

B.SC CATERING

FIRST YEAR

BHA 101

BASIC CULINARY ARTS

BLOCK I

Introduction to culinary arts: Hygiene - Details of HACCP – the steps of the HACCP system: explanation and application of HACCP principles - Personal hygiene – Food safety standards for employees, controlling Infectious diseases. Why proper hand wash is essential, use of disposable gloves, prevention of cross contamination - Kitchen Hygiene – Standard sanitation operation procedures, cutting board sanitation, colour coding of boards, equipment sanitation, dish washing machine, triple sink method of washing, vegetable disinfections with chlorine, storage-dry and wet, FIFO, Date coding, use of thermometers, calibrating and various types - HACCP temperature standards – Cold storage, Deep freezer, temperature danger zone, thawing – safe ways, blanching, reheating and cooling, holding temperature, record keeping - Hierarchy & Kitchen staff : Classical Brigade - Staffing in various category Hotels - Role of Executive Chef – Duties and responsibilities of various chef - Co-operation with other Departments - Kitchen Layout – Definition, Types, advantages and specifications : General Layout of Kitchen in small, medium and large Hotel - Role of chef in receiving perishables & non-perishables – Wash up Area – Pots & Plans - Equipment & Fuel - Various Fuels - Advantage and Disadvantage of each, residual heat, energy saving devices - Different Equipment used in Production – Light, Medium, Heavy - Safety procedure in handling Equipment.

BLOCK II

Basic Principles Of Culinary Arts: Aims & Objectives of cooking food - Effect Of Cooking On Different Nutrient: Proteins - Carbohydrates – Fats – Vitamins - Minerals - Characteristics Of Raw Materials: Salt – Sugar – Liquid - Fats & Oils – Egg.

BLOCK III

Selection, classification, cuts & uses of – Vegetable – Fish - Meat (Lamb, Port, Veal, Beef) – Poultry - Mise-en-Place - Preparation of Ingredients - Mixture of ingredients - Texture of food - various methods of cooking food - Dry heat - Moist heat - Oil as medium with examples - Micro wave.

BLOCK IV

Principles of foundation cooking: Stocks - Definition of stock - Types of stock – Preparation of stock – Recipes - Storage of stock - Uses of stock – Liaison : Roux – Cream – Blood - Egg Yolk - Beurre manie - Farinaceous products – Soups - Classification with examples – Sauces – Classification - Recipes for mother sauces - Derivatives – 2 examples in each - Classification, Components - Salads and Salad dressings - Accompaniments & Garnishes – Definition and 10 examples in each - Fundamentals of Indian Food - Different spices & Condiments used in Indian cookery - Blending of Spices & condiments used in Indian cookery - Different gravies used in Indian cookery - Thickening Agents (Coconuts. Khus Khus, Cashew nuts,

Besan Flour, Rice Flour) – Green – White - Brown/Red – Makhani - Staple food of Indian - Rice – 5 Examples - Indian bread – 5 Examples.

BLOCK V

Structure of Wheat : Structure of Wheat, Types of Flour, Composition of Flour, W A P of Flour - Basic Pastries - Short Crust - Puff Flaky (laminated) – Choux - Raising Agents - Different methods of bread making, Cakes making, Common faults and Remedies – basic culinary arts: Culinary Terms - Culinary Glossary – English, French, Hindi - Menu planning: principles of Menu planning.

BHA 112**BASIC CULINARY ARTS (PRACTICAL)****PART-A****(Basic Western Culinary Art)**

1. Identification of kitchen equipment (Utilisation of Small, medium, heavy tools).
2. Identification of provisions, groceries, Fats & Oils convenience food.
3. Identification of vegetables as per classification (Root, stem, leafy, flower, fungi, Herbs)
4. Identification of Fish & shellfish as per classification of (Flat & Round), shellfish molluscs & crustaceans.

PREPARATION OF INGREDIENTS (MISE-EN-PLACE)

5. Cuts of vegetables – cubes, Rounds barrel, scoops, Wedges, Julienne, Shredding, Jardinière.
6. Cuts of Fish – Filet, Darné, Paupiette, Goujons, supreme, delice, Tronçon.
7. Cuts of poultry – grilling, curry cut, Tandoor, jointing, Boneless supreme.
8. Demonstration & Identification of carcass of Lamb, Leg, shoulder, neck, Best end, Breast, scrag-end, Saddle.
9. Preparation of stocks
White, Brown, Fish, Emergency, Vegetables stock, Preservation of Stock.
10. Preparation of Sauces:
Mother Sauces & their derivatives (2 each) Béchamel, Velouté, Espagnole, Tomato, Hollandaise, Mayonnaise Butters and compound butters.
11. Individual students practical By compiling Menus (3-4 dishes of the following courses with appropriate accompaniments)
12. Soup
Cream-spinach, Tomato, Dubarry, Puree-Carrot, Lentil Consommé – 3 varieties of garnishes. Broth – Scotch broth, Mixed vegetable. Velouté – Chicken Princess. National soups – Mulligatawny, cabbage chowders, Minestrone, French onion.
13. Preparation of Egg dishes.
Boiled, Fried, Poached, Scrambled, Omelettes (Plain & Stuffed) En cocotte.
14. Fish
Mornay, Florentine, Orly, Muniere, Colbert, Grilled, Portugaise.
15. Cooking of poultry
Roasting, grill, Saute, Fry, Stew.
16. Cooking of Mutton
Roasting, Braising, Stewing, Boiling, grilling.6+
17. Cooking of Beef
Grilling, Boiling, Roasting, Braising.
18. Potato
Mashed, creamed, parisienne, parsley, boiled, baked, sauté, roast, fried.
19. Vegetable
Boiled vegetables: Peas, carrot, spinach, cauliflower, beans, cabbage, Broc coli.
Glazed vegetables: Radish, carrot, turnip, beans, peas
Fried vegetables: Aubergines
Stewed vegetables: Ratatouille, Cabbage Provençal, baked beans
Braised vegetables: Cabbage, Onions, Leeks and Au Gratin:

20. Salads & Carving.

Beetroot salad, Salad Nicoise, Russian salad, Green Salad, Carving – Vegetables, Fruits, Thermocol, Ice, Butter Sculpture.

21. Cold Sweets

Butter Scotch sponge, Honey comb mould, Chocolate Mousse, Lemon sponge, Trifle, Coffee Mousse, Blamange, lemon Soufflé.

22. Hot Sweets Caramel custard, Christmas pudding, Bread & Butter pudding, Albert pudding.

PART B

1. Simple cakes:

Demonstration & Preparation of Sponge (Genoise, Fatless), Fruit Cakes, Rich cakes, Madeira, Butter Icing.

2. Bread Making:

Demonstration & preparation of simple and enriched bread variations. Loaf – White & Brown Rolls, Brioche, hard roll, sticks, French bread, Croissant, Danish pastry.

3. Pastry:

Demonstration & preparation of various of pastes Short Crust, Laminated, Choux

4. Simple Cookies.

Demonstration & preparation of Nankhatai, Golden Goodies, Melting Moments. Swiss Tarts, Tri Colour Biscuits, Chocolate Chip Cookies, Chocolate Cream Fingers, Bachelor Buttons, Cherry Knob.

PART C

1. Demonstration & preparation of: Rice, Cereals & Pulses

(Boiled rice, Draining & Absorption method, Pulao varieties, Simple dal, chapatti/phulka, Paratha, Poories)

2. Indian masalas:

Demonstration & preparation of basic Indian masalas (Green, white, brown, red, makhni), Mutton Palak, Khorma curry Makhini, Fish curry Masala, Fried Fish. Vegetable. Preparation of Poriyal, Jhalfraizi, Sukhi, Panir mutter, cucumber raita, cucumber.

3. Indian Sweets:

Rice Kheer, Kesari, Gajar Halwa, Gulab Jamun.

REFERENCE

1. Modern Cookery – Thangam E. Ph ilip.
2. Practical Cookery – Kinton & Ceserani
3. Cookery Year Book – Readers Digest
4. Theory of Catering – Mrs. K. Arora
5. A Taste of India – Madhur Jeffrey
6. Eat Better Live Better – Readers Digest
7. World wide Cook Book – Marshall Cavendish
8. The World Encyclopedia of Food – I – Patrick Loyal. J.M.

BHA 102**BASIC FOOD & BEVERAGE SERVICE****BLOCK I**

Classification of F & B Operations : Commercial - Hotels, Motels, Restaurants, Private hospitals, Resorts, Pubs, Sank bars, discotheques, Fast food restaurants, Parlours, Airlines, Rail, Sea Catering, Mobile - Welfare (Industrial-Factories, Offshore, Project site: Institutional – Student, Hostel, Armed forces catering Hospitals, Noon meal scheme) - Career Opportunities - Different F& B Service outlets - Stand alone Restaurants, Coffee Shop, Room Service, Banquets, Bar, Bar-b-que, Discotheque, Off premises Catering, Take away, home delivery, Chain of Restaurants and Tea Boutiques - Staff Hierarchy of the various F & B Service outlets, their duties and responsibilities - Attributes of Food and Beverage Service Personnel - Departmental relationship (Within F & B and with other Departments) - Co-operation, Co-ordination, Communication - Basic Principles of Psychology to understand - Guests' behavior and immediate requirements; Management's expectations.

BLOCK II

Classification and Enumeration of Service Equipment with Brand names: Furniture – Linen – Crockery – Flatware – Cutlery - Hollow – ware - Glass ware – Disposable – Chaffing dishes - Side Board - Items of Specialist Equipment and their use : Asparagus holder - Pastry slice - Oyster fork - Pastry fork - Corn-on-the cob holder - Lobster pick - Butter knife - Caviar knife - Fruit Knife - Nut Cracker - Grape Scissors - Grape fruit spoon - Ice cream spoon - Sundae spoon - Cheese Knife - Snail Tong - Snail Dish - Snail Fork – Silver Showers - Preserve spoon - Mustard spoon - Sugar tongs - Hors d' varies Trolley/Tray - Parfait Spoon - Noodles tong – Sizzler - Pizza Pan & Cutter – Stewarding : Role of Stewarding - Brief description on hygiene, sanitation and maintenance - Wash Up & Storage - Restaurant Pantry or Still Room : Layout & Equipment & Use - Silver Room or Plate Room – Layout & Equipment & Use - Hot Section – Layout & Equipment & use

BLOCK III

Origin of the Menu and Menu Planning Objectives : Basic Types of Menu - Table d'hote - A la Carte – Buffet - Menu Compiling – Considerations & Constraints - Menu Sequence & Planning Menus - French Classical Menu – Compiling with Accompaniments and Garnishes - Oriental Menus (Chinese and Thai – 3 dishes) - Table d'hote (Indian, Continental and Oriental) - A la Carte – Indian, Continental and Oriental - Types of Meals - Indian, English, American, Continental B/F and Health B/F - Lunch – Working Lunch, Diet Lunch - Dinner – Brunch - High – Tea – Supper - Late Night Menu.

BLOCK IV

Mis – en – scene & Mis – en – place (definition & procedure) - briefing - Laying covers for different meals & menus (laying, relaying table cloths & serviette folds) - rules and procedure for service of a meal - latest concepts of service (menu + rate only for host knowledge) - Methods of service - French/American - English/Russian - Indian Thali / Leaf Service - Basics of Room Service - Basics of Banquets .

BLOCK V

Stimulating: Coffee, Tea, Cocoa - Refreshing – Aerated, Non-Aerated (Fresh Juices)
- Nourishing – Milk & Malt beverages - Simple Sales Control System : Necessary &
Function of a control system - F&B Control system - K.O.T. manual, Computerised -
Cash & Credit handling - Making Bill – Manual, Computerised.

BHA 113**BASIC FOOD & BEVERAGE SERVICE (PRACTICAL)****Objectives**

To familiarise and handle various service equipment in the restaurant and to develop skills for the service of food.

1. Familiarisation and handling of Equipment's
2. Drawing of various types of spoons, Forks, Sugar pot, Coffee pot, Tea pot, and other small equipment's
3. Methods of cleaning and upkeep of silver, polishing methods silver, Burnishing
4. Arrangements of side board
5. Laying & relaying of table cloth
6. Laying up of table for various meals and menus
7. Different type of Napkin Folding
8. Receiving the guest (Procedures)
9. Taking orders
10. Silver service & Clearance course by course
11. Service of Non-Alcoholic beverages
12. Presenting & Settling of bills (Cash & Credit)
13. Arrangement and Carry of Room Service Trays.
14. Frilling.

