

PUNJAB TECHNICAL UNIVERSITY
SYLLABUS FOR
B.Sc. (HOTEL MANAGEMENT & CATERING TECHNOLOGY)

1st Semester

Course No	Subject	L	T	P	Maximum Marks	
					Int.	Ext.
BSHM-101	Food Microbiology & Nutrition	2	-	-	40	60
BSHM-103	English Language -I	2	-	-	40	60
BSHM-105	Basics of Computer-I	2	-	-	40	60
BSHM-107	Food Production-I	2	-	-	40	60
BSHM-109	Food & Beverage Service – I	2	-	-	40	60
BSHM-111	Hotel House Keeping-I	2	-	-	40	60
BSHM-113	Front Office Operations-I	2	-	-	40	60
Practical						
BSHM-115	Food Production -I	-	-	6	40	60
BSHM-117	Food & Beverage Service- I	-	-	4	40	60
BSHM-119	Hotel House Keeping-I	-	-	3	40	60
BSHM-121	Front Office Operations- I	-	-	3	40	60
BSHM-123	Basics of Computer - I	-	-	2	40	60

2nd Semester

Course No	Subject	L	T	P	Maximum Marks	
					Int.	Ext.
BSHM-102	Hygiene & Sanitation	2	-	-	40	60
BSHM-104	English Language -II	2	-	-	40	60
BSHM-106	French -I	2	-	-	40	60
BSHM-108	Food Production-II	2	-	-	40	60
BSHM-110	Food & Beverage Service – II	2	-	-	40	60
BSHM-112	Hotel House Keeping - II	2	-	-	40	60
BSHM-114	Hotel Engineering	2	-	-	40	60
Practical						
BSHM-116	Food Production - II	-	-	6	40	60
BSHM-118	Food & Beverage Service- II	-	-	4	40	60
BSHM-120	Hotel House Keeping - II	-	-	3	40	60
BSHM-122	Hotel Engineering	-	-	3	40	60
BSHM-124	Basics of Computer - II	-	-	2	40	60

3rd Semester

Course No	Subject	L	T	P	Maximum Marks	
					Int.	Ext.
BSCHM-201	Communication & Soft Skills	2	-	-	40	60
BSCHM-203	French – 2	2	-	-	40	60
BSCHM-205	Food Production-3	2	-	-	40	60
BSCHM-207	Food & Beverage Service –3	2	-	-	40	60
BSCHM-209	Hotel House Keeping-3	2	-	-	40	60
BSCHM-211	Front Office Operations -2	2	-	-	40	60
BSCHM-213	Hospitality Sales & Marketing	2	-	-	40	60
Practicals						
BSCHM-221	Food Production -3	-	-	6	40	60
BSCHM-223	Food & Beverage Service- 3	-	-	4	40	60
BSCHM-225	Hotel House Keeping-3	-	-	3	40	60
BSCHM-227	Front Office Operations- 2	-	-	3	40	60
BSCHM-229	Computer-I	-	-	1	40	60

4th SEMESTER

Course No	Subject	L	T	P	Maximum Marks	
					Appraisal	Ext.
BSCHM-202	Completed WTO Sheets				100	
BSCHM-204	Industrial Training Report				100	
BSCHM-206	Industrial Training Log-Book				100	
BSCHM-208	Industrial Training Project (report)				100	
BSCHM-210	Presentation				150	
BSCHM- 212	Viva				50	
Total					600	

5th Semester

Course No	Subject	L	T	P	Maximum Marks	
					Int.	Ext.
BSCHM-301	Principals of Management	2	-	-	40	60
BSCHM-303	Hotel Accountancy	2	-	-	40	60
BSCHM-305	Food & Beverage Controls	2	-	-	40	60
BSCHM-307	Advanced Food Production- 1	2	-	-	40	60
BSCHM-309	Advanced Food & beverage service - 1	2	-	-	40	60
BSCHM-311	Accommodation operation - 1	2	-	-	40	60
BSCHM-313	Advanced Front Office Operations - 1	2	-	-	40	60
Practicals						
BSCHM-321	Advanced Food Production -I	-	-	6	40	60
BSCHM-323	Advanced Food & Beverage Service- I	-	-	4	40	60
BSCHM-325	Accommodation Operation-I	-	-	3	40	60
BSCHM-327	Advanced Front Office Operations - 1	-	-	3	40	60
BSCHM-329	Computer-4	-	-	1	40	60

