

**Central University of Haryana**  
**Department of Tourism and Hotel Management**



**Programme Structure**

**Master of Hotel Management & Catering Technology  
(MHMCT)**

**(Two Year Programme)**

**Under Choice Based Credit System**

**Academic Session 2017-19 Onwards**

**Central University of Haryana**

**MAHENDERGARH**

**Central University of Haryana**

**Department of Tourism and Hotel Management**

**Programme- MHM&CT**

**Session: 2017-2018**

**Semester: First**

Sl · N o.	Course Code	Course Title	Core/G EC/DC EC	L	T	P	C	Max Marks			Total Mar ks	Pass Mar ks
								Intern al	TEE			
									T	P		
1	SLLCH THM 01 01 01 C 3036	Food Production Operations	Core	3	0	3	6	30	35	35	100	40
2	SLLCH THM 01 01 02 C 3014	Food & Beverage Service Operations	Core	3	0	1	4	30	35	35	100	40
3	SLLCH THM 01 01 03 C 3014	Accommodation Operations	Core	3	0	1	4	30	35	35	100	40
4	SLLCH THM 01 01 04 C 4004	Principles of Management	Core	4	0	0	4	30	70	-	100	40
<b>Discipline Centric Elective Course (opt atleast one)</b>												
5	SLLCH THM 01 01 01 DCEC 4004	Communication Skills & Personality Development	DCEC	4	0	0	4	30	70	-	100	40
6	SLLCH THM 01 01 02 DCEC 4004	Food, Nutrition and Hygiene	DCEC	4	0	0	4	30	70	-	100	40
7	<b>To be taken from other department (Compulsory)</b>		GEC				4					
<b>General Elective course offered to students of other Departments</b>												
8	SLLCH THM 01 01 01 GEC 4004	Introduction to Tourism and Hospitality Industry	GEC	4	0	0	4	30	70		100	40

L- Lecture, T-Theory, P- Practical, C-Credits, S- Seminar, Core GEC- General Elective Course ,DCEC- Discipline Centric Elective Course,

**Semester: Second**

Sl. No.	Course Code	Course Title	Core/ GEC/ DCEC	L	T	P	C	Max Marks			Total Marks	Pass Marks
								Internal	TEE			
									T	P		
1	SLLCH THM 01 02 01 C 3036	Food Production Management	Core	3	0	3	6	30	35	35	100	40
2	SLLCH THM 01 02 02 C 3014	Food & Beverage Service Management	Core	3	0	1	4	30	35	35	100	40
3	SLLCH THM 01 02 03 C 3014	Accommodation Management	Core	3	0	1	4	30	35	35	100	40
4	SLLCH THM 01 02 04 C 4004	Human Resource Management in Hotels	Core	4	0	0	4	30	70	-	100	40
<b>Discipline Centric Elective Course (opt atleast one)</b>												
5	SLLCH THM 01 02 01 DCEC 4004	Sustainable & Green Management Practices in Hotel Industry	DCEC	4	0	0	4	30	70	-	100	40
6	SLLCH THM 01 02 02 DCEC 4004	Catering Science	DCEC	4	0	0	4	30	70	-	100	40
7	<b>To be taken from other department (Optional)</b>		GEC									
<b>General Elective course offered to students of other Departments</b>												
8	SLLCH THM 01 02 01 GEC 4004	Food and Dine	GEC	4	0	0	4	30	70	-	100	40
<b>SEEC- Skill Enhancement Elective Course</b>												
9	SLLCH THM 01 02 01 SEEC - ---	Training	SEEC	-	-	-	-	-	-	-	-	-

L- Lecture, T- Theory, P- Practical, C- Credits, S- Seminar, GEC- General Elective Course , DCEC- Discipline Centric Elective Course, SEEC- Skill Enhancement Elective Course