REFERENCES

1. Mastering Restaurant Service – H.L. Cracknell and G. Nobis
2. Food and Beverage Training Manual – Sudhir Andrews
3. The Waiter – Fuller and Currie
4. Food and Beverage service – D.R Lillicrap
5. Modern Restaurant/Service – John Fuller
6. Essential Table Service – John Fuller
7. Food and Beverage Management – Bernard Davis
8. Professional Food Service Management – Habis Thayar
9. The Waiter and Waitress trg. Manual – Dahmer

BHA 103**BASIC ACCOMMODATION OPERATION****BLOCK I**

Role of house keeping in hospitality industry : Lay out and organizational structure of house keeping department - Small hotel - Medium hotel - Large hotel - House keeping activities at central desk - Types of rooms: - definitions, dimensions - Ordinary (single, double, studio, double double, executive) - Suites (executive, duplex, deluxe, presidential, pent house) - Other types (e.g., cabana, Hollywood, parlour etc.) – Departmental relationship - Front office - F&B service – Maintenance – Security - Store & Purchase – Accounts - H.R.D - Duties and responsibilities of house keeping staff - Executive House Keeper - Deputy House Keeper - Floor Supervisor: - Morning, Late duty and Night shift routine duties explaining records maintained (i.e., Room inspection check-list, House keepers Report, Floor Register, Stores Requisition, Linen exchange book, Record of special cleaning & major jobs done) - Store keeper: - tasks performed and records maintained - House man: - routine duties - A brief explanation of duties of linen & laundry staff.

BLOCK II

Classification and types of equipments with diagram : Brushes/Brooms - Mops, Dusters, Pushers – Mechanical – Squeezes - Vacuum cleaner - Shampooing machine – Floor burnishing machine - Auto scrubbers - Care and use of the above equipments – Machine room - Floor pantry – Godowns - House Keeping Stores - Cleaning agents : Classification (water- hard and soft, soaps, detergents and alkalis, acids, solvents, absorbers, deodorants, disinfectants seals and polish compositions) - Use, care and storage - Distribution and storage

BLOCK III

Operational areas of house keeping department : Guest rooms and floor pantry operations – Corridors - Public area: lobby, lounge, rest rooms - Pool side and patio areas – Cleaning procedures and frequency - Daily cleaning –schedules and records - Guest rooms – Check out room - Occupied room - Vacant room - Evening service - Super Room Cleaning - Public areas – schedules and records – Corridors - Pool area - Office area – Lobby – Lounge - F&B outlets - Shopping arcade - Health club - Elevators/Escalators – Weekly cleaning –schedules and records - Periodic cleaning –schedules and records – Special cleaning –schedules and records - Preventive maintenance - Care and cleaning of – Floor finishes (Granite, Marbles, Ceramic Tiles) - Wall finishes – Metals – Glass – Ceramics.

BLOCK IV

Floor Operations : Rules on a Guest Floor - Bed Making - Standard supplies provided on the guest rooms – Normal - VIP's - VIP's and placement of supplies - Supplies on request - Special services - baby-sitting - Second service - freshen up service - Valet service - Preparing a red slip.

BLOCK V

Hygiene, Sanitation & Safety Practices : Personal Hygiene - Hygiene and Sanitation of guest rooms/public areas - Waste disposal - Accidents and Injuries: fire, falls, cuts/abrasions, lifting, burns/scalds/asphyxiation, electrical shocks - First aid safety procedures and security handling - Key handling procedures - Types of keys (grand

master key, floor master, sub master or section key or passkey, emergency key, room keys, office keys & store keys) - Computerized key card - Key control – issuing, return, changing of locks, key belts, unusual occurrence - Lost and found, missing & damaged procedures and records.

BHA 114 BASIC ACCOMMODATION OPERATION (PRACTICAL)

Objectives

- To familiarize the students with the actual working procedures
- To know to handle all types of cleaning equipment's and material correctly.
- To help prepare work procedures and job procedures
- To be familiar with cleaning of various surfaces

1 Identification of cleaning tools and cleaning agents

2 Basic cleaning

2.1 Dusting

2.2 Sweeping

2.3 Mopping

2.4 Scrubbing

2.5 Polishing (metal, floor, wood)

2.6 Vacuuming

2.7 Spot cleaning

3 Organizing cleaning

3.1 Working individually

3.2 Working in teams

3.3 Working in groups

4 Cleaning frequencies

4.1 Daily cleaning

4.2 Weekly cleaning

4.3 Periodic cleaning

5 Cleaning of various surfaces

5.1 Metal – brass, stainless steel, chrome, ceramic, earthen ware, porcelain, glass, plastic, laminates, wood, furniture and fixture, floor – cement, mosaic, carpet)

6 Guest room cleaning

6.1 Bed making - Morning attention, Evening attention

6.2 Room cleaning

6.3 Bathroom cleaning

6.4 Room inspection

6.5 Preparing check list/ job orders

7 Public areas – lobby, corridors, restaurants, staircase, e.t.c.

8 Fire fighting training

9 First aid training

REFERENCES

1. Hotel House Keeping Training Manual – Sudhir Andrews
2. Hotel Hostel Hospital – Branzon Lennox

BHA 104

BASIC FRONT OFFICE OPERATION

BLOCK I

Tourism: Meaning and measurement of Tourism - Definition of a tourist - International & Domestic, Excursionist - Tourism classification - Recreational, leisure, cultural, sports, adventure, health, conventional, incentive, Pilgrimage, wildlife, eco-tourism – Social benefits of tourism - Economic benefits of tourism - Cultural benefits of tourism – Adverse effects of tourism - Basic components and infrastructure for the tourism industry - Resources of tourism.

BLOCK II

Introduction To The Hotel Industry : Historical background of the Hospitality industry - Introduction and growth of Hotel industry in India - Opportunities in the Hotel Industry - Classification of Hotels based on - a. Location b. size c. length of guests stay d. Facilities they offer (Star classification) - Other types of accommodation atrium concept, apart hotels, hospitals, all - suites hotels, heritage hotels, limited service and full service properties, property - time share, condominium hotels - Types of operation - owner operated, partnership, company owned, referral hotels, franchise, management contracts, chain hotels - Organizational structure of medium 50 - 200 rooms and large hotels (more than 200 rooms)

BLOCK III

Introduction To Front Office : Importance of front Office - Layout of front office & different equipments in front Office - Hierarchy of front office staff for medium and large hotel - duties and responsibilities of front office personnel - Ideal qualities and attributes with emphasis on personal grooming - Types of rooms - Single, double, twin, suites, pent house, cabana, studio, duplex cottage, inter connecting, adjacent, efficiency - Tariff - definition - Types of plans - European, continental, American, Modified American, Bermuda Plan - Configuration of rooms - Bed and Bath room - Furniture's, Fixtures, Fittings and accessories for Double , Suite , Deluxe suite.

BLOCK IV

Reservation: Importance of reservation - Reservation Enquiry - Sources of reservation - corporate clients, group travelers, Pleasure travelers / F.I.Ts, Current guests, travel agents - Modes of reservation- letters, Fax, E-mail, telephone, in person - Central reservation system, global distribution system, reservation network - Types of reservation – Guaranteed reservation (prepayment credit card, Travel agent vouchers) - Take or place bookings, back-to-back booking, 6. Pm release - Group reservation - Reservation records: Standard reservation forms, Booking Diary, Arrival & Departure list, computerized system (Guest history records) - Reservation confirmation, amendment and cancellation - Forecasting room availability - overbooking - Rights and liabilities of travel agents in room bookings - Potential reservation problems - Glossary terms in relation to reservation.

BLOCK V

Registration: Receiving the guest (At airport for hotel and at Front office) – Salesmanship - Pre – registration - Registration of guest (F.I.T's, Groups, crew, VIPs, VVIP s) – Rooming a guest (With reservation and walk ins) - Room Racks (manual and computerized) – Room locations, blocking of rooms issuing the room

keys - Creative options (In room check – in self registration) - Registration records: Registration cards, Arrival & departure register, key cards or welcome cards, V I P and V.V.I P list, Amenities voucher discrepancy report, log book expected departure list - Glossary terms in relation to registration.

BHA 115 BASIC FRONT OFFICE OPERATION (PRACTICAL)

Objectives

- Students must be aware of uses of all stationeries in front office.
- Forecasting of rooms
- Taking reservation, cancellation, amendments, processing reservation
- Receiving & registering of F I T groups crew, VIPs through role play
- Extempore for polite speaking.
- Improving the conversational skills and mannerism.
- Etiquettes body language, grooming and greeting
- Situations handling (over booking room change, turn away)

REFERENCES

Hotel Front Office Management - James A. Bardi

Front Office Proceedings - Michael L. Kasavana Richard M. Brooks Ahla

Hotel Front Office Operation - Michael Kassavana

BHA 105 BASIC FINANCIAL ACCOUNTING & COSTING

BLOCK I

Double Entry System: Meaning/advantage, concept, journal, ledger.

BLOCK II

Cash Book, Petty Cash Book, Triple Column Cash Book.

BLOCK III

Subsidiary Books, Trial Balance, Rectification of Errors, Depreciation – Meaning and Methods (Straight Line and Written down value method)

BLOCK IV

Final Accounts (Trading/Profit & Loss Account and Balance Sheet), with adjustments (closing stock, Depreciation, Outstanding Expenses and Incomes, Prepaid Expenses and Incomes, Provision for Bad debts and Doubtful debts).

BLOCK V

Definition of Cost, Costing, Cost Accounting, Scope and Advantages of Costing Techniques - Cost concept pertaining to hotel Industry - Elements of Costing – Meaning – Fixed Cost and Variable Cost material, labour, overheads, Cost Sheet format.

REFERENCE

Financial Accounting - T.S. Reddy

Financial Accounting - Charumathi

Financial Accounting - Mukherjee

BHA 106**FOOD SCIENCE AND NUTRITION****BLOCK I**

Microorganisms - Classification - Role of microbes in food preparation.- Beneficial and harmful effects - Food poisoning and food borne diseases (Types, causes, Symptoms and preventive methods)

BLOCK II

Food adulteration - Types, common food adulterants, samples test to detect food adulteration - Laws to prevent food adulteration - Food standards in India – Food Preservation techniques - Principles of food preservation - Use of low temperature - Use of high temperature - Chemical preservatives - Use of class I preservatives - Irradiation and deep freezing - Sterilization and disinfection.

BLOCK III

Colloids -Types, properties, food colloids – Emulsions -Types, properties, food emulsions and emulsifying agents - Browning - Causes and prevention - Balanced - Diet - plan of menu's suggestion for improvement to a balanced diet.

BLOCK IV

Definition of Nutrition and Nutrients classification and functions of Macro Nutrients - Carbohydrates - Proteins - Fats - Sources and deficiency diseases, requirements classification and functions of Micronutrients – Vitamins - Minerals - Sources and deficiency diseases, Requirements.

BLOCK V

Energy and calories - BMR- factors affecting B M R - Effects of energy Imbalance – Water and electrolyte balance - Importance of water, Dehydration and oral dehydration - Digestion and absorption of foods.

REFERENCES

Microbiology – Anna K. Joshiya

Food & Nutrition – M.S. Swaminathan

BHA 107**BASICS OF COMPUTER****BLOCK I**

Computer concepts – Introduction to computers – Definition – Advantages & disadvantages – classification of computers (Desktop, Laptop, Notepad) – hardware features & uses – Defining hardware – components of computer – block diagram of computer – Primary storage concept – secondary storage devices – input/output, Devices – Software concepts - operating system (O/S) – M S DOS, Windows – 2000/Xp, Unix) – Application software (Cobol, Basic, Fortran, C)language classification (Higher level, lower level, Assembly) – Compiler and interpreter (Basic Vs Cobol/Dbase Vs Clipper)

BLOCK II

Ms Dos an operating system – Introduction – operations – Internal commands – Dir, Date, time, copy, Del – Creating/Removing directories – External commands – format, label, disk copy, backup, Restore.

BLOCK III

Word processing – Operating instruction for WordStar – Creating document – Editing a document – paragraph aligning – quick menu commands – block commands – making a block – deleting a Block – copying a Block – moving a block – writing a block to another file – inserting a file at cursor – quick find and replace - printing commands – dot commands - Mail merge commands.

BLOCK IV

Basic of Microsoft windows 95/98 – window 2000 an introduction – booting windows, move around, windows, shutting down windows – control panels – usage and features – Creating shortcuts, Icons – Task bar settings – Move around desktop creation of folders, Rename, move copy using explorer- use of WordPad – format a floppy – copy, cut, paste, rename a file – screen saver, startup password – multimedia – virus – introduction/Damage /Cure

BLOCK V

Introduction to Ms Office – Introduction to Office short bar application of the office short cut bar programs - work with dialog boxes – Ms word – shortcut Ms word – title bar, menu bar, tool bar, ruler, view buttons, margins – file, edit, view, insert, format table, table commands – Introduction.