6th Semester

Course No	Subject	L	T	P	Maximum Marks	
					Int.	Ext.
BSCHM-302	Organisational Behaviour	2	-	-	40	60
BSCHM-304	Hotel Law	2	-	-	40	60
BSCHM-306	Advanced Food Production -2	2	-	-	40	60
BSCHM-308	Advanced Food & Beverage Service- 2	2	-	-	40	60
BSCHM-310	Accommodation Operation-2	2	-	-	40	60
BSCHM-312	Advanced Front Office Operations - 2	2	-	-	40	60
BSCHM-314	Research Methodology	2	-	-	40	60
Practicals						
BSCHM-322	Advanced Food Production -2	-	-	6	40	60
BSCHM-324	Advanced Food & Beverage Service- 2	-	-	4	40	60
BSCHM-326	Accommodation Operation-2	-	-	3	40	60
BSCHM-328	Advanced Front Office Operations - 3	-	-	3	40	60
BSCHM-330	Dissertation	-	-	2	40	60

SEMESTER I
BSHM-101- Food Microbiology & Nutrition

Internal Marks:40
External Marks: 60
Total Marks: 100

L T P
2 0 0

Objective :-To ensure that the students should have the knowledge of Food microbiology, nutrition and its effect on health.

Out come :-The student will understand the correlation between food microbiology, its importance and nutrition.

UNITS :-

- Introduction to Microbiology.
- Classification of Microbes (fungi, bacteria, yeast, mold)
- Effect of Heating- growth curve of microbial cells, thermal death time-pasteurization, sterilization and disaffection and heat resistance
- Food production based on microbiology-small scale fermentation- idli, dhokla, naan, bhaturas, yogurt, pickles.
- Industrial Preparation- cheese, vinegar, bread, alcoholic beverages. Preservation and spoilageasepsis, removal, anaerobic, high temp., low temp. , drying, preservatives, radiation.
- Contamination of cereal and cereal products
- Preservation of vegetables and fruits
- Food spoilage- meat, fish, egg, milk, milk products
- Kinds of food products and canned food.
- Food, nutrition, nutrients.
- Food groups
- Food production and consumption trends of India
- Food constituents and carbohydrates, proteins, fat, vitamin and minerals. Sources and Requirements
- Post harvest technology: Perishable and Semi-Perishable Food Products.
- Food adulteration.
- Food laws

Recommended Books:

Food and Nutrition – Dr. M. Swaminathan.

Food Microbiology – P.N.Mishra

Food Science – Potter & Hotchkiss.

Fundamentals of food and nutrition – Mudambi & Rajgopal 4th edition 2001

BSHM-103- English Language- 1

Internal Marks:40
External Marks: 60
Total Marks: 100

L T P
2 0 0

OBJECTIVE: This course is designed to improve the grammar, correct their pronunciations and improve communication skills for proper conversation.

OUTCOME: Students are expected to learn the basics of the language and refine their pronunciation and communication skills.

UNIT 1: Grammar

- Voice
- Narration
- Tenses
- Correction of sentences
- Singular, Pleural, Genders
- Do as directed involving 'neither, nor' 'no sooner than', transformation of sentences.

UNIT 2: Essay writing (upto 500 words.)

- Topics to be given from current events, social issues.
- Topics related to the hotel industry.

UNIT 3: Comprehension of an unseen passage.

UNIT 4: Paragraph writing.

- Expansion of a given idea.
- Expansion upto 250 words.

UNIT 5: Rapid reading

- News paper Reading.
- Magazine Reading
- Hotel Journal Reading.

BOOKS RECOMMENDED

- Wren & Martin – English Grammar.
- Hotel Journals
- Magazines.

BSHM-105 Basics of Computer-I

Internal Marks: 40
External marks: 60
Total Marks: 100

L T P
2 0 2

Objectives: The basic objective of the course is to introduce the students to the world of computers and computer technology. To introduce the students to the basic concepts of operating systems, Word Processing, Database, presentations & Networking

Out Come: The student will be able to understand the basics of computers and use the windows application.

UNIT 1:- Computer fundamentals -Theory

- Information concepts and processing
- Definition
- Need , Quality and value of Information
- Data processing concepts

UNIT 2 :-Elements of a Computer System

- Definitions
- Characteristics of Computers
- Classification of Computers
- Limitations.

UNIT 3 :- Hardware Features and uses.

- Components of Computer
- Generation of Computers
- Primary and secondary storage concepts.
- Data entry devices.
- Data output devices.

UNIT 4 :- Software Concepts.

- System Software
- Application Software.
- Language Classification.
- Compilers and interpreters.

UNIT 5 :- OPERATING SYSTEM/ENVIRONMENTS-THEORY
BASICS OF MS-DOS

- Internal Commands
- External Commands

UNIT 6 :- Introduction to Windows

- GUI/ Features
- What are Windows and Windows 95
- Parts of a typical window and their functions.