**Semester: Third**

Sl. No.	Course Code	Course Title	Core/ GEC/ DCEC	L	T	P	C	Max Marks			Total Marks	Pass Marks
								Internal	TEE			
									T	P		
1	SLLCH THM 01 03 01 C 3036	Advance Food Production Management	Core	3	0	3	6	30	35	35	100	40
2	SLLCH THM 01 03 02 C 3014	Advance Food & Beverage Service Management	Core	3	0	1	4	30	35	35	100	40
3	SLLCH THM 01 03 03 C 3014	Advance Accommodation Management	Core	3	0	1	4	30	35	35	100	40
4	SLLCH THM 01 03 04 C 4004	Customer Relationship Management in Hotels	Core	4	0	0	4	30	70		100	40
<b>Discipline Centric Elective Course (opt atleast one)</b>												
5	SLLCH THM 01 03 01 DCEC 4004	Researching in Hospitality and Tourism	DCEC	4	0	0	4	30	70		100	40
6	SLLCH THM 01 03 02 DCEC 4004	Entrepreneurship in Hotels	DCEC	4	0	0	4	30	70		100	40
7	<b>To be taken from other department (Compulsory)</b>		GEC				4					
<b>General Elective course offered to students of other Departments</b>												
8	SLLCH THM 01 03 01 GEC 4004	Dynamics of Housekeeping	GEC	4	0	0	4	30	70		100	40

L- Lecture, T- Theory, P- Practical, C-Credits, S- Seminar, GEC- General Elective Course , DCEC- Discipline Centric Elective Course,

**Semester: Fourth**

Sl. No.	Course Code	Course Title	Core/ GEC/ DCEC	L	T	P	C	Max Marks			Total Marks	Pass Marks
								Internal	TEE			
									T	P		
1	SLLCH THM 01 04 01 C 00022	Industrial Training/Job Training and Project	C	0	0	0	20	-	-	500	500	200
2	SLLCH THM 01 04 02 C 2002	Seminar	C	2	0	0	2	15	-	35	50	20
<b>Discipline Centric Elective Course ( opt any one)</b>												
3	SLLCH THM 01 04 02 DCEC 2114	Specialization in Food & Beverage Production and Service	DCEC	2	1	1	4	30	35	35	100	40
4	SLLCH THM 01 04 03 DCEC 2114	Specialization in Accommodation Operation	DCEC	2	1	1	4	30	35	35	100	40
<b>General Elective Course offered to other Departments</b>												
5	SLLCH THM 01 04 01 GEC 2024	Modern Cookery and Event Management	GEC	2	0	2	4	30	35	35	100	40

L- Lecture, T- Theory, P- Practical, C-Credits, S- Seminar, GEC- General Elective Course , DCEC- Discipline Centric Elective Course, SEEC- Skill Enhancement Elective Course, CC- Common Core

## 1<sup>st</sup> Semester Syllabus

Course- Food Production Operations

Credits- 6

Course Code- SLLCH THM 01 01 01 C 3036

### Objective:

This course aims to provide inputs on professional food production operations. Students shall learn and develop food production skills in the lab, supplemented with theoretical inputs. Learners shall be exposed to cooking methods, the use and care of equipment, and ingredients along with their roles in various areas of professional kitchen.

### Content

#### UNIT-1

##### Professional Kitchen & Cooking:

- 1.1 Introduction, definition, sections and its role.
- 1.2 Personal & kitchen hygiene, uniform, protective clothing.
- 1.3 Kitchen layouts (Basic, Bulk and Show kitchens), hierarchy of kitchen department.
- 1.4 Attributes, duties & responsibilities of various food production staff in kitchen, coordination of kitchen with other departments.

#### UNIT-2

##### Kitchen Equipments, Fuels and Methods of Cooking:

- 2.1 Kitchen equipments, classification, description, usage, upkeep and storage.
- 2.2 Kitchen tools, knives, their usage, care & maintenance, workstations, safety procedures.
- 2.3 Fuel – types, usage and precautions.
- 2.4 Methods of cooking-. Classification (Boiling, Steaming, Poaching, Blanching Sautéing, Grilling, Roasting, Baking Braising, Broiling, Microwaving, and Frying. Stewing), equipment required.

#### UNIT-3

##### Commodities, Processing & Application:

- 3.1 Herbs, spices and condiments.
- 3.2 Fruits and vegetables, nuts.
- 3.3 Fat, egg, flour, milk and milk products: - Introduction, types, purchasing, storing considerations and their key uses in kitchen.

3.4 Cleaning and pre-preparation of food commodities, quality points, cuts of fruits & vegetables.

## **UNIT-4**

### **Stocks, Sauces, Soups and Salads:**

4.1 **Stocks:** Introduction, classification, usage, preparation.

4.2 **Sauces:** Introduction, classification, usage, thickening agents, preparation of mother sauces, understanding their derivatives, proprietary sauces, making of good sauce, emerging trends.