REFERENCES

Ms-Dos Version

Idiots guide to MS Dos

BHA 108

COMMUNICATION PRACTICAL – HOTEL FRENCH

Objective of communication and Lexical content.

I- Introduction to the Languages : The letters of the alphabet and their pronunciation
different accents used in written French

II - A

Self Introduction

Name, Address, Age, Nationality, Profession etc.

Grammar

Verbs: To Be, To have, to reside, to be called (Present Tense)

Vocabulary

Professions countries and their nationalities.

B. Presenting and introducing another person

C. Greeting - how to reply to a greeting.

III - At the reception desk of a hotel lesson 1 to 6 (Reference book) a votre service.

Know - How Grammar

Savoir faire

Speech act

How to welcome a customer- How to inform about the price of - the rooms How to inquire about- the accommodation and the confirmation of a booking How to verify a booking and how to refuse politely.

Grammar

The Articles negative form, 1st group verbs (Present tense), il y a (there is, there are)
c'est (this is) it is and their negation

Vocabulary

Housing – entertainment- likes & dislikes,- numeral 1 - 50

At the restaurant

Know How

Savoir –Faire

Speech Act

How to ask the menu card the bill How to take care of the customers in the restaurant.- How to thank him. How to inform the timings of the restaurant and other expressions.

Grammar

Prepositions (a, en, de avec, sans) (at, in, of with, without)

Vocabulary

Names of vegetables and Fruits. French desserts and dishes.

The days of the week

The Months of the year.

Language Practical – Communicative English (I Year DHMCT)

Objectives: To impart knowledge and develop skills in communication verbal and written for bringing out the profile of the student in the hospitality industry.

- Practice of Essays
- Practice of letter writing

- Speech improvement: Pronunciation, stress, accent, common phonetic difficulties, connective drills, exercises
- Introducing oneself
- Speaking to Superiors
- Speaking to Celebrity
- Speaking to subordinates
- Public speaking
- Preparing a speech
- Good diction and clarity
- How to introduce a speaker
- Profile of a good speaker
- Importance of Etiquette and manners
- Importance of Etiquettes and manners in the Hotel Industries & Operational department
- Group Discussions

Language Practical – Communicative English

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BHA 109

HOSPITALITY ENGINEERING (PRACTICAL)

Introduction to Tools

Pliers, screw driver, spanners, box spanners, nose pliers, punch, hammer, tester, identification & function, hacksaw frame, pipe wrench, die-set chisel, saw, measuring equipment, multimeter, voltmeter, ammeter, and test lamps, hand drilling machine.

Electrical Accessories

Switches, sockets, plug pin, multi plug and their different types, lamp holders, adapters, ballast, starter, types of cables, ceiling fan parts, mixer and grinder parts, thermostats controllers. Plug and socket wiring, testing of supply systems by tester and test lamp Fluorescent tubes and incandescent bulb replacing

Plumbing Materials

GI pipe, PVC pipe galvanized electrical conduits couplings, elbow. Nipple reducers union fittings, valves, bib tap, wastenot tap, traps, cisterns, float valve and closets. Replacing washer and assembly of taps, checking of gas lines, cleaning of burners

Types of Materials

Galvanized iron, aluminium, SS MS cast iron, porcelain, Fiberglas, PVC granite asbestos, rubber, bakelite, sun control film, types of tiles, black & white cement. Components, functioning & maintenance of air conditioning, refrigerator, steam boiler, generator.

Electrical Appliances

- Earthing the electrical appliances
- Safety Precautions

Fire safety

Fire triangle – classification of fire – fire fighting – type of fire extinguishers – fire hydrant – wet riser – dry riser – automatic sprinkler system – fire deduction system – smoke detectors – thermal detectors – fire exit – fire signage – evaluation of plan – safety precautions during fire accident

Security

Electronic locks – burglar alarms – surveillance camera Hospitality Engineering (Practical) – I Year DHMCT

Introduction to Tools

Pliers, screw driver, spanners, box spanners, nose pliers, punch, hammer, tester, identification & function, hacksaw frame, pipe wrench, die-set chisel, saw, measuring equipment, multimeter, voltmeter, ammeter, and test lamps, hand drilling machine.

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Security

Electronic locks – burglar alarms – surveillance camera

BHA 110**FOUNDATION COURSE IN TOURISM - I****BLOCK I**

Tourism Phenomenon: Meaning - Definition - Product and Service of Tourisms – Types and Forms of Tourism - Changing trend - Purpose of Tourism - Alternative Tourism -Determinants - Need for History of Tourism – Periodisation and Concepts - Grand Tour -Transition to Modern Tourism – Modern Tourism in India.

BLOCK II

Tourism Industry and Tourism System: Concept – Demand led System – supply related Problems - Tourism Impacts - Constituent of Tourism Industry and Tourism organization: International organisation – Government organisation in India – Private sector organisation in India - Tourism Regulations: Inbound-Outbound - Economic - Health - Law and Order -Accommodation and Catering - Environment Protection and Conservation - Statistics and measurements: Definition and uses - Statistics Measures - Need for Tourism Statistics -Problems of Measurement - Methods of Measurement - World Tourist arrivals andReceipts - Tourism Statistics in India - Estimation of Foreign Exchange Earnings.

BLOCK III

Tourism Services and Operations: Modes of Transport – Road – Rail – Water – Air – Role of Transport in Tourism – National Policy on Transport – Tourist Accommodation : Types of Accommodation - Principal Consideration – Proposal for a Camp Resort – Informal Services in Tourism : Dimensions of the Informal Sector – Souvenir Sellers in Open–Air Stalls - Street Guides – Subsidiary Services: Categories and Roles - Shops, Emporiums and Melas : Village and small Town “HAAT” – Seasonal and Festivals Melas _ Emporiums: Private Shops, Boutiques and Co-operative outlets - Marketing Organisations at grass root level - Artisans and Crafts People - Dilli Haat.

BLOCK IV

Tourism Services – Travel Agency : Operations – Facilitation – Tour Operators : Main Partners – Package Tours – Planning a Tour – Costing a Tour – Marketing Materials - Tourist Transport Operation - Guides and Escorts: Definition – Role of the Guide – Guiding as a Technique - Escorting a Tour – Tourism Information Sources: Importance – Sources of Information: Government Agencies - Sources of Information: Private Agencies - Sources of Information.

BLOCK I

Geography and Tourism - India's Biodiversity : Landscape, Environment and Ecology: Geography and Ecology of India – Environmental concerns - Seasonality and Destinations: Seasons and Climate - Seasonality and Tourism – Measurement of Seasonality Destination – Map and Chart work – History of Maps – Types of Maps – Map Language and Terminology – Types of Chart - Useful Maps and Charts.

BLOCK II

Tourism Marketing and Communications: Tourism Marketing – Product Design – Marketing Research – Marketing Mix – Segmentation and Target Market – Service Product – Product in Tourism – Core and Peripherals – Product Design – Positioning – Promotional Events: Advertising – Publicity, Selling – Public Relations – Personal Selling – Merchandising - Role of Media : Meaning and kinds - Media terms - Media Differences – Media Research - Media Image – Media Costs – Writing for Tourism : Travel Writing - Categories of Tourism Writing – Personality Development and Communicating Skills: Physical Respects – Hygiene, Habits and fitness – Communications Skills – Listening and Speaking Skills - Voice – Telephone Conversation – Non -Verbal Communication.

BLOCK III

Tourism and Cultural Heritage : Use of History – History as Tourism Product – Myths, Fables and History– Use of History in Tourism – Monuments and Museums: Ancient Period - Later Period – Types of Museums – Living Culture : Meaning : Ritual Arts - Performing Arts - Religions of India: Religions Diversity in India : Hinduism, Islam, Buddhism, Jainism, Christianity, Sikhism.

BLOCK IV

Tourism Policy and Planning : Need – Policy initiatives 1982 – Tourism and Planning commission - National Action Plan 1992 - Infrastructural Development: International Standards – Management of Infrastructure – Bottlenecks and Shortcomings – Alternative View Point – Local bodies, Officials and Tourism: Role of Local Bodies – Reasons for Poor Performance – Measures for Improvement – Developments, Dependency and Manila Declaration – Tourism in the Third World.

BLOCK V

Tourism Impact: Economic Impact – Income – Foreign Exchange Earnings – Social, Political and Environmental Impact – Sex Tourism in Asia – Wild Life - Threats and Obstacles to Tourism: Civil Unrest, Crime and Arm Twisting – Red tapism and Bureaucracy - Trained Manpower and Awareness – Tourism Flows and Impact.

SECOND YEAR

BHA 201**QUANTITY FOOD PRODUCTION****BLOCK I**

Objective: To Acquire professional knowledge in large –scale food production for different types of catering establishment. To understand the principles of Menu Planning and compile various menus for different functions - Introduction to large scale (Volume Feeding) Food production. - Principles of planning a menu. Types of menu. Buffet Menu – Breakfast, Lunch, High tea & Dinner. Menu for different occasions: Marriage, Reception, Birthday, Sports Meet, Theme, Festivals like X-mass, Onam, Diwali, New year – Detail study of the following in regard to planning a menu, staffing equipment, transport and method of cooking - Off Premise Catering - Transport Catering: Airlines, Railways (Base Kitchen, Pantry Car, Refreshment Rooms and Platform vending) Motorways and sea (Cargo, Passenger & Luxury Liner) - Welfare Kitchen: Institutions, Hotels, Hospitals, Industries - Parameters for Quantity Food Production - Types of Indents, Cost, Ease of Preparation, Ease of Service - Incorporation of leftovers, cyclic menus, Conversion of recipes for quantity Food Production, Practical difficulties involved in increased counts - Utilization of leftovers – Rechauffe Cooking - Function prospectus - Format and its purpose - Design and layout for kitchen-work flow allocation-workspace, storage pots and pan wash and ancillary areas - Environment hygiene – site location, structure, ventilation, lighting Water supply, plumbing walls tiles and ceiling.

BLOCK II

Objective: To Understand the control cycle in the production department and the working of F&B Controls - Use of Indent as a control tool : Establishment of Standard recipes and its advantages - Control Cycle - purchase, receiving, stores, Pre preparation, preparation sale - Food Costing and Cost management - Standard purchase specification - Yield testing - Inventory, inventory taking – par stock, buffer stock lead-time, bin card, store ledger, bin cards. FIFO - Portion control.

BLOCK III

Objective: To know in details the different types of kitchen, its layout design and selection of Equipment. To gather knowledge about the functional organization in bulk food preparation - Types of Kitchen : Centralized production of food, Satellite kitchen (Reasons and Considerations) - Selection factor of equipment for Quantity Food Production – Design to suit different needs, the installation, usage and safety of Walk in / reach in cooler – High Pressure Ranges - Steam Boilers - Brat Pan - Rotary Oven - Deep fat fryer - Potato Peeler - Multi purpose food processor - Wet Grinder - Griddle – Grill (Hot Plate) - Care, Cleaning and source of supply for the above equipment - List of some leading manufacturers (domestic and International) of Kitchen equipment - Functional Organization of Bulk kitchen based on the Menu and Working Methods.

BLOCK IV

Objective: To Know about accompaniments and garnishes in Indian cuisine and also to have knowledge about storage of food hygiene and sanitation in catering establishments to acquire knowledge on the Indian culinary terms - Definition for accompaniments and garnishes - Garnishes in Indian cuisine and outline - General garnishes used in Indian food Dhania leaves, Curry leaves, Mint, Ginger, Green Chillies, Kasoori Methi, Lime, Coconut, Dry fruits and nuts, saffron, silver wark, fried onions, khoya - Storage of Foods – Hygiene and sanitation in the kitchen - Pest Control – toxic non-toxic or eco friendly – Importance and implementation of food hygiene – Do's and Don'ts - Indian Culinary terms- Ref: Indian Masters by Prasad.

BLOCK V

Objective: Detail study of Indian cuisine – with respect to Geographical and Historical influences. To Study traditional/ Festival foods of different regions of India - Introduction of regional cuisine (North, South, East and West) Heritage and characteristics & specialities of each region Geographical and Historical influence of Indian cuisine Traditional foods of the following states : Kashmir, Punjab, Rajasthan, Gujarat, Goa, Maharashtra, Andhra Pradesh, Karnataka, Kerala & Tamil Nadu, Bengal. - Specialty Indian Cuisines: - a. Moghalai, b. Hyderabadi, d. Dum-Pukth, e. Chettinad - Specialty Indian Community cuisine: - a. parsi, b. Bohri, c. Jain, d. Brahmin.