BOOKS RECOMMENDED

1. Fundamental of Computers, Prentice Hall India
2. Mastering Microsoft Office, Lonnie.E.Moseley, BPB Publication

BSHM-107 Food Production -I

Internal Marks: 40
External marks: 60
Total Marks: 100

L T P
2 0 6

Objectives: To develop knowledge and interest in the science and art of cuisine and food fundamentals in the hotel and Catering industry. To develop skills in meal planning, preparation of basic dishes using different types of ingredients.

Out Come: The student should be able to understand basic methods of cooking and ingredients used both in Indian and Continental Cookery

UNIT-I:- Introduction to the Art of Cookery:

- Culinary History- Development of the Culinary Art from the middle ages to modern cookery.
- modern hotel kitchen
- Nouvelle Cuisine,
- Cuisine Minceur
- Indian Regional Cuisine
- Popular International Cuisine (An Introduction) of French, Italian and Chinese Cuisine.

UNIT-2 :-

- Aims & Objectives of Cooking Food:
- Classification – Cooking Materials and their uses.
- Foundation ingredients – meaning, action of heat n carbohydrates, fats, proteins, minerals and vitamins.
- Fats and oils – meaning & examples of fats & oils, quality for shortenings, commonly used fats and oils and 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 –3 :-

- 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- 4 :-

- Equipment used in kitchen.
- Types of Kitchen Equipment – Diagrams, Uses, Maintenance, Criteria for Selection.

UNIT-5 :-

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

UNIT – 6 :-

- 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- explanations with examples.

UNIT- 7 :-

- Stocks, Glazes, Sauces and Soups
- Meaning uses and types of stocks, points observed while making stock. Recipes for I liter of white, brown and fish stock.
- Glazes -meaning & uses.
- Sauces -meaning, qualities of a good sauce, types of sauces -proprietary sauce and mother sauce. Recipe for I lit Béchamel, Veloute, Espagnole, Tomato & Hollandaise. Derivatives of mother sauces. (only name, no recipes). Recipes for known International Sauces & their uses.
- Soups -classification of soups, meaning of each type with examples.
- Basic Preparations. Mise-en-place for Bouquet Garni, mirepoix, duxelle paste, batters, marinades and gravies.

BOOKS RECOMMENDED

- Theory of Cookery – Krishna Arora.
- Modern Cookery – Thangam Philip
- Larousse Gastronomique - Montagne
- Professional Chef – Arvind Saraswat.

BSHM-109 Food & Beverage Service -I

Internal Marks: 40
External marks: 60
Total Marks: 100

L T P
2 0 4

Objectives: To develop knowledge of the students about hotel/ restaurants organization and an understanding of the auxiliary departments, different menus, principles of table laying.

Out Come : The student should imbibe the knowledge of Kitchen & restaurant brigade. They should have vital knowledge of auxiliary departments. They should be able to plan different menus, lay tables for different services.

UNIT-I :- Introduction to the Food and 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
- Introduction to the Food and Beverage operations.

UNIT- 2 :- Food and Beverage 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 –3 :- Food and Beverage Equipment

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

UNIT-4:- Food and Beverage Service Personnel

- Staff organization- the principal staff of different types of restaurants.
- Duties & responsibilities of the service staff.
- Duties and responsibilities of service staff – Job Descriptions and Job Specifications.
- Attitude and Attributes of Food and Beverage Service Personnel - personal hygiene, punctuality, personality attitude towards guests, appearance, salesmanship, sense of urgency, customer satisfaction.
- Basic Etiquettes for catering staff.
- Interdepartmental relationship.

UNIT-5 :- 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-6 :- Types of meals –

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

UNIT – 7 :- Food and Beverage 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 – 8 :- Control Methods-

- Billing methods – Duplicate and Triplicate system, KOTs and BOTs, Computerized KOTs
- Necessity and functions of a control system, F&B Control cycle and monitoring
- Food and Beverage Terminology related to the course.

BOOKS RECOMMENDED

- Food & Beverage service – Denis Lillicrap
- Food & Beverage Service – Vijay Dhawan
- Food & beverage Service- Rao J Suhas

BSHM-111 Hotel House Keeping -I

Internal Marks: 40
External marks: 60
Total Marks: 100

L T P
2 0 3

Objectives: To emphasize the role of housekeeping as a department in the hotel and the importance of a clean, comfortable, attractive and safe atmosphere aiming at ultimate guest satisfaction.

