry.

**UNIT VIII:** Know forms. Registration and records maintained at the floor pantry and room attendants trolley.

**SEMESTER VI**

**BAHM61P --- WTO Sheets**

**UNIT I:** The hospitality industry, Front Office organization, Front Office Operation, The front desk

**UNIT II:** Type of guests, Tourism, the Hospitality Industry, Classification of Hotels

**UNIT III:** Organizational Structure of Hotels, Lobby Arrangements, Front Office Personnel, Front Office responsibilities

**UNIT IV:** Housekeeping Department, Facilities and Maintenance , Lay out & Organizational Structure

**UNIT V:** Housekeeping Department-Staff, Planning of work, Control desk

**UNIT VI:** Guest Room Infrastructure, Cleaning Agents, Cleaning Products

**UNIT VII:** Telecommunications, Type of guests.

**UNIT VIII:** Non-Alcoholic Beverages, Spirits, Production methods

**UNIT IX:** Liqueurs, Service of spirits and liqueurs, Cocktail and mocktail preparations.

**UNIT X:** Glassware used for different spirits, non alcoholic drinks offered with different spirits service procedure, Planning and Designing, and costing, corkage; Bar Menus -wine list - meaning & its importance, design & layout.

**UNIT XI:** Cocktails, Tobacco, Writing a menu in French, Service of hot and cold non- alcoholic beverages.

**UNIT XII:** Introduction to the Art of Cookery, Regional cuisine, Foreign cuisine

**UNIT XIII:** Aims & Objectives of Cooking Food Preparation of ingredients, Principles of storage

**UNIT XIV:** COOKERY, Kitchen Organization, Food Commodities

**UNIT XV:** Methods of Cooking

**UNIT XVI:** Stocks, Glazes, Sauces and Soups

**BAHM62P --- Industrial Training Log Book**

Daily Summary of work done & observed.

**BAHM63P --- Industrial Training Project**

**BAHM64P --- Viva**

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