REFERENCE

Food Production Theory – K. Damodaran

BHA 202**BEVERAGE SERVICE****BLOCK I**

Objectives: At the end of this unit, students will understand the methods of processing and the categorization of Wines - Introduction to Wine : History - Grape and its varieties (at least six names) - Basic Terminologies - Yeast, Fermentation, Bloom, Must, Sugar, Casks, Bins, Racks, Vineyard, Decanting, Blending - Step by step process of Wine making - Harvesting, Destalking, Crushing, Fermentation, Racking, Ageing, Bottling and Corking - Categorization of Wines - Strength – Table or Natural / Fortified / Sparkling - Colour – Red wine/ White Wine / Rose Wine - Taste – Sweet Wine / Dry Wine.

BLOCK II

Objective: At the end of this unit the students will understand the different categories of Wine & Characteristics of the producing regions in France - Principle Wine producing regions of France - Bordeaux: Three Red Wines & three White Wines names characteristics - Burgundy: Three Red Wines & three White Wines names & Characteristics - Champagne: Grape varieties used, method of production, At least three Internationally famous names - Rhone: Three Red Wines & three White Wines names & Characteristics - Alsace: Three Red Wines & three White Wines names & Characteristics - Loire: Three Red Wines & three White Wines names & Characteristics.

BLOCK III

Objective: At the end of this unit the student will understand the types and character of wines from other countries and will have an in-depth knowledge of the service of wines - Wines from other countries and storage and service of wines : Wines from Spain: Chief regions producing wine (names), important wine – Sherry different types & its characteristics - Wines from Italy: Chief regions producing wines, at least three important wines, names & characteristics - Wines from Portugal: Chief regions producing wines, at least three important wines (Port), names & characteristics - Wines from Germany: Chief regions producing wines, at least two important wines (Hock & Moselle) names and characteristics - Wines from Austria, Hungary & Australia: At least two important wines, names & characteristics - Indian Wines - Storage of White, Red & Sparkling Wines, Cellar, Dispense Bar - Service of Wines, Wine glasses, its characteristics, and other equipment for the service of wine, setting up of wine glasses. Special points to be remembered in the service of White wine, Red wine & Champagne, Wine with food combinations. Some important points to be remembered by the wine waiter - Reading a Wine Label.

BLOCK IV

Objectives: At the end of this unit the student will understand the process and making of the Spirit & Beer. They will have an in-depth knowledge about their service - BEER & SPIRITS : History – a brief description of the ingredients used, process of making Beer - Types of Beer - Lager, Ale, Pilsner, Porter and Stout Beer - Glassware & Service - BEER – International & Domestic Brand names (well known) at least five names - WHISKY – History, Preparation & Process in brief. Distillation process:- Pot still & Patent still –Types of Whiskies – Scotch, Irish, Bourbon, Rye

and Canadian - Service of Whisky – International & Domestic Brand names (at least five names) each - BRANDY – History, Preparation & Process in brief - Types of Brandy – Cognac, Armagnac - Service of brandy – International & Domestic Brand names (at least five names) each - GIN – History, preparation & process in brief - Types of Gin – London dry Gin, American Dry Gin, Dutch Gin, Plymouth Gin - Service of Gin - International & Domestic Brand names (at least five names) each - Rum - History, preparation & process in brief - Types of Rum–Full Bodied (Jamaican, Barbados, Trinidad, Demerara) Light Bodied (Virgin Islands& Cuban) - Service of Rum – International & Domestic Brand names (at least five names) each - VODKA – History, Preparation & Process in brief - Service of Vodka - International & Domestic Brand names (at least five names) each.

BLOCK V

Objectives: At the end of the unit the student will have a comprehensive knowledge about liqueurs and Cocktails - LIQUEURS and COCKTAILS : OTHER SPIRITS : A brief notes on - Tequila - Grappa - Marc - Cider - Aquavit - Calvados - Perry - Mead - Arrack - Sake - Fenny - A brief note on the production process: Infusion method and Distillation method – A knowledge of at least ten international names with respect to their country of origin. (Advocat, Aurum, Benedictine, Cointreau, Crème de menthe, Drambuie, Forbidden fruit, Baileys Irish cream, Tia Maria) - BITTERS: Campari and Angostura Bitters - APERITIF: Hot and Cold Aperitif - Hot Buttered Rum, Collins, Egg nog, Fizz, Irish coffee, Hi-Ball - COCKTAILS: A brief history – Definition – Methods of mixing, Instruments & Equipments used in Cocktail, Recipe of at least 3 cocktails: (16 families) of each base - Methods of mixing cocktails - Brandy Based – Side car, Between the Sheets, Mikado - Gin Based – Hi- Ball, Manhattan, Whisky Sour, Rob Roy - Rum Based – Planters Punch, Pina colada, Daiquiri, Cuba Libra - Vodka Based–Screwdriver, Blood Mary, Black Russian - Beer Based – Shandy, Red Eye - Glossary of wine terms and spirits terms - Autolysis - Barrel - Beeswing - Binning - Black Rot - Blending - Bota - Brut - Charpente - Bloom - Must - fermentation - Decanting - Corky - Cardie - Disgorging - Fining - Galtisation - Hog head - Lees - Noble Rot - Solera – TOBACCO.

REFERENCE

Encyclopedia of wine – Lillicrap

BHA 203**ADVANCED ACCOMMODATION OPERATION****BLOCK I**

Objective: At the end of this unit the student will understand the different types of fabrics and fibers used for hospitality industry, its manufacturing and quality judging - Fabrics and fibers : Definition of a fiber - Classification of fiber - The origin, characteristics and use of each item in the hotel to be explained – Spinning – Yarns - Degree of twists (hard, medium and soft) - Types (simple, single ply, double ply, novelty and text) - Methods of construction (knitting, weaving and bonding) - Fabrics commonly used (flannelette, calico, corduroy, damask, drill, Seer sucker, Brocade, denim, glass fiber, rayon, satin, sheer- tapestry, populin, terry – toweling cloth, tweeds, velvet, gabardines). Identification of these fabrics and their uses in the industry.

BLOCK II

Objective: The students will be able to identify/classify the hotel linen. They will also have a clear knowledge about the linen room and the sewing room in the hotel - Hotel linen : Classification of linen - Items classified as bed linen and bath linen; their sizes – Items classified as table linen: their sizes - Selection criteria for the linen items (bed sheets, pillow slips, towels & bathmats, table cloths, serviettes) - Selection criteria and calculating material required for soft furnishings (curtains, bed spreads, upholstery and cushions) - Linen room - Activities of a linen room - Location, Equipment & Layout of a linen room (basic rules) - Purchase of linen/linen hire/ quality and quantity - Storage and inspection - Issuing of linen to floors and departments – procedure and records - Despatch and delivery from laundry – procedure and records - Stocktaking – procedures and records - Condemned linen and cut down – procedures and records - Marking and monogramming - Sewing room - Activities and area provided - Equipment required

BLOCK III

Objectives: At the end of this unit the students will able to have a comprehensive knowledge about the operation and management of the uniform room, laundry and handling of uniform and guest laundry. They will acquire the knowledge of the duties and responsibilities of the corresponding staff - Duties and responsibilities of linen room staff : Linen keeper – routine duties and records maintained - Linen room attendant – routine records maintained - Tailors and seamstress – task performed - Uniforms and uniform room - Purpose of uniforms - Number of sets, issuing procedure and exchange of uniforms - Designing a uniform – functional and aesthetic considerations - Lay out and planning of uniform room (basic consideration) - Laundry - Duties and responsibilities of laundry staff (laundry manager, shift-in-leader, dry cleaning supervisor, spotter, spotter cum presser, laundry clerk, valet runner, laundry attendants) - Importance and principles - Flow process of industrial laundering (collection, transportation, arrival, sorting, weighing, loading washing, rinsing, starching, hydro-extraction, unloading, tumbling, finishing. [Calendar/steam press] folding, airing & storing, transfer and use) - Stages in wash cycle (flush-suds-bleach, rinse and sour & soft-extract, break and soaking) - Role of laundry agents - Classification of laundry agents (synthetic detergent, built soap

detergents, enzyme action detergents- explain briefly) - Pitt scale and its relevance in laundering - Other laundering agents (alkali, bleaches, sour, conditioners, starch) - Dry-cleaning – Guest laundry - Services offered (dry-cleaning, washing, ironing: - express and normal) - Collection and delivering laundry - Care and laundering guest articles - Advantages and disadvantages of – off premises and on premises laundry.

BLOCK IV

Objective: At the end of this unit the students will be able to understand different methods of stain removal and pest control methods - Stain removal : Definition - Importance of immediate action - Classification of stains - General stain removal - Classification of stain removal methods (physical absorption, friction, heat, chemical detergents, solvents, chemicals and bleaches) - General rules on specific agents used for removal of above stains - Pest control - Definition of pests and control - Areas of infection - Prevention and control of pests - Responsibility of housekeeping in pest control.

BLOCK V

Objective: The students will acquire a comprehensive knowledge about stock taking procedure followed in housekeeping department and its importance. They will have a brief descriptive idea about the various flower arrangements - Stock taking : Purpose – Item stocked in house keeping department (assets) Assets – fixed and Inventory (department wise) in the hotel - Control measures - Formats used - Flower arrangement - Purpose of flower arrangement, placement and level of placement with relevant examples – Equipment and materials used - Conditioning of plant material - Styles of flower arrangement (western, Japanese, freestyle) - Principles of flower arrangement, design, scale, balance, focal point, rhythm, texture, repetition, unity and harmony) - Decorations during various occasions - Horticulture – indoor plants.

REFERENCE

Professional Housekeeper – Madlin

Interior Design – John F. Pile

Flower Arrangement – Rekha Sahani

BHA 204

FRONT OFFICE OPERATION

BLOCK I

Objectives: After the completion of this unit the students will be able to effectively communicate with the other department to provide an effective service. He/She will also be able to handle Guest complaints effectively and also will gain a thorough knowledge about the front office security function - On - Going Responsibilities : Communication within the Front office – Logbook - Information Directory - Handling Mail - Handling Message - Telephone service – Facsimiles - Wake calls - E-mail - Internet - Inter – Departmental Communications - House Keeping - Engineering & Maintenance - Revenue centers - Marketing & Public relations - Guest Service - Equipment & Supplies - Guest relations – Complaints - Identifying complaints - Handling complaints - Follow-up procedures – Front Office security functions - Key Controls, Room key Security system - Surveillance and Access Control - Protection of Funds - Safe deposit Boxes - Lost & Found – Emergency Procedures (Medical, Robbery, Fire, suicide, Death, Bomb threat, Riot).

BLOCK II

Objective: The student will be able to gain a thorough knowledge about the various information to be provided to the guest. He / She will also know the various procedures involved regarding baggage handling left baggage handling paving the way for the guest - Concierge and Bell Desk : Job Description of concierge - Job Description of Bell captain and Bellboy - Providing information to groups - Errand Cards - Miscellaneous services - Flight confirmation - Airline, Theater & Restaurant reservation - Arranging Transportation - Baggage Handling - F.I.T's - G.L.T's - V.L.P's - Escorting guests to their rooms – Delivering messages within the city - paging the guest.

BLOCK III

Objectives: At the end of this unit the student will have an in-depth knowledge of the Front Office accounting systems & Procedures - Front Office Accounting : Job description of a front office cashier – Accounts - Guest Accounts – Folios – Vouchers – Ledgers – Creation & Maintenance of Accounts - Record keeping system: Manual, Semi - Automated, fully automated - Credit monitoring - Floor limit, House limit, part settlement of in house guests - Account maintenance: Charge purchase, Account Correction, Accounts allowance, Account transfer, Cash advance, Encashment of Foreign Exchanges - Internal Control - Front Office Cash sheet - Cash / Banks

BLOCK IV

Objectives: After the completion of this unit, the students will be able to audit the days Transaction - Night Audit : Functions of the night auditor - The role of the night auditor - Cross – referencing - Guest credit monitoring - Daily & supplementary transcripts – The night audit process - Complete outstanding postings - Reconcile room status discrepancies - Balance all departments - Verify room rates - Verify No. Shows - Post room rates & Taxes - Prepare Reports

BLOCK V

Objectives: At the end of the unit the students would have required a thorough knowledge about check out statement - Check Out and Settlement : Functions of

checkout settlement - Departure procedures - Systematic way of checkout & settlement - Methods of settlement - Late check out - Check - out options - Express check out - self check out – Unpaid Account balance - Collection of Accounts - Potential Checkout problems.

REFERENCE

Hotel Front Office Management - James A. Bardi

Front Office Proceedings - Michael L. Kasavana, Richard M. Brooks Ahla

BHA 205**ACCOUNTANCY****BLOCK I**

Departmental Accounting in Hotels - Uniform System of Accounts - Preparation and Presentation of Income Statement – Schedules – Rooms - Food & Beverage - Other Revenue Departments.

BLOCK II

Elements of Cost: Food Cost, Labour Cost and Overhead Cost, Material Purchasing, Purchasing Control, Procedure, Seasonal Purchasing, Scheduled Purchasing, Tender Purchasing and ABC Analysis, Ration regarding Hotel Industry (Occupancy Ratio, Average Check, Food cost percentage).