4.3 **Soups:** Introduction, classification, preparation, salient features, care and precautions, trends in soup presentation.

4.4 **Salads:** Introduction, compositions, types, dressings, emerging trends.

### **Practicals:-**

- Understanding personal hygiene & kitchen hygiene.
- Grooming for professional kitchen – do's & don'ts.
- Understanding kitchen layouts.
- Familiarization with kitchen equipments and tools.
- Fuels –Their usage and precautions.
- Kitchen first aid.
- Handling fire.
- Familiarization, identification of commonly used ingredients in kitchen.
- Understanding methods of cooking & HACCP standards.
- Understanding eggs and their simple breakfast preparations.
- Preparation of:
  - Hard & soft boiled eggs.
  - Fried eggs.
  - Poached eggs.
  - Scrambled eggs.
  - Omelet's (Plain, Spanish, Stuffed)
- Vegetables –Their usage and cooking precautions.
- Cuts of vegetables.
- Preparation of stocks, mother sauces and at least two derivatives each.
- Preparation of soups (Minestrone, Consommés, Cream Soups, Puree Soups, Clear Soups, Bisques, Cold Soups, Chowders and others).
- Simple preparation of boiled rice (Draining & Absorption) method, fried rice.
- Simple dal preparation.
- Wheat, products like making chapattis, parathas, phulkas, kulchas & puris.
- Simple breakfast preparations.
- Bakery Preparation- Bread roll, bread, sponge, assorted cookies and moulded chocolates.

### **Suggested Readings:-**

- John Wiley, Cooking Essentials for the New Professional Chef, The Culinary Association of America, 2001
- Parvinder S Bali, Food Production Operations, Oxford University Press, 2014
- M J Leto & W K H Bode, Larder Chef, Butterworth- Heinemann, 2006
- Philip E. Thangam, Modern Cookery (Vol- I), Orient Longman, 2010
- Kinton & Cessarani, Practical Cookery, 2004
- Kauffman & Cracknell, Practical Professional Cookery, 1999
- Wayne Gislen, Professional Cooking, Le Cordon Bleu, 2010
- Andrew Hale Feinstein and John M. Stefanelli, Purchasing Selection and Procurement for the Hospitality Industry, 2004
- Le Rol A. Polsom, The Professional Chef, Oxford University Press, 2002
- Kinton & Cessarani, Theory of Catering, Tata McGraw, 2000
- K Arora, Theory of Cookery, Frank Brothers, 2009
- Sarasvat, Professional Chef: Art of Cooking, A,UBSPD, New Delhi, 2009
- Wagen,Lynn.V.D, Professional Cooking, Aman Publication, New Delhi, 2002
- Fuller J. Barrie & Jenkins, Accompaniments & Garnishes from waiter; Communicate: 2006



**Course- Food & Beverage Service Operations**

**Credits- 4**

**Course Code- SLLCH THM 01 01 02 C 3014**

**Objective:**

This course introduces to the students on Professional Food & Beverage Service Operations. Students shall learn and develop food service skills in the lab, supplemented with theoretical inputs. Learners shall be exposed to service methods, the uses and care of equipments, and tools along with their roles in various areas of professional food service outlets.

**Content**

**UNIT-1**

**Introduction to Food & Beverage Service**

- 1.1 Introduction, definition, classification of catering establishments and their importance.
- 1.2 Personal hygiene, uniform and grooming standards and types of Food & Beverage service areas (F&B outlet with their operations).
- 1.3 Organizational structure of Food & Beverage service department, duties and responsibilities of staff.
- 1.4 Attributes and coordination of Food & Beverage service department with other departments.

**UNIT-2**

**Food Service equipments and preparation for service**

- 2.1 Food & Beverage Service equipments- Tableware, glassware and crockery and all other equipments.
- 2.2 Food & Beverage Service linen and furniture.
- 2.3 Briefing, mise-en-scene & mise-en-place.
- 2.4 Types of Food Service.

**UNIT-3**

**Meals and Menu Planning**

- 3.1 Origin and types of menus, menu planning – objectives, considerations and constraints.
- 3.2 French classical menu (courses, sequence, cover and accompaniments and examples).
- 3.3 Special food service- cover, accompaniments and services.
- 3.4 Types of meals.