Out Come : The student should be able to fix the position and the value of each housekeeping staff in the hotel organization. The Student should become familiar with the equipment and agents needed in the housekeeping department. He/She should also become through with all the practices and procedures.

UNIT-I :- Introduction

- Introduction to housekeeping department.
- Meaning, Definition & Importance of House keeping Department
- Role of House keeping in hospitality industry

UNIT- 2 :- Lay out & Organizational Structure :-

- Layout of House keeping department
- Organizational Structure of House keeping department (Small, Medium & large)
- Interdepartmental relationship(emphasis on Front office & Maintenance)
- Relevant sub section

UNIT –3 :- Staffing in House keeping Department

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

UNIT-4 :- Planning work of house keeping department

- Identifying Housekeeping department
- Briefing & Debriefing
- Control desk (importance ,role , coordination)
- Role of Control Desk during emergency
- Duty Rota & work schedule
- Files with format used in House keeping department

UNIT-5 :- Hotel Guest Room :-

- 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 – 6 :- Cleaning Science

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

BOOKS RECOMMENDED

- Hotel housekeeping Training Manual – Sudhir Andrews
- Housekeeping for Hotels, Hostels and Hospitals – Grace Brigham
- Hotel Hostel and Hospital Housekeeping – Joan C Branson & Margaret Lennox (ELST)
- Managing Housekeeping Operations – Margaret Kappa & Aleta Nitschke
- Hotel House Keeping – Sudhir Andrews (Tata McGraw Hill).
- The Professional Housekeeper – Tucker Schneider, VNR.

BSHM-113 Front Office Operations -I

Internal Marks: 40
External marks: 60
Total Marks: 100

L T P
2 0 3

Objectives: To understand the general setup of front Office in small, medium and large hotels. Planning for layout of the front office, equipment, tools etc.

Out Come : Students should gain knowledge of various sections and functions of front office and their procedures. They should be able to Hand various tools and equipments of the front office.

UNIT-I :- 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- 2 :- 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 –3 :- 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-4 :- Organizational Structure of Hotels

- Small.
- Medium.
- Large.
- Lobby Arrangements
- Layout and equipment in use.
- Handling VIPs.
- Duty Rota and work schedules
- Uniformed Service.

UNIT-5 :- Front Office Organization

- Basic Layout and Design.
- Departmental Organizational Structure.

UNIT – 6 :- Front Office Personnel

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

UNIT – 7 :- Front Office Operations

- The Front Desk- Equipments in use.
- The Guest Room- Types and Status Terminology.
- Key Controls.
- Tariff plans.
- Types of rates.

UNIT – 8 :- Front Office responsibilities

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

BOOKS RECOMMENDED

- Front Office Training Manual – Sudhir Andrews
- Managing Front Office Operations – Kasavana & Brooks
- Front Office – Operations and Management – Ahmed Ismail(Thomson Delmar)
- Managing Computers in Hospitality Industry – Michael Kasavana & Cahell.
- Front Office operations – Colin Dix & Chris Baird

BSHM-115 Food Production -I

Internal Marks: 40
External marks: 60
Total Marks: 100

L T P
0 0 6

Practical schedule:

- Proper usage of a Kitchen Knife and Hand Tools.
- Understanding the usage of small equipment.
- Basic Hygiene practices to be observed in the Kitchen.
- Safety practices to be observed in the kitchen : First Aid for cuts and burns.
- Identification of Raw Materials.
- Demonstration of Cooking Methods.
- Basic cuts of Vegetables.- Julienna, Jardiniere, Mognonette, Dices,Cubes, Macedoine, Paysanne, Shred, Concasse, Mirepoix. Blanching of Tomatoes, Vegetables.
- Basic Stock preparations.- White, Brown and Fish stock.
- Egg Cookery including Classical Preparations – Boiled, Fried, Poached, Omlette, En Cocotte.
- Basic sauce preparations and commonly used derivatives.- Bechemel, Mayonnaise, Tomato, Hollandaise, Veloute.
- Preparation of basic continental cookery – stews, sauces, soups.
- Basic Continental Dishes based on Vegetables and Meats.
- Preparation of three course simple Indian menus.(simple 3-4 course menus)

BSHM-117 Food & Beverage Service -I

Internal Marks: 40
External marks: 60
Total Marks: 100

L T P
0 0 4

Practical Schedule:

- Service Grooming and Restaurant Etiquettes.
- Mis-en- place and Mis-en-scene
- Identification of equipments
- Food and Beverage service sequence
- Water pouring and seating a guest.
- Laying and relaying of Tablecloth
- Napkin folds
- Carrying a Salver or Tray
- Rules for laying table - Laying covers as per menus
- TDH and A la carte cover Layout
- Handling service gear
- Carrying plates, Glasses and other Equipments
- Clearing an ashtray
- Crumbing, Clearance and presentation of bill
- Sideboard setup
- Silver service
- American service
- Situation handling
- Breakfast table lay-up
- Restaurant reservation system
- Hostess desk functions
- Order taking – writing a food KOT, writing a BOT

BSHM-119 Hotel House Keeping - I

Internal Marks: 40
External marks: 60
Total Marks: 100

L T P
0 0

Practical Schedule:

- Guest Room Layout
- Identification of cleaning agents
- Identification of cleaning equipment / cleaning cloths (types & uses)
- General cleaning
- Glass cleaning
- Shoe polishing
- Silver Polish
- Brass Polish
- Washroom Cleaning

BSHM-121 Front Office Operations -I

Internal Marks: 40
External marks: 60
Total Marks: 100

L T P
0 0 4

Practical Schedule

- Basic Manners and Attributes for Front Office Operations.
- Communication Skills – verbal and non verbal.
- Preparation and study of Countries – Capitals & Currency, Airlines & Flag charts, Credit Cards, Travel Agencies etc.
- Telecommunication Skills.
- Forms & formats related to Front office.
- Hotel visits – WTO sheets.
- Identification of equipment, work structure and stationery.
- Procedure of taking reservations – in person and on telephones.
- Converting enquiry into valid reservations.
- Role play – Check-in / Check – out / Walk-in / FIT / GIT / etc; VIP / CIP / H.G etc..
- Suggestive selling.

BSHM-123 Basics of Computer - I

Internal Marks: 40
External marks: 60
Total Marks: 100

L T P
0 0 2

Practical Schedule

WINDOWS OPERATIONS –PRACTICAL

- Creating Folders
- Creating Shortcuts
- Copying Files/ Folders
- Renaming Files/Folders.
- Deleting Files.
- Exploring Windows.
- Quick Menus.

MS-OFFICE 97

MS-WORD-PRACTICAL

CREATING A DOCUMENT

- Entering text.
- Saving The Document
- Editing the document already saved to the disk.
- Getting around the document.
- Find and replace operations.
- Printing the document.

FORMATTING A DOCUMENT

- Justifying paragraphs.
- Changing paragraph indents.
- Setting Tabs and margins.
- Formatting pages and documents.
- Using bullets and Numbering.
- Headers and Footers
- Pegination.

SPECIAL EFFECTS

- Print Special effects eg. Bold, underline, superscripts, subscripts.
- Changing Fonts.
- Changing Case.

CUT,COPY AND PASTE OPERATION

- Marking Blocks.
- Copying and pasting a block

- Cutting and pasting a block
- Deleting a block
- Formatting a Block
- Using Find and replace in a block

USING MS-WORD TOOLS

- Spelling and Grammar.
- Mail/ Merge
- Printing envelopes and labels.

TABLES

- Create
- Delete
- Format.

GRAPHICS

- Inserting clip arts.
- Symbols (Borders/Shading)
- Word Art.

PRINT OPTIONS

- Previewing the documents.
- Printing the whole document
- Printing a selected Page.
- Printing a selected set
- Printing several Documents
- Printing more than one copies.

SEMESTER 2

BSHM-102- Hygiene & Sanitation

Internal Marks: 40
External Marks: 60
Total Marks: 100

L T P
2 0 0

OBJECTIVES: To understand the scope of Hygiene, in the Hotel and Catering industry and emphasize the maintenance of clean & healthy condition to reduce contamination of food.

OUTCOME: To make the student understand the principles of Hygiene and sanitation and to make them aware about the various precautions to be followed while handling food

UNIT – 1: Importance of Hygiene:-

- The place of hygiene in the catering industry
- Personal hygiene for staff members in the food production areas and those coming in contact with the guest.

UNIT – 2:- Proper care and hygiene:-

- Meaning of food poisoning in food & water
- Borne disease
- Moulds
- Yeast

UNIT – 3: Bacteria & transfer of bacteria.

UNIT -4: Food sanitation

UNIT – 5:- Hygienic food handling

- High Risk Foods
- Preventing Contamination
- Temperatures Control
- Storage of food
- Food hygiene regulations.