BLOCK III

Material: Minimum level, Maximum level, Reorder level, Danger level with Advantages and Disadvantages, Stores Management, Material Control, Material Receiving Procedure, Bin, Bin Card, Stores Ledger - Inventory Control - Objectives of Inventory Control, Perpetual Inventory, Physical Inventory, Inventory Valuation, FIFO, LIFO, Average Analysis their impact on report profits.

BLOCK IV

Auditing - Meaning Uses and Advantages - Types (Internal & External) - Mechanized Accounting - Budgetary Control - Meaning and need of budget - Meaning of Estimate, Forecast and Budget - Difference between Budget and Fore cast.

BLOCK V

Objectives of Budgetary Control - Budgetary Control and Accounting - Preliminaries for the adoption of the system of a budgetary control - Annual vs Continuous budgeting – Different types of budgets - Advantages and Disadvantages.

BHA 206**PRINCIPLES OF MANAGEMENT****BLOCK I**

Objective: Student should be able to understand and apply basic management concepts to enable him to perform his tasks and fulfill his responsibilities effectively - Introduction - Definition of the term Management - Nature of Management - Management vs. Administration - Levels of Management - Top, Middle and Supervisory - Areas of Management - Production Management - Inventory Management - FIFO, LIFO, Average Analysis, their report on reported profits. Meaning of Stores and Supplies – Financial Management - Marketing Management - Personnel Management - Skill of Manager (Definition Only) - Human Skills - Technical Skills - Conceptual Skills - Roll of a Manager - Distinguish between Manager and Executives.

BLOCK II

Evolution Of Management Thought - Pioneers of Management - Frederick, Winslow, Taylor. Henry, Fayol - Process of Management - Planning, Organizing, Staffing, Directing, Controlling.

BLOCK III

Planning – Meaning - Importance of Planning - Steps in Planning - Management of Objective - Process & Benefits – Organizing – Definition – Process - Principles of Organization - Scalar Principle – Departmentation - Unity of Command - Span of Control.

BLOCK IV

Motivation – Definition - Theory of Motivation - Maslow's needs Theory – Leadership – Definition - Styles of Leadership and Leadership qualities - Formal and Informal Leaders - Theories of Leadership – Controlling – Definition - Process of Control - Management by exception.

BLOCK V

Communication – Definition - Process of Communication - Types of Communication - Formal/Informal, Verbal/Non verbal - Barriers of Communication - Making Communication - Decision making – Definition - Phases - Past, Present, Future Development - Test and Review.

BHA 207**COMPUTER APPLICATION****BLOCK I**

Microsoft Office 97/2000/Professional - Creating New Document - Selection of Fonts, Size, Colour - Mouse Techniques, Keyboard Techniques, Function Key Techniques – Editing Test, Cut, Paste, Undo, Redo - Spell Check.

BLOCK II

File, Edit, View, Insert, Format, Tools, Table Commands - Revisited In Detail - Page Setup, Print Options, Setting Page Margins - Mail Merge, Clip Arts, Inserting Pictures/Charts/Files - Correcting Text, Cut, Paste, Undo, Redo, Deleting Blank Lines, Inserting A Page, Typing Over Test, - Replacing Text, Moving And Copying Text- Menu Method, Key Board Method, Tool Bar Method, Drag & Drop Method, Checking Text, The Spell Checker, Auto Correct Check Up, The Sanrus, The Grammar Checker, Formatting A Text, Changing Type Style, Character Highlighting, Alignment Of Text, Left, Right, Center, Justifying Text-Types & Tab Setting, Setting Tab Using Ruler, Indenting Paragraphs, Increasing And Decreasing Indents, Using Ruler To Set Indents, Spacing Paragraph Line Spacing, Spacing Between Paragraphs, Page Views, Normal Views, Page Layout View, Outline View, Print Preview, Full Screen View, Master Document View, Magnification, 200 M Control In Any View, Page Formatting, Setting Margins, Paper Size, Printing In Landscape Or Portrait Orientation, Page Numbering, Adjoining Page Numbering, Deleting Page Numbering, Header & Footer, Creating And Editing, Inserting And Deleting Pages In A Document, Saving The Text, Saving The File To Disk, Closing A File, Opening A Non-Work Document, Printing The Text.

BLOCK III

Ms Excel The Spread Sheet - Spread Sheet An Introduction - Processing With Ms Excel, Starting Excel, Starting New Work Book, Entering And Editing Data, Formatting Work Sheet, Sorting The Data, The Worksheet Selecting Cells And Ranges, Selecting With Mouse, Data Entry, Entering Numbers, Text, Date 4 Time Entries, Entering Series, Filling A Text Series With Auto Fill, Filling A Number Series, Editing Data, Clearance And Replacing Contents Of A Cell, Deleting The Contents Of A Range Of Cell, Rearranging Work Sheet Data, Copying, Auto Correct, Spell Checking, File Close, Formatting Data, Font Selection, Aligning Data, Format Style, Formatting Work Book, Arranging, Hiding, Un hiding, Inserting Columns And Rows.

BLOCK IV

Working with Ms-Excel - adjusting Width, Copying And Moving, Inserting And Deleting Sheets From Work Book, Mathematical Operator, Exponentiation And Percentage Operators, Logical Or Comparison Operators, Using Mouse To Create A Formula - Charting And Mapping The Data, Charting The Data, Inserting A Chart, Chart Types, Modifying Chart, Mapping The Data, Adding Drawing To The Chart, Linking Workbook To Workbook, Printing In Excel, Print Parameters, Default And Changing Default Settings, Techniques In Printing Excel, Data Handling, Lists In Excel, Creating The List, Entering, Generating, Editing, Sorting, Printing Etc., Creating Subtotals, Combining Subtotals And Removing Subtotals, Creating A Database In Word, Sorting A Work Database, Copying With Tables To Excel - Insert

The Excel Selected Block Into Word Document. Linking The Chart Of Selected Block Of Excel In Word Dynamically.

BLOCK V

Introduction To Power point - Why Pictorial Presentation - Power Point Terminology- Getting Into Power Point-Creating, Opening And Saving Presentations- Types Of Views- Outline View, Slide View, Slide Sorter, View Notes, Pate View, Master Views- Quitting Power Point-Creating Presentation The Easy Way-Using Auto Content Wizard-Working With Blank Presentation-Using The Templates-Using The Slide Master-Working With Color Schemes-Working With Slides-Making A New Slide - Move, Copy Or Duplicate Slides- Delete A Slide-Copy A Slide From One Presentation To Another-Go To Specific Slide- Change The Lay Out Of A Slide- Zoom In Or Out Of Slide-Working With Text In Power Point-Cutting, Copying and Pasting-Formatting Text, Change Font & Size, Shadowing, Embossing-Alignment The Text-Left, Center, Right And Justify-Power Of Graphics In Power Point-Working With Clipart Picture-Using Microsoft Excel-Chart-Using Organisation Charts-Power Point Drawings-Ways To Draw-Adding Lines-Connecting Lines-Borders And Adding Curves-Creating Word Tables-Making Great Looking Presentations(Putting On A Show)-Arranging, Previewing & Rehearsing-Creating Animated Slides- Manually Advancing Slides-Adding And Removing Transitions-Running A Presentation Continuously-Printing The Presentation Elements.

BHA 208**LANGUAGE PRACTICAL HOTEL FRENCH**

Objective of communication and Lexical content.

Lessons 7 to 12 (Reference book) A Votre service

Know - how

a. Speech Act

Savoir - Faire

- How to rectify a problem
- How to choose and order something
- How to ask and suggest
- How to tell that the product is not available.
- How to excuse oneself.

b. Grammar

- Partitive article (Du-de-dela) and their negation .
- The perfect tense (Le passe' - compose)
- First group verb and irregular verbs and the future and near future.
- The verbs - choisir => to choose
- To take = > prendre.
- Commander => to order
- Suggester, recommander conseiller => to suggest to advice.
- pouvoir => can
- payer => to pay
- Vouloir => to want

c. Vocabulary

Terms of crockery.

- Beverages
- Quality of wines
- Method of cooking
- Adjectives and their opposite

Means of payment (credit card, ready cash numerical 50 – 100)

Write some recipes

une salade de fruits => a fruit salade

une salade de legumes => a green salade

un creme caramel , quiches - lorraine

la Bouillabaisse

le Cassoulet

Le pot au feu

BHA 210**MANAGEMENT IN TOURISM****BLOCK I**

Entrepreneurship and Management: Management Concept and Functions: Concept – Levels and Skills of Management – Managers - Roles, Tasks and Responsibilities of Managers – Management Functions - Entrepreneurship Concept and Functions: Entrepreneurial Qualities – Entrepreneurial Process – Identifying the Opportunity - Assessing the Market – Resource Mobilisation and other Considerations Corporate Forms in Tourism : Service, Market and Industry – Sole Proprietorship - Partnership – The Company – Other Forms of Organisations - Management Issues in Tourism : Tourism Services – HR Training and Development - Destination Planning and Management – Changing Expectations and Management – Linkages – Product Improvement – Role of Technology- Understanding the Market – Social Responsibility – Crisis Management.

BLOCK II

Small Group Behaviour - Categorisation of Groups – Small Group Characteristics – Formation of Groups – Small Groups Influences on Behaviour – Small Groups Internal Operations - Leadership in a Small Group – Interaction Within the Group – Interpersonal Behaviour: Analysis of Self Awareness – Ego States – Life Positions – Ways to Deal with Conflicts - Inter-Group Behaviour: Nature of Groups – Understanding Inter-Group Behaviour – Coordination – Inter-dependence, Task Uncertainty, Time and Goal Orientation – Managing Inter-Group Relations – Group Performance. Supervisory Behaviour - Importance of First Line Management – Effective Supervision - Skills – Problems Faced by Supervisors. - Organisational Theory: Organisation – Classical View – Neo-Classical View – Systems View Organisational Structure – Organisational Chart – Formal and Informal Structures- Components of Organisation Structure – Classification of Organisation Structures – Organisational Culture. Planning and Decision Making: Definition and Features of Planning – Types of Plans – Planning Skills – Steps in Planning – Decision Making – Steps in Decision Making - Organising : Organising – Division of Work – Departmentalisation – Spans of Control – Delegation of Authority – Co-ordination. - Monitoring and Controlling : Definition and Need – Types of Control – Steps in the Control Process – Effective Control Techniques – Implications of Control.

BLOCK III

Organisational Behaviour: Small Group Behaviour – Categorisation of Groups – Small Group; Characteristics – Formation of Groups – Small Groups Influences on Behaviour – Small Groups Internal Operations – Leadership in a Small Group – Interaction within the Group – Interpersonal Behaviour: Analysis of Self Awareness – Ego States – Life Positions – Ways to Deal with Conflicts – Inter-Group Behaviour : Nature of Groups – Understanding - Inter-Group Behaviour – Coordination – Intergroup – Task undertaking – Time and Goal organisation – Group Performance – Supervisory Behaviour – Importance of First Line Management – Effective Supervision – Skills – Problems Faced by Supervisors.

BLOCK IV

Management Functions: Human Resource Management - Human Resource Management in Tourism – Diversity in Industry – Human Resource Planning – Human Resource Management Process – Recruitment and Selection – Induction and Training – Motivation – Appraisal Systems Financial Management: Financial Management – Financial Planning – Raising Funds – Managing Working Capital - Managing Cash Managing Costs – Budgeting – Types – control - Operations Management - Definition and Relevance – Designing Operation Systems – Planning Design – Capacity Planning – Process Selection and Planning – Facility- Location Planning – Layout Planning – Purchasing – Operation Planning and Control Decisions – Travel Agency Example – Controls. Marketing Management: Defining Marketing Management – Identifying Markets – Marketing Mix and Strategy – Marketing Organisation – Marketing Research. Information Technology and Management : Managerial Roles - Role of Information in Tourism – Information Management – Information Collection – Information Generation – Information Handling – Information Technology – Computer Application in Tourism – Information Network -Communication in Tourism.

BLOCK V

Managing Financial Operations: Profit and Loss Statement - Meaning – Measurement of Income – Relation Between Profit and Loss Account and Balance Sheet – Important Terms – Preparation of Profit and Loss Account - Balance Sheet: Balance Sheet – Basic Concepts – Forms of Balance Sheet – Structure of Balance Sheet – analysis of Balance Sheet - Profitability Analysis: Cost Volume Profit Analysis, Fixed Cost, Variable Cost, Semi variable Cost, Assumptions of Cost Volume Analysis – Break Even Point – Break Even Chart - Profit – Volume Ratio – Margin of Safety – Cost Volume Profit analysis for a Multi Product Firm – Utility of Break Even Analysis. Project Formulation and Appraisal: Search for Project Ideas – Screening of Project Ideas – Formulation of the Projects: Project Report – Technical Feasibility – Marketing Feasibility - Financial Feasibility – Project Cost Determination – Sources of Finance – Profitability Estimates – Cash Flow Estimates – Economic Feasibility - Techniques of Appraisal.