## **UNIT-4**

### **Catering Management**

- 4.1 Function catering- banquet.
- 4.2 Function catering- buffet.
- 4.3 Ancillary departments.
- 4.4 Room service.

### **Practicals:-**

- Understanding personal hygiene & food service hygiene.
- Grooming for professional food service – do's & don'ts's.
- Understanding food service outlets.
- Familiarization with food service equipments and tools.
- Familiarization, identification of crockery, cutlery, hollowware, flatware and tableware in F&B outlets.
- Understanding service methods, setting up of side station, table layouts, napkin folding and presenting menus.
- Holding service spoon & fork.
- Carrying a tray / salver.
- Laying a table cloth.
- Changing a table cloth during service.
- Placing meal plates & clearing soiled plates.
- Stocking sideboard.
- Service of water.
- Using service plate & crumbing down.
- Napkin folds.
- Changing dirty ashtray.
- Cleaning & polishing glassware.
- Tray and trolley set-up and service.
- Table lay-up and service.
- Preparation of service, mise-en-scene and mise-en-place.
- Opening operating and closing duties.

### **Suggested Readings:-**

- Arora.R,K, Bar and Beverage Management, Balaji Delhi, 2009
- S.Andrew, Food and Beverage Service, Tata Mc Graw Hill, New Delhi, 2003
- Ravi Aggarwal, Essential of Food and Beverage Service, Subline Publication, New Delhi, 2010
- Bernard Devis, Food and Beverage Management, Butter Worth New Delhi, 2008

- Nick Wilton, Food and Beverage Service, Sage Publication New Delhi, 2011
- Mathur Jaffery, Bar and Beverage Book, Liberty Press London, 2011
- Dennis R. Lillicrap & John A, Food & Beverage Service, Cousins Publisher: ELBS, 2005
- Brian Varghes, Food & Beverage Service Management, Laxmi Publication, 2007 .
- Lillicrap & Cousins, Food & Beverage Service, ELBS, 2010
- Brown, Heppner & Deegan, Introduction F & B Service, 2016
- John Fuller, Hutchinson, Modern Restaurant Service, 2007
- Brian Varghese, Professional Food & Beverage Service Management, Laxmi Publication, 2005

## **Course -Accommodation Operations**

**Credits- 4**

### **Course Code- SLLCH THM 01 01 03 C 3014**

#### **Objective:**

This course deals with the theory and practice of accommodation operations in hotel business. It briefly examines the critical areas of accommodation management and its role in revenue maximization and guest satisfaction in the context of hospitality and tourism industry. Emphasis is placed upon current issues/trends in accommodation operations and the integrated approach of hotel operation areas for maintaining cleanliness and hygiene and offering better services to guests. Students shall learn and develop guest service skills in the lab, supplemented with theoretical inputs. Learners shall also be given an insight to housekeeping practices, the use and care of equipment, and tools along with their roles in various areas of professional housekeeping.

#### **Content**

##### **UNIT-1**

###### **Introduction to Tourism, Hospitality and Hotel Industry**

- 1.1 Tourism and its importance, concept of hospitality and its origin.
- 1.2 Origin, history, growth and development of hotel industry- India and global.
- 1.3 Classification and categorization of hotel industry.
- 1.4 Organizational structure and overview of major departments in hotel.

##### **UNIT-2**

###### **Introduction to Accommodation Department**

- 2.1 Front office- functions, organizational structure and its sections.
- 2.2 Housekeeping- functions, organizational structure and its sections.
- 2.3 Types of rooms, room status terminology.
- 2.4 Inter and intra departmental coordinates with main emphasis on front office and housekeeping department.

##### **UNIT-3**

###### **Front office procedures**

- 3.1 Front office equipments, tariff fixation and basis of charging a guest.
- 3.2 Front office guest cycle.
- 3.3 Reservation- modes, sources, types and procedure, cancellation, amendments, group reservation, overbooking.

3.4 Registration- methods, procedure, 'C' form, procedure of handling foreigner registration.

## **UNIT-4**

### **Housekeeping Procedure**

4.1 Control desk, briefing, de-briefing, dusty roaster and work schedules.

4.2 Forms, files, formats and registers.

4.3 Cleaning equipments – manual and mechanical.

4.4 Cleaning agents- types, characteristic and application.

### **Practicals:-**

- Grooming and hospitality etiquettes, welcoming of guest.
- Understanding layouts of front office and housekeeping.
- Telephone handling.
- Role play.
- Check-in and checkout procedure.
- Cleaning of guest rooms and public areas in hotels.
- Guest amenities and supplies.
- Rooms layout and standard supplies. (Amenities).
- Do's and don'ts for new entrants/employees in the front office and housekeeping.
- Identification and familiarization with cleaning equipments and agents.