UNIT 6 : Cleaning methods :-

- Design of premises and equipment in the kitchen
- Cleaning and Disinfection
- Cleaning Agents
- Water Detergents
- Abrasives
- Disinfectants etc.
- Cleaning schedules
- PEST Control
- Waste Disposal

BOOKS RECOMMENDED

- Food Hygiene for Food Handlers – Trickett Jill.
- The Science of Catering – J A Stretch & H A Southgate
- Success in Principals of Catering – Michael Colleer & Colin Sussams

BSHM-104- English Language - II

Internal Marks: 40
External Marks: 60
Total Marks: 100

L T P
2 0 0

OBJECTIVE: This course is designed to improve the grammar, correct their pronunciations and improve communication skills for proper conversation in the hospitality industry.

OUTCOME: Students are expected to learn the basic use of the language and refine their pronunciation and communication skills as per the requirement of the hospitality industry.

UNIT 1:- Grammar

- Voice
- Narration
- Articles
- Punctuation
- Correction of sentences (common errors)
- Transformation of Sentences
- Do as directed..
- Idioms and –Proverbs

UNIT 2:-Essay writing (upto 500 words.)

- Topics to be given from current events, social issues.
- Topics related to the hotel industry.

UNIT 3:- Comprehension of an unseen passage.

UNIT 4:- Paragraph writing / Story Construction

- Expansion of a given idea.
- Expansion upto 350 words.

UNIT 5:- Basic Conversation.(Hospitality Industry)

- Telephone Handling
- Guest Conversation

UNIT 6:- Rapid reading of Jane Austin’s “Pride and Prejudice”

- Plot analysis
- Characterisation

UNIT 7:- Reading

- News paper Reading.
- Magazine Reading
- Hotel Journal Reading.

BOOKS RECOMMENDED

- Wren & Martin – English Grammar.
- Pride and Prejudice – Jane Austin
- Hotel Journals
- Magazines.

BSHM-106- French - 1

Internal Marks: 40
External Marks: 60
Total Marks: 100

L T P
2 0 0

OBJECTIVE : To enable the students to write simple sentences in French, to translate simple sentences from French to English and from English to French. To converse in simple language in French.

OUTCOME : The student will have full knowledge of the basic grammatical structures of the French language. They should be able to read and translate information regarding time, weather, directions, shopping, food etc.

UNIT – 1 :- Alphabets of French

- Pronunciation
- Phonetics
- Vocabulary of simple words

UNIT – 2 :- Nouns

- Nouns (commonly used in day to day life)
- Importance of Gender & Number in French nouns
- Usage of articles- Definite, Indefinite, Partitive & Contracted.

UNIT – 3 :- Adjectives

- Their rules of matching the nouns in number and gender.
- Qualitative Adjective- their placement (before & after nouns)
- Demonstrative and possessive Adjectives.
- Adjectives of colour and nationality.

UNIT – 4 :- Pronouns

- Pronoun – personal and adverbial
- Placement of pronouns

UNIT – 5 :- Sentences

- Simple sentences (grammatically correct)
- Do as directed
- Fill ups with appropriate nouns, adjectives and pronouns

UNIT – 6 :- Translation

- Translation of simple sentences from English to French
- Translation of simple sentences from French to English

UNIT – 7 :-

- Numbers- Ordinal, Cardinal
- Days of the week and Months of the year
- Time and date
- Seasons
-

BOOKS RECOMMENDED

- Apprends les Francais – Publisher Saraswati House New Delhi.
- La Langue et La civilization Francaises – G Mauger
- English French Dictionary – Orient Longman.

BSHM-108- Food Production - II

Internal Marks: 40
External Marks: 60
Total Marks: 100

L T P
2 0 6

OBJECTIVE :- To develop knowledge and interest in the science and art of Indian cuisine with emphasis on different regional cuisine, Indian spices, masalas, ethnic eating traditions and Indian Cooking.

OUTCOME :- The students should have full knowledge of regional cuisine of India. They should be able to prepare menus for various food outlets.

UNIT –I :- Food commodities

- Classification with examples and uses in Cookery –
- Game- meaning- types with examples
- Fruits- kinds with examples.
- Nuts- names of nuts commonly used in cooking.
- Cream- types, description and their uses.
- Yogurt- types
- Cereals- types and uses.
- Pulses used in Indian cooking
- Herbs- uses of herbs
- Spices & condiments- uses of different spices and condiments
- Coloring and Flavoring Agents: Name, Types and Uses.

UNIT-2 :- Basic Indian Masalas & Gravies-

- Garam masala, pulao masala, curry powder, sambhar powder, rasam powder, chaat masala, tandoori marination white, red, green and yellow gravies.

UNIT-3 :- Indian Regional Cuisine:

- A detailed study on North and South Indian Regional Cuisine: Goa, Kashmir, Andhra Pradesh, Karnataka, Tamil Nadu, Bengal, Assam, Gujarat, Punjab, Rajasthan etc., as regarding ingredients used, traditional preparation methods, utensils and accompaniments.