BLOCK VI

Managerial Practices in Tourism: Tour Operators: Setting Up a Tour Operator Company – Product Knowledge and Packaging – Costing a Tour Package – Preparing Vouchers – Caring for Customers – Business Correspondence – Briefings – Briefing the Escort / Tour Guide – Briefing the Driver - Feedback – Organising Pick-Up, Transfers and Hotel Check- In – Other Important Issues. Travel Agencies: Travel Agency – Management Tasks – Acquiring Product Knowledge – Managing Information – Ensuring Infrastructure and Support Services – Setting up a Travel Agency – Language, Terms and Abbreviations – Operations Management – Finances – Marketing - Hotels: Basic Issues – Planning – Organisation – Directing and Control – Finance – Marketing – Front Office and Reservations – Guest Services – Food and Beverage – Hotels and Tourism – Public Relations: Role of Public Relations – Functions of PR – PR in Tourism Marketing / Publicity – Interface with Other Disciplines – Informational Need – Challenges for PR in Indian Tourism -

Food Services: Profile of Food Service Industry – Handicaps and Misconceptions – Success Requirements – Menu – Food and Beverage Cost Control – Food Service Hygiene – Computers in Food Service Operation – Marketing - Tourist Transport: Planning – Organisation – Marketing – Forecasting – Issues in Transport Management – Transport and Environment – Consumer Protection - Airlines: Planning – Organisation – Financial Structuring – Scheduling and Operations – Marketing and Sales – Contemporary Challenges - Airports: Functions of Airport – Issues in Airport Management – Problematic Areas in Airport Management – Improving Financial Performance – Monitoring Performance – Other Key Issues.

BLOCK VII

Convention Promotion and Management: Convention Industry: – The Business Traveller – Definitions – The Convention Business – Convention Customers – Types of Customers, Choosing a Destination – Convention Marketing. - Planning Conventions: Organiser's Planning - Four Organiser's Budgeting – Supplier's Planning – Trade Fairs and Shows - Management and Implementation of Conventions: Steering Committee and Secretariat Operations – Managing Through Various Committees – Post Conference Tasks – Implementation: Suppliers Operations.

BHA 211**FOOD SAFETY AND QUALITY****BLOCK I**

Factors contributing to Food Spoilage - Role of Microbes in Food Preparation – Benefits and Harmful Effects – Food Poisoning and Food Borne Illness - Principles of Food Preservation Techniques. Use of Low Temperature – Use of High Temperature – Use of Chemical Preservatives – Sterilization and Disinfection.

BLOCK II

Food adulteration : Types of Common Food Adulterants – Samples Tests to Detect Food Adulteration - Laws to Prevent Food Adulteration.

BLOCK III

Pest control and Garbage Disposal – Toxic, Non Toxic, Eco friendly Maintenance of Stores – Safety in the Kitchen : Risk – Causes of Accidents – Placement of Equipments – Working Habits – Ventilation and Lighting etc. – Security Awareness Management.

BLOCK IV

Care and Cleaning of each Equipment and Vessels and their Surfaces.

BLOCK V

Hygiene: Details of HACCP – the Steps of the HACCP System : Explanation and Application of HACCP Principles – Personal Hygiene : Food Safety Standards for employees – Controlling Infectious diseases – Essentials of Proper Hand Wash - Use of Disposable Gloves – Prevention of Cross Contamination - Kitchen Hygiene : Standard Sanitation Operation Procedures – Cutting Board Sanitation – Colour Coding of Boards – Equipment Sanitation – Dish Washing Machine – Triple Sink Method of Washing – Vegetable Disinfections With Chlorine Storage – Dry and Wet – FIFO-Date Coding – Use of Thermometers – Calibrating and Various Types - HACCP Temperature Standards – Cold Storage – Deep Freezer – Temperature danger zone – Thawing-safe ways – blanching – reheating and cooling Refrigerator.

THIRD YEAR

BHA 301**ADVANCED CULINARY ART****BLOCK I**

Objectives: To revise the Basics of culinary art, establishing and evaluation of standard recipes and portion control of maintain food cost - Developing a new recipes, balancing of recipes and testing : Standardization-Standard purchase specifications, standard recipe - Standard portion, portion control - Maintaining recipe file, evaluation of recipes - Food cost percentage, analysis of results with causes and remedies.

BLOCK II

Objectives: To be through with various activities of gardemanger section and knowledge about the equipment connected to it - Functions and importance of gardemanger - Equipment's and tools connected to department gardemanger - Different sections-pantry, msalads, sandwiches, and its working - Cold food preparations and presentation-hors d'oeuvres, aspic, chaud, froid-salads and salad dressing - Cold cuts-pates, Terrines, Mousse, Galantine, Ballantine, Salami and sausages, forcemeat - Buffet presentation menu and types of food.

BLOCK III

Objective: To be familiar with popular international cuisines and knowledge about their menu cooking methods and presentation of foods - International cooking-Different nations and their popular dishes: Study on the following cuisines with importance given to choice of ingredients. Menu, specific methods of cooking and accompaniments, types of equipment's methods of presentation - French-Sauces and garnishes - Italian-Pasta and varieties - Mexican and Spanish - Chinese-regions and variations - Oriental, Thai and English cuisines - Also to plan food festivals of the above cuisine's considering geographical and historical importance, traditional dishes, creating ambiance – Buffet Menu- Breakfast, Lunch, High Tea & Dinner - Menu Engineering and design.

BLOCK IV

Objectives: To know how effective supervision of kitchen is done and food production systems are organized. Also to understand the safety in kitchen. And the quality system control adopted industry - Kitchen Supervision-Supervising function, Technical function, Administrative function: Elements of supervision in kitchen-forecasting and planning, organizing, commanding, coordinating. - Responsibilities of supervisor, kitchen staff patterns-different ways to suit requirements of the organisation - Standards of hygiene in food production - Safety in kitchen-causes of accidents, structural inadequacy, improper equipment placement, improper working habits, behaviour of people - Quality Control- Improper maintenance and storage, procedures adopted to monitor guest satisfaction - Menu Planning on HACCP grounds-The relation between potentially hazardous food and food borne illness. Potentially hazardous foods.

BLOCK V

Objective: To be familiar with different types and preparation of gateaux, icing, Chocolate and ice-cream - More variety products of yeast goods-Danish and its varieties-Baba, Savarin - Various methods of cake making and bread making with examples – Different types of icing-royal icing, American frosting, fondant, marzipan, gum paste, and almond paste - Sugar-types of sugar, candies, pulled sugar - Chocolate-Basic preparation, types of varieties - Ice-cream-Basic preparation, different flavour, sundae, cassata, coupe, parfait.

REFERENCE

Food Production Theory – K. Damodaran

Culinary Arts – Amma

BHA 302 ADVANCED FOOD & BEVERAGE SERVICE AND CONTROLS

BLOCK I

Objective: The student should understand the aim, nature and function of Menu Engineering, Gueridon Service and Bar Planning - BASICS OF MENU ENGINEERING: Gueridon Service – Introduction - Introduction - Special Equipment's used - Care & Maintenance of equipment - Taking order for Gueridon Service - General points to be remembered while serving from a gueridon - Sequence of service - The Gueridon (lay out diagram) – An introduction to carving - Explanation of a few dishes involving work on the Gueridon (Crepes suzette. Steak Diane) - Planning of Bar - Allocation of Area – Designing of Bar - Furniture and Furnishings - Atmosphere - Interior decoration etc. - Selection and Purchase of Equipment - Cutlery, Crockery and Glassware's - Linen ware – Bar Equipment's - Still Room Equipment's.

BLOCK II

Objective: The students are introduced to costing of Beverage. They know about the various control tools, and methods of control, Various bar procedure and the legal requirements for bar and discussed - Introduction to Beverage costing : Objectives of Beverage control - Difference - between Food costs and Beverage costs - Control tools - Standard recipe - Measuring devices - Sales checks - Inter bar transfers – Spillage allowance – Corkage - Liquor Control Methods - Requisition control methods – Standard cost control methods - Quality control methods -Standard revenue control methods – Bar procedure - Purchasing of liquor - Assessment of quality - Till roll and tampering – ABC control (stock) - Malpractice in Bar - Purchasing – receiving and issuing procedures - Opening and closing stocks - Beverage sales control - Legal requirements - Customs and Excise duties – Tamilnadu & Pondicherry - Bar Licenses L-3, L-5 - Maintaining stock register (Books of accounts) Both from cellar and dispense bar - Submitting periodic report.

BLOCK III

Objective: The students will be learning details of planning and designing restaurant. Planning for a Bar will also be discussed at the end of the unit - General points of Planning - Needs and demands of customer - Policy of the firm - The Menu - Organisation of the Establishment - Planning Team - Sequence of Planning - Planning methods - Planning and Designing of Restaurant - Allocation of Space - Architectural Features - Floor, Walls and Ceilings - Design development - Heating, Cooling & Verification – Lighting - Work floor analysis - Furniture and Fittings - Planning of Amenities – Lounge - Reception Area – Cloak Rooms - Exit and Entrance.

BLOCK IV

History and concept: - Fast food preparation centre - Conventional kitchen versus fast food kitchen- size and layout of the preparation centre-Basic flow plan for a fast food preparation centre – (Assembly line) space requirements - Storage areas - Receiving station - unloading dock, distribution area, mechanical & mobile devices, Record keeping. Receiving procedures - Refrigerator storage (Storage freezer, Processing Freezers, Coolers, Thawers) - Production Area - Guidelines for the

selection of equipment-study of a few commonly used equipment's like-convention ovens-steam cookers-Micro Ovens-Deep fat pressure fryers-Char Boilers-Grills broilers-other small equipments like High speed S/W maker, Vegetable slicer, grater, Shredder, waster compactor unit, counter top blenders, vending machines (Coffee, S/W, Milk) Rotary toasters etc., - Basic concepts of Microwave Cooking - Essential compounds, and how it operates-Advantages & disadvantages – Application - Use of convenience foods in fast food-Definition-Advantages-disadvantages - Nationality & Ethic dishes of certain countries like - Mexican (Tacos, Buttitos, enchiladas, Refritos) - Italian (Pizzas, lasagne, Ravoli) - American (Burgers, Salads) - Indian (Chats) - Coffee Bars & Tea boutiques.

BLOCK V

Banquet Introduction - Organisation structure - Layout of a Banquet Department – Duties and responsibilities of each staff - Formal Functions - An introduction - Booking and organisation of formal functions to include – facilities offered - Secretariat service, PA system. Audio visual aids. (OHP, Multi media projector, flipcharts, Slide projectors, Kaleidoscope - Tabling seating arrangements, layout, Calculating space for set up of tables, Allotting stations, Addressing & preparing toast and order of service – Banquet function prospectus - format and purpose - Compiling & making special Banquet menus, conference menus and state banquets - Informal Banquets - Buffet-cum-sit down and standing buffet (Fork Buffet) Planning for a buffer (High tea/B.F./Lunc h Dinner), Planning for a cocktail dinner - staffing – arranging the buffet centre /counters - Off-premises Catering (Out catering) - Planning of the function (Cooking and service off premises and only service off premises) complications and Specialisation of Off - premises catering to be discussed in detail.

BHA 302**ADVANCED FOOD & BEVERAGE SERVICE AND
CONTROLS (PRACTICALS)**

- Laying of Tables for a seven course menu with wine accompaniments
- Taking order
- Gueridon Service / Flambé Service
- Planning for a sit down buffet
- Setting up of Beverage Salvers for service of Spirits
- Setting up of Banquet Tables for a Small Group with Cocktail arrangements.

REFERENCE

Food & Beverage Service Controls - Lillicrap

BHA 303**ACCOMMODATION MANAGEMENT****BLOCK I**

Management Theory and Housekeeping Administration : Executive Housekeeper as a manager (Motivation and Productivity) - Aim – to motivate employees and increase the productivity thereby reducing turnover, absenteeism, and insubordination – Researching the motives - Conduct exit interviews - Delegation - Rewards and motivation - Man power planning for housekeeping department - Staffing for housekeeping operation – Job specification & job description - Selecting employees - Source of employees – Processing of applicants – Interview – Orientations - Induction and training of housekeeping staff – Job procedures and duty rotas preparation & specification - Evaluation and performance appraisal - Characteristics exhibited by housekeeping employees - Cultural diversity (rational minorities) - Language (many are only conversant to the vernacular language) - Little formal education – functionally illiterate (attracts). This aspect will have a set back in departmental operations - Lower socio economic background: often need to be taught about hygiene, punctuality - Many workers often have emotional and economic problem and also depending problem. Executive housekeeper is the only manager within the hotel who faces these problems at regular intervals. So the housekeeper has to prepare for such eventualities - Administer the survey on a periodic basis twice a year in order to maintain current employee attitude and this information collected to assist strategic policy making decisions in the day-to-day operations of the department - Recommendation of Situational Leadership - Material planning: managing equipments and supplies - Material budgets: capital expenditure budgets, operating budgets, and pre-opening budgets – Inventory control - Material classification, principles of accounting – current assets fixed assets, inventory, life expectancy etc - Pre – opening operations: temporary storage, moving into property, disposition of spares (1-10% components to be kept stock on hand for all capital items) - Guest room furniture and fixtures: mattresses, guest room safes, minibar lighting, furniture, and Audio-visual equipments.

BLOCK II

Contract cleaning (outsourcing) - Types - Methods of pricing contract - Leasing – merits & demerits - Purchasing procedures – formal & informal - Stores and stock control – Budgets & budgetary control.

BLOCK III

Principles of Interior Decorations : Importance of interior design - Basic elements of art and principles of Interior design - Factors affecting Interior design - Role of color in interior design (qualities of color classification and standard color harmonies. Factors affecting color schemes)

BLOCK IV

Aspects of interior decoration : Lighting and lighting systems in hotels - Floors and floor coverings / carpets - Wall and window treatments - Furniture, fixtures & upholsteries - Roles of accessories in interior decoration - Decoration for special occasions.

BLOCK V

Objectives: To have knowledge of the layout of the rooms - To highlight the importance of redecoration and Refurbishment - To know about the safety and first aid procedures as Applicable to housekeeping personnel's - To incorporate the role of housekeeper in housekeeping Operations. Layouts of rooms and suites and how the physical layout affects Systems and special considerations for physically challenged Guests - Redecoration and refurbishing of guest rooms/decorating for special occasion and snagging list - Role of housekeeper in safety awareness, Accident Prevention, Hygiene and First Aid procedures - Guest room supervision - Public area supervision - Laundry management - Linen room management.

REFERENCE

Professional House Keeping – Mandaciw
House Keeping Operation – Ahma

BHA 304

FRONT OFFICE MANAGEMENT

BLOCK I

Planning and evaluating Front office operations - Establishing room rates - Rule of Thumb approach -Hubburt Formula - Forecasting room availability - budgeting for operations - Forecasting room revenue - Estimating expenses - Referring budget plans - Evaluating front office operations - Daily operation report - Occupancy rates - 1.4.3 Room Revenue analysis - Hotel statement of income - Room division income statement - Room Division budget report - Operating ratios and ratio standards.

BLOCK II

Yield Management - Concept of Yield management - Hospitality Industry applications - Measuring Yield - Potential average single rate - Potential average double rate – Multiple occupancy percentage - Rate spread - Potential average rate - Room rate achievement factor - Yield - Identical Yields - Equivalent occupancies - Required Non-room revenue per guest - Elements in yield management - Group rooms sales - Group booking - data, Group booking pace - Anticipated group Business - Group booking lead time - Displacement of Transient business - Transient room sales - Food and beverage Activity - Local and area wide conventions - Special events - Using Yield Management – Potential High and low demand tactics - Implementing revenue strategies - Hurdle rate - Availability strategies - Minimum length of stay - Close to arrival - Sell through

BLOCK III

Front Office Marketing and sales - The role of the Front office in Marketing and Sales - Need for sales - Identifying the market - marketing price - Purpose of selling (Maximum revenue, Achieving customer satisfaction) - Planning a point -of - sale front office – Set objectives - Brain store areas for promotions - Evaluate alternative - Incentive programmes - Training Programme for a point of sale front office - Budgeting for point of sale of front office - feed Back - Guest test - Financial results - The hotel Product - Customer choice - Selling - Personal Selling (Unique sales proposition) - ABC of selling - Automatic selling - Better selling - Creative selling - Return visits - Telephone sales - Selling through letter/ Fax by AIDA (Activity interest desire Action)- Selling card in the Front Office.

BLOCK IV

Customer Relations Management - Customer segment (Customer satisfaction tracking system) - Customer relations manager (CRM) - Attributes of a CRM - Importance & functions - Public relations – Definition - PR Vs Advertisement - Major activities of PR - Press relations - Products publicity - Corporate communications – Lobbying - Counseling - The public relation process – Research - Establishing the marketing objectives – Defining the target audience - Choosing the PR message and vehicles - Implementing the marketing PR Plan - Evaluating Pr Results - Major tools in Marketing public relations – Publications – Events – News – Speeches - Public service activities - Identity Media.

BLOCK V

Property Management System - Definition of P.M.S. & Importance of P.M.S - Selecting a P.M.S - Importance of Needs analysis - procedure for performing Needs

analysis(Selecting a term, analysing the flow of guest through the hotel, communicating information , reviewing administration proper work, Management review of information ,assuming needs based on findings) - Choosing software (choose common software options in a PMS (Marketing & sales, night auditing accounting, house keeping, maintenance, food beverages) - Choosing Hardware - PMS Applications: Reservation, Registration, Room status, posting, Call accounting checkout, nights enquiry's & reports.

REFERENCE

Hotel Front Office Management _ James A. Bardi

Managing Front office operation - Ahama

Front Office Operation - Michael L. Kassam

BHA 305**HUMAN RESOURCE MANAGEMENT****BLOCK I**

Introduction to Personnel Department and role of Personnel Manager - Definition and role of HRD - Organizational Structure - Hierarchies - Types - Vertical/Horizontal.

BLOCK II

Job Design - Job analysis, Job description, Job enlargement, Job rotation, Job enrichment - Job Specification - Definition and formats - Job Evaluation - Meaning, type and uses - Recruitment - Sources of recruitment - Selection - Application, Interviews - Types, Test - Types, Group selection procedures Manpower planning, Right sizing, Manpower Ratio, General methods.

BLOCK III

Induction and Training - Meaning and advantages - Purpose of training - Types and methods of training - Aids used while training - Performance Appraisal - Definition and importance - Types of performance appraisals - (Methods) Performance Rewards – Types - Wage & Salary Administration - Statutory Compliance - Organisational Behaviour - Understanding Organisational Behaviour - Social Systems - Culture - Culture Change – Methods – Role – Status - Rewards & Recognition - Principles - Types & effects – Job satisfaction - Employees Satisfaction Survey - Reasons – effects - Interpersonal and group dynamics.

BLOCK IV

Industrial Relations - Trade Unionism ... definition - Role of trade union in the Indian Scenario - Collective bargaining - Industrial Relations Machinery ID Act – Wage Settlements - Bi-partite, Tripartite – Arbitration - Barriers of collective bargaining - Grievance handling ... procedure - Employee participation in management in relation to good industrial relations participative Management (Employees Meet) - Labour Welfare measures - Statutory/Non Statutory - Disciplinary procedures - Brief on Model Standing Order, Standing Order, House Rules.

BLOCK V

Personnel Management – Definitions - Systems - Personal record- HRIS (Human Resource Info Syst.) brief - Employee productivity - Manpower audit - Other forms like ESI, Medical, leave, gratuity, PF etc - Organising manpower through market, technology, organizational objective, size and diversity, span of control, product and services – Flexible Manpower - HR Budget.

BHA 306**MANAGEMENT INFORMATION SYSTEM****BLOCK I**

Management Information Systems - An Overview (Duration - 4 hours) - Introduction To MIS -Meaning And Role Of MIS -Objectives Of MIS -Elements Of MIS-Characteristic Of MIS - Application Of MIS (Briefly)-Accounting And Finance Management-Marketing Management-Materials Management—Production Management — Personnel Management-Role Of Computers In MIS

BLOCK II

Role Of Personal Computer In Office Automation (Duration - 4 hours) - Role of Personal Computer In Office Automation-Introduction-Information System Activities-Work Processing-Desk Top Publishing-Electronic Spreadsheets-Interactive Video-Electronic Communication System-Electronic Meeting System-Telecommuting-Internet Office Support System- Management Implication Of Office Automation - Introduction To LAN/WAN/Intranet - Internet Usage In Business - Email

BLOCK III

Learning Microsoft Access (Duration - 5 hours) - Learning Microsoft Access'97-Getting Started With Microsoft Access-Loading & Quitting Ms Access—Exploiting The Database Tables- Forms, Queries, Reports-Creating Database-Display Or Change The Structure Of Database-Rename, Delete, Copy Or Move A Database-Working In A Database Window- Creating Tables-Opening, Copying, Saving, Renaming, Deleting-Working With Data- Adding Or Editing Data-Display Or Change The Structure Of A Table-Selecting, Copying, Moving And Deleting.

BLOCK IV

Database Management system (Duration – 5 hours) - Database Management System – Kinds of DBMS packages-Database – Definition – Problems with Manual Database – Advantages of using computers for Database Creating And Modifying Queries-Creating Select Queries-Creating Action Queries-Creating Sql Queries-Creating, Copying, Saving, Renaming And Deleting Queries-Working With Forms-Basics- Creating & Modifying Forms- Working In A Design View-Opening, Copying, Saving, Renaming And Deleting Queries- Printing And Previewing-Working With Reports-Basics-Creating And Modifying Reports- Designing Reports-Creating Mailing And Other Labels-Sorting And Grouping Records In A Report-Calculating Totals And Using Expressions. Data-Finding Keys And Indexes- Working With Queries.

BLOCK V

Project Work Using Access (Duration - 10 hours)

Create - Front Office MIS Reports - POS, MIS Reports - Accounts MIS Reports - Sales MIS Reports.

Case Study As Under- (Duration - 6 hours)

A Case Study-Through A Hotel Management System Package-Daily Operation Report, Occupancy Rates, Room Revenue Analysis-Hotel Statement Of Income, Room Division Income Statements, Room Division Budget Reports, Operations-Ratio And Ratio Standards-Analysis The Package And Give A Report On - Features

Of The Package - Drawbacks Of The Package - Measures To Be Taken To Overcome The Demerits – Merits & Demerits Of Computerising A Hotel

Notes:-

1. The Project Report Shall Be Presented In Power Point
2. Guest Lectures By Systems Manager And Software Developers shall be arranged.

BHA 307**HOTEL LAW****BLOCK I**

Introduction object of law - The various laws applicable to catering establishments. Procurement of licences of permits required to operate hotels restaurants & other catering establishments - Study of Fixation of tariff for various taxes viz. luxury, expenditure, tiles, surcharge.

BLOCK II

Labour Laws (Definition and importance provisions alone is sufficient) - Shops & Establishment Act, Tamil Nadu Catering Establishment Act - Working condition, welfare, health and safety measures, powers of Inspectors - Definitions of factory, occupier, worker, adult, adolescent, calendar year, day, week, manufacturing process - The industrial Disputes Act 1947 Definition:- strike, lockout, retrenchment, layoff, award, settlement. Authorities under the act, Public utility service - Trade union Act 1926 – Scope - Registration, Rights & privileges of regd. Trade Union, Social Security - The Payment of Wages Act 1936. Definitions: Wages, workman, Industrial Establishment, Employer, Employee, Factory Rules for payment of wages, deductions allowed - The minimum Wages Act 1948 Scope, Fixation & Revision of Wages- Obligation of employers Rights of workers Administrative authorities - The Employees Provident Fund Act 1952- what is p.f. - Rights & obligations of employer & employee. Powers of Government - The payment bonus act 1965 what is bonus? Minimum & maximum bonus. Bonus vs. performance Incentive, bonus in case of new establishments, obligations and rights of employers & employee. – The employees state insurance Act 1948 Scope. contribution. benefits. rights. obligations of employer & employee adjudication of disputes - The Payment of Gratuity Act 1972 Scope. Rate of Gratuity Rights & Obligations of employer & employee Recovery of Gratuity. Short notes on gratuity Trust - Apprenticeship Act, Contract Regulation (abolition) Act.

BLOCK III

Mercantile Law - The contract Act 1872 - Definition. Valid/void contract, validity of contract, void arrangement, illegal agreement, Requirements, performance (when a communication becomes complete legally) - The Sale of goods Act 1930 Definition. conditions & Warranties, performance right of unpaid vendor - The contract of Bailment Definition, Rights & duties of bailor & bailee inn keepers liabilities - Law of insurance- General principles, fire insurance/ burglary/ riots/ natural calamities - Fidelity insurance- Meaning & effect - Public liability Insurance- Meaning & effect.