UNIT –4 :- Meat Cookery:

- Fish -classification with examples selection & cuts of fish, cooking of fish.
- Poultry- selection of poultry classification bases on size, uses of each type.
- Butchery -selection, cuts size and uses of lamb, mutton, beef, veal & pork
- Bacon, Ham, Gammon and Steaks -Description of steaks from sirloin & fillet.

UNIT-5 :- Vegetable Cookery:

- Vegetables -classification of vegetables, importance of vegetables in diet, cooking of vegetables.
- Retention of color, flavor, and nutrients while cooking.
- Potatoes - styles of presenting potatoes and their description.
- Storage -Principles of Vegetable Storage.

UNIT-6 :- Quantity Food Production:

- Introduction to Large scale commercial cooking.
- Layout of a large kitchen, staff hierarchy and production workflows.

BSHM-110- Food & Beverage Service - II

Internal Marks:40
External Marks: 60
Total Marks: 100

L T P
2 0 4

OBJECTIVE :- To develop knowledge in students about various alcoholic beverages their history, manufacturing, classification, storage and service. To give the knowledge of room service also.

OUT COME :- The students should be well versed with different wines, alcoholic beverages. They should know the manufacturing process, classification, storage and service. They should also know about room service.

UNIT-1 :- Room Service

- Introduction, General principles, loopholes and pitfalls to be avoided
- Cycle of service, scheduling and staffing
- Room service menu planning
- Forms and formats.
- Order taking, thumb rules,
- Telephone etiquettes, noting orders, suggestive selling and breakfast cards.
- Layout and setup of common meals, use of technology for better room service
- Time management – lead time from order taking to clearance

UNIT –2 :- Types of Beverages

- Classification

UNIT – 3 :- Alcoholic Beverages-

- Introduction, definition and classification of wines
- Classification
- Viticulture and viticulture methods
- Vinification – Still, Sparkling, Aromatized and Fortified wines
- Vine diseases
- Wines – France, Italy, Spain, Portugal, South Africa, Australia, India and California
- Food and wine harmony
- Wine glasses and equipment
- Storage and service of wine

UNIT-4 :- Beers

- Introduction
- Ingredients used
- Production
- Types and Brands, Indian and international
- Service of bottled, canned and draught beers.

UNIT-5 :- Other Fermented and Brewed Beverages

- Sake
- Cider
- Perry
- Alcohol free wines.

UNIT – 6 :- Table Cheeses

- Introduction
- Types
- Production
- Brands and Service
- Storage

BSHM-112- Hotel House Keeping - II

Internal Marks: 40
External Marks: 60
Total Marks: 100

L T P
2 0 3

UNIT 1 :- Housekeeping Supervision

- Importance of Inspection
- Checklist for Inspection
- Typical Areas usually neglected where special attention is required.
- Self Supervision Techniques for Cleaning Staff
- Degree of Discretion / Delegation to Cleaning Staff

Unit 2 :- Linen / Uniform / Tailor Room

- Layout
- Types of Linen, Sizes, and Linen Exchange Procedure
- Selection of Linen
- Storage Facilities and Conditions
- Par Stock : Factors affecting Par Stock, Calculation of Par Stock
- Discard Management
- Linen Inventory System
- Uniform Designing : Importance, Types, Characteristics, Selection, Par Stock
- Function of Tailor Room
- Managing Inventory
- Par level of linen, uniform, guest loan items, machines & equipment, cleaning supplies & guest supplies
- Indenting from stores.

UNIT-3 :- Cleaning Procedure & frequency schedules

GUEST ROOM

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

PUBLIC AREA

- Lobby, Lounge, Corridors, Pool area, Elevators, Health club, F&B outlet, Office areas.
- V.I.P Handling

UNIT- 4 :- Special Cleaning Programme

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

UNIT-5 :- Floor Operations

- Rules on the Guest Floor
- 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.
- Cleaning of Different Types of Floor Surfaces
- Special Services - baby sitting, second service, freshen up service, valet service

UNIT-6 :- Care and Cleaning of Metals

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

BSHM-114- Hotel Engineering

Internal Marks:40
External Marks: 60
Total Marks: 100

L T P
2 0 2

UNIT-I :- Hotel Maintenance Management

- Introduction & Scope in Hotels
- Classification and Types
- Maintenance Programmes.

UNIT-2 :- Engineering Department

- Organization & Setup of the Department
- The Staff – Duties and Responsibilities
- Requirement of Engineering Workshops.