BLOCK IV

Consumer Laws - The Consumer protections Act 1986 Applicability, Role of Consumers Redressal forms & jurisdiction - The presence of food adulteration Act 1954 - The standard weight and measure Act 1976 - The essential commodities Act 1955 - The food hygiene (Amendment) Regulations 1990 - The food Safety Act 1990 Prohibition of Excise Act- Relevant to Hotel Industry.

BLOCK V

Types of Organization - Company Law 1956: Definition, Private Company, Public Company - The Partnership Act 1932: Definition, Formation - Law of Agency : Definition, Creation, rights & duties of agent - Share & debentures : Types - Basic knowledge of Legal Aid.

BHA 308**TRAVEL AND TOURISM****BLOCK I**

Tourism and Indian Economy - Contribution of Tourism in Indian Economy - Role of Govt. in Tourism Industry – Central and State Governments hierarchy with functions – Incentives / Subsidies and tax from Central / State Governments for Tourism and Hotel projects – Role of Private sectors in Tourism Industry.

BLOCK II

Tourism Information and Documentation - Tourism Information – Distribution Channels - Media – Print media, Visual media - Domestic market - International market - Passport, visa, types of visa, visa obtaining procedures - Non Visa countries - Visa and Certificate of registration regulations for Foreigners in India.

BLOCK III

Tourism Agencies - Historical development of travel agencies - Thomas Cook, Cox & Kings, American Express - Profile of a Travel agency - Legislative requirements - Organization of a Travel agency and functions - Travel agencies in India – SITA, Mercury Travels, TCI, TAAI and its functions - Airlines – Historical Development - Need for a National Airline; International Airlines coming to India - Freedom of Air - Charters – Types of Charters.

BLOCK IV

Tourism in South India - Religious Tourism in Tamil Nadu, Pondicherry - Tourist Festivals in Tamil Nadu, Pondicherry - Hill resorts – Ooty, Kodaikanal, Yercaud - Beach resorts – Mahabalipuram, Kanyakumari, Rameswaram - Theme resorts – Black Thunder, Kishkintha, MGM - Adventure tourism – Mudumalai, Yercaud - Tourist important places in Andhra Pradesh, Karnataka, Kerala and Pondicherry.

BLOCK V

South Indian (Tamil Nadu, Kerala, Karnataka, Andhra Pradesh, Pondicherry) Folk arts, crafts, handicrafts and souvenirs for the promotion of tourism.

BHA 311**FINANCIAL MANAGEMENT****BLOCK I**

Meaning and Scope of Finance Functions – Objectives of Financial Management – Profit Maximization Vs Wealth Maximization - Sources of Finance – Short-Term and Long-Term – Bank Sources – Shares, Preferred Stock, Debentures, Term-Loans.

BLOCK II

Cost of Capital – Cost of Equity – Cost of Preferred Stock – Cost of Debt – Cost of Retained Earnings – Weighted average Cost of Capital - Operating and Financial Leverages – Combined Leverages.

BLOCK III

Capital structure – Meaning – Factors affecting Capital Structure – Optimal Capital Structure - Dividend and Dividend Policy – Forms of Dividends – Determinants of Dividend Policy.

BLOCK IV

Capital Budgeting – Capital Budgeting Process – Methods of Ranking Investment Proposals – Payback Method – Internal Rate of Return Method – Net Present Value Method.

BLOCK V

Working Capital Management – Concepts – Determinants of Working Capital - Cash Management – Motives for Holding Cash – Cash Budgeting – Monitoring Collections and Disbursements - Receivables Management – Optimal Credit Policy – Credit Standards and Analysis – Credit Terms – Collection Policies.

REFERENCES

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Gitman Lawrence, J. 1985, **Principles of Managerial Finance**, Harper and Row Publishers, Singapore.

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Pandey, I.M. 2004, **Financial Management**, Vikas Publishing House Pvt. Ltd., Chennai

Prasanna Chandra, 2001, **Fundamentals of Financial Management**, Tata McGraw-Hill Publishing Co Ltd, New Delhi.

Van Horne C. James, Wachowicz M. John, 2002, **Fundamentals of Financial Management**, Addison Wesley Long Man (Singapore) Pte. Ltd., Delhi.

BHA 312

STRATEGIC MANAGEMENT

BLOCK I

Strategic Management – Definition and Explaining Strategy - Benefits and Requisites of Effective Strategy – The Process of Strategic Management.

BLOCK II

Environmental Appraisal – Concept and Characteristics of Environment - External and Internal Environment - Environmental Sectors - Environmental Scanning and Appraisal - SWOT Analysis.

BLOCK III

Organizational Appraisal and Changes in Internal Environment - Factors influencing Organizational Appraisal – Methods and Techniques.

BLOCK IV

Strategic and Leadership Functions and Process of Leadership – Corporate Culture – Personal Values and Business Ethics - Social Responsibility of Business.

BLOCK V

Strategic Evaluation and Control: Nature, Importance and Barriers - Techniques of Strategic Evaluation and Control.

REFERENCES

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Cherunilam Francis, 2003, Business Environment Text and Cases, Himalaya Publishing House, Mumbai.

Jaich, Lawrence, R. and William, F. Glueck, 1989, Strategic Management and Business Policy, McGraw-Hill Book Co, Singapore.

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BHA 309A

BAR MANAGEMENT

Creating an environment where people can safely enjoy the pleasure of alcoholic beverages and where you can generate your desired profit is a accomplishment in today's dynamic bar and beverage industry. Now, more than ever before, success in the bar & beverage business means taking creative risks & meeting new challenges. New attitude towards alcohol, as well as accompanying social concerns, make the challenges real. This elective paper addresses both the challenges and how to meet them. Above all this subject stresses a guest-oriented approach, from design to marketing to control systems. Quote: Drinking is in reality an occupation which employs a considerable position of time of many people, and to conduct it in the most rational and agreeable manner is one of the greatest arts of living.

JAMES BOSWELL 1775

BLOCK I

A brief history of the Bar & Beverage business in India - in USA - Types of BAR. Upscale bars down scale bars, regular bar, "Walk in" bars, Air Ports Bars, Sports Bar, Promo Bars- (Karaoke), Service Bars, Mobile Bars (Airplanes & parties) mini bars (room) Recreational Bars (golf course) – speciality Bar - Difference between Bar & Lounge - Definition of mLounge – purpose of large lounge - Social concerns: a few definitions like abstainer, light drinker, moderate drinker, heavy drinker, alcohol dependence, alcohol abusers, alcoholism - The three primary legal concerns with regard to alcohol service, Off-hour service – The service of alcoholic beverage to minor - The service of alcoholic beverage leading to intoxication - The physical effects of alcohol on our body-defining Blood Alcohol Concentration (BAC) – Blood alcohol effects on our body systems-Effect of alcohol on other drugs-serving alcohol with care.

BLOCK II

Architecture & Interior Design - The four view points of planning permits-licenses-Regulatory compliance's - Interior design-Establishing & theme-Planning for space allocation – planning for traffic flow-floors – windows - walls & wall coverings – ceilings - furniture and equipment - planning for colour-Air control & conditioning - sound control – lighting control – exterior design - Basic bar arrangements - The front Bar. Definition – the back bar, under bar (equipment's like speed rack, ice bin, glass etc.) - The Service Bar. Definition – purpose – mini bar in rooms - Bar equipments – Accessories -Tools (includes glassware) - Bar layout – a model.

BLOCK III

Service and selling Techniques - A guest-oriented approach to service - How it works - establishing service standards for successful service & selling (the techniques & strategies) - The Bartender - his role as a psychologist, his role as sales person, his role in alcohol awareness - The Bartenders role in mixing drinks: Drink preparation methods a) stirred drink method b) the building drink method c) shake / blend drink method – desk station set up for effective service - Selection and training of Human resources - Job analysis – Job description - Job specification-Recruitment & Selection - Training.

BLOCK IV

Marketing Bar Operations : Marketing segmentation – Market Research - Selecting a Target Market - composition analysis - Forecasting sales - The marketing mix - Beverage – Pricing staginess - Pricing methods - Promotions - developing promotions – (Budgeting Selecting & developing the idea, establishing a time table) selecting media strategies, delivering what you promise, Evaluating the results) - Promotional mix : Advertising – Print media - Television, Cable & Radio - Word of mouth (components of mix) - Public relation - sales promotions – personal selling Merchandising.

BLOCK V

Bar control system - What is Beverage control - consists of 3 elements - Product control - What is it? - Sales & profitability control - what is it? - Cash control - What is it? – Product controls - Establishing standards of operations - Standard recipes - Portion control - Glassware used – Prices - Preventing pilferage & fraud – highlights some methods bartenders or service staff use to steal - Sales & profitability control : Determining product cost - Sales analysis - gross profit - pricing methods - Cash control – Cash handling procedures – Point of Sales system (POS or cash registers used compentenged - list of sub control points which should be incorporated in the cash control system (no normal attention, valid cheque should be signed by the management etc.,)

BHA 309B**GARDEMANGER****BLOCK I**

Definition and importance of Garde Manger – Section butchery, cold kitchen and larder plan-layout and Hierarchy. Duties and responsibilities of the head and other staffs.

BLOCK II

Equipments used-charcutiere, curing and smoking of various meats - Preparation of various sausage salamis, Butchery - Different cuts of poultry, lamb, veal, port, fish and various uses in the kitchen with diagram and weights

BLOCK III

Specialisation in vegetable carving butter sculpture ice carving with appropriate tools-mirror presentation. Preparation of salads, salads dressings, cold soup. Canapés, pates, terrines, mousse line mousse, balantine, galantine and garnishing them preparing of sauces, aspic jelly and their uses.

BLOCK IV

Receiving and maintaining perishable commodities like crab, lobster, prawn, other, curer factors to be considered for selecting them. Issuing and receiving various materials, placing indent and maintaining stock, accounting there of.

BLOCK V

Non Edible Displays-Butter Sculpture, Salt Dough, Ice Carving, Veg/Fruit Carving - Cheeses-Varieties (International and Indian Varieties)

REFERENCES

1. Escoffier – Professional Cookery
2. Harrings Dictionary
3. La Russes Cookery
4. Reputava Dictionary
5. Theory of Cookery
6. The art of Garde Manger
7. The Lardu ctry.

BHA 309C

INTERIOR DECORATION (PROJECT)

BLOCK I

Design and type of design - Elements of Design (Line, shape, Form, Colour, Size, Texture, Direction, Value) - Principles of Design (Scale, Composition, Harmony, Rhythm Proportion, Balance, focal point) - Colour and colour scheme - Uses - Factors affecting the Colour scheme of a guest room.

BLOCK II

Light and Light fittings - Light and types of Light - Source of Light - Kinds of Light - Principles of Lighting - Lighting for activities - Windows & Windows treatments - Types of Windows treatment, Blinds-Roller, Venetian, Draperies, Casements Curtains, Glass Curtains, Café Curtains, Valance, Sewage& tail pelmets, Cornice - Factors to be considered in selection of window treatment - Beds & Bedding - Types of Bed & Sizes (Zeal Bed, Extra Bed, Sofa Bed, Fold away Beds Bolsters, Bed linen, Blankets, Bedspread quilt) - Types of mattresses & Pillows with sizes (Interior spring Mattresses, Rubber & Plastic Mattresses)

BLOCK III

Carpets - Types of Carpet - Woven - (wilton, Axminster, Brussels & Cords, Oriental) - Non- Woven - (Tufed, pile bonded carpets, Needle punched Carpets, Electro statically flocked carpets) - Uses & Disadvantages - Care & Maintenance - Fabric & Fibre - Classification of Fibre - Types of Construction - Fabrics & Commonly used fabrics - Soft furnishing - Curtains upholsteries, Loose covers, Cushions - Bedspreads selection - Care, Uses.

BLOCK IV

Furniture & Fittings - Types of furniture – (Built-in, Free standing, Fitted) - Major Furniture woods & uses - Care & Maintenance - Wall & Wall Coverings - Types of wall papers – (Spongeable, Washable, Anaglypta, Lincrusta, Wood chip, Wood grain, Flock, Wood Panelling, Glass Wall Covering, Metal wall covering) - Selection, Care & Uses - Advantages & disadvantages - Floor & Floor Covering – Composition – Types - Uses, Care, Advantages & disadvantages.

BLOCK V

Flower Arrangement - Principles of Flower Arrangement – Purpose - Types of Flower Arrangement – Japanese, Western, Free Style, Traditional - Equipment, Rules & Steps to be followed in flower arranging - Accessories, types & functions - Theme Decoration – Christmas, New Year, Onam, College Annual Day, Wedding Reception, Diwali, Birthday Party, Pongal, Board Meeting.

REFERENCE

1. Professional House Keeper – Madelin Schnsider & Georgina Turker
2. Accomodation & Cleaning Services – 1 by David M. Allen
3. Hotel, Hostel, Hospital House Keeping – Joan C. Brason & Margraret Lennox