UNIT –3 :- Fuels

- Types of Fuels available
- Gases
- Precautions while using them - Heat Parts, BTU, Thermal & Calorific values
- Calculation of heat requirements, Fuel Requirement
- Principle of Bunsen burner
- Construction of an Industrial Gas Range: Parts & Functions, striking back, causes and remedies of problems.

UNIT-4 :- Electricity:

- Meaning and use,
- Advantage as a type of energy, conductors and non conductors,
- Meaning of ampere, volt, ohm and their relationship, ohm's law,
- AC & DC- their differences, advantages and disadvantages, signs and signals, closed and open circuits, causes and dangers, importance of earthing.
- General layout of circuits including service entrance, distribution panel boards, calculation of power requirements, meter reading and bin calculations.

UNIT-5 :- Water Management System

- Sources of water and its quality
- Methods of removal of hardness, description of cold water
- Supply from mains and wells, calculations of water requirements and capacity of storage, systems.

UNIT – 6 :- Sanitary Systems

- Sinks, basins
- Water closet, bidets and their fittings
- Use of water traps and water seals, water pipes and soil pipes
- Inspection chambers- blockages and leakages and their remedies.

UNIT – 7 :- Refrigeration

- Principle uses of refrigeration in hotel and catering industries
- Basic scientific principles
- Different types of refrigeration systems and refrigerants
- Walk in coolers and freezers, care and maintenance of these systems.

UNIT – 8 :- Air-conditioning

- Classification, Types of systems, Layout of AC Plant.
- Condition for comfort Air movement, humidity control, ventilation.
- How to select a suitable air-conditioning system.

UNIT –9 :- Transport Systems

- Passenger elevators, freight elevators
- Dumb waiters
- Escalators and side walks - their operation and maintenance.

UNIT – 10 :- Fire Prevention & Protection.

- Different types of fires
- Fire alarms
- Different types of extinguishers.
- Fire hazards.

RECOMMENDED BOOKS

Textbook of Hotel Maintenance – N.C.Goyal & K.C.Goyal

BSHM-116 Food Production - II

Internal Marks: 40
External marks: 60
Total Marks: 100

L T P
0 0 6

Practical Schedule

UNIT 1 :- Regional Cookery

To formulate 20 sets of menus form the following dishes and to include more dishes from from respective regions

- Awadh
- Bengal
- Goa
- Gujrat
- Hyderabad
- Kashmiri
- Maharastra
- Punjabi
- Rajasthan
- South India(Tamilnadu,karnatka,Kerla)

BSHM-118 Food & Beverage Service - II

Internal Marks: 40
External marks: 60
Total Marks: 100

L T P
0 0 4

Practical Schedule:

- Room service tray and trolley lay – up and service
- Room service amenities, Set-up in rooms
- Functional and floor layouts for room service
- Conducting briefing and de-briefing for F&B Outlets
- Beverage order-taking
- Service of Beer, Sake, and Other fermented and brewed beverages
- Service of sparkling, aromatized, fortified, still wines.
- Table set-up with wines on the menu

BSHM-120 Hotel House Keeping - II

Internal Marks: 40
External marks: 60
Total Marks: 100

L T P
0 0 3

Practical Schedule

- Identification of Cleaning Equipments (Manual and Mechanical)
- Scrubbing – Polishing – Wiping – Washing – Rinsing - Swabbing – Sweeping – Mopping –Brushing – Buffing
- Handling Different Types of Fabrics
- Use of Abrasives, Polishes / Chemical Agents
- Room Attendant Trolley / Maid's Cart
- Bed Making
- Turndown Service
- Cleaning of Guestroom
- Cleaning of Public Area
- Brass Polishing / Silver Polishing
- Cleaning of Guestroom
- Cleaning of Public Area
- Forms and Formats related

BSHM-122 Hotel Engineering

Internal Marks: 40
External marks: 60
Total Marks: 100

L T P
0 0 3

Practical Schedule

- Study of different electrical components
- Study of fuse & switches
- Study of different types of wiring system
- Replacement and measurement (AC & DC) use of multimeter for voltage & current.
- Study of different types of taps
- Study of hot & cold water supply
- Study of oven & its maintainance.
- Study of a toaster.
- Study of various parts of refrigerator and maintainance.
- Study of various parts of air conditioner and maintainance.

BSHM-124 Basic of Computers - II

Internal Marks: 40
External marks: 60
Total Marks: 100

L T P
0 0 2

Practical Schedule

MS-EXCEL-PRACTICAL

- How to use Excel
- Starting Excel
- Parts of Excel screen
- Parts of the worksheet
- Navigating in a worksheet
- Getting to know mouse pointer shapes
- Internet and e-mail practical