### **Suggested Readings:**

- Joan C Branson & Margaret Lennox, Hotel Hostel and Hospital Housekeeping, (ELBS), 2006
- Sudhir Andrews, Hotel House Keeping, Tata Mc Graw Hill, 2008
- Raghubalan, Hotel Housekeeping Operations & Management, Oxford University Press, 2008
- Jones, Housekeeping and Front Office, Edward Publication, 1986
- Robert Mc Crie, Security Operations, Butterworth – Heinemann, 2000
- Tucker Schneider, The Professional Housekeeper, Wiley Publications, 1998
- Sudhir Andrews, Front Office Training manual, Tata Mac Graw Hill, 1982
- Kasavana & Brooks, Managing Front Office Operations, Educational Institution AHMA. 1999
- S.K Bhatnagar, Front Office Operation Management, Frank Brothers, 2000

**Course- Principles of Management**

**Credits- 4**

**Course Code- SLLCH THM 01 01 04 C 4004**

**Objective:**

To make students understand management concepts and their application in the field of hospitality industry.

**Content**

**UNIT-1**

**Overview of Management**

- 1.1 Definition, nature, purpose and scope of management.
- 1.2 Managerial functions, levels of management, qualities of successful manager.
- 1.3 Skills of manager, roles of manager, emerging challenges of management.
- 1.4 Corporate social responsibility and business ethics.

**UNIT-2**

**Planning**

- 2.1 Nature and purpose of planning, types and process of planning.
- 2.2 Management by objective- need, steps and limitations of management by objectives.
- 2.3 Forecasting- need, significance, limitations and steps in forecasting.
- 2.4 Decision making- nature, importance, steps and techniques in decision- making.

**UNIT-3**

**Organizing and Staffing**

- 3.1 Significance, process, formal and informal organization.
- 3.2 Organization structure- considerations in designing an organizing structure, types of organization structure.
- 3.3 Span of control- factors determining span of control, delegation and authority.
- 3.4 Staffing- objectives, elements/ steps in staffing.

**UNIT-4**

**Directing and Controlling**

4.1 **Directing**- Nature, importance, techniques/elements of directing, supervision- functions and qualities of supervisor.

4.2 **Communication**- Nature, importance, types, process and barrier of communication, motivation- importance, Maslow's and Herzberg theory of motivation.

4.3 **Leadership**- Importance, qualities of leadership, factor influencing performance of leader, leadership styles.

4.4 **Controlling**- Need, process and techniques of controlling.

**Suggested Readings:**

- Meenakshi Gupta, Principles of Management, Phi Learning Publication, 2009
- R.K.Singla, Principles of Management, V.K.Publications, 2008
- Meson Carpenter, Principles of Management Version-2, Flat World Knowledge, 2013
- Radhakrishnan, Chanakya, Seven Secrets of Leadership, Jaico publication House, 2014
- T.N.Chabra, Management; Principle and Application, Sun India Publication, 2012
- Rudani, Principle of Management, Tata McGrawhill, 2013
- Bruce M. Whitehead, The principle: Leadership for a Globule Society, Sage Publications, 2012

**Course-Communication Skills and Personality Development**

**Credits- 4**

**Course Code- SLLCH THM 01 01 01 DCEC 4004**

**Objective:**

This course aims at enriching the understanding of students on specific skills related to hospitality industry. The course focuses on various aspects of personality development.

**Content**

**UNIT-1**

**Understanding Communication**

- 1.1 Nature & scope of communication, functions of communication, communication networks, and types of communication, their forms, merits - de merits.
- 1.2 Miscommunication- barriers, how to overcome barriers.
- 1.3 Communicating for hospitality business, grooming up for hospitality business.
- 1.4 Professionalism, business conversations.

**UNIT-2**

**Personality & Personal Grooming**

- 2.1 Personality and self-concept, element of personality, determinants of personality, personality analysis.
- 2.2 Grooming, personal hygiene, social and business and dining etiquettes.
- 2.3 Knowing body language.
- 2.4 Art of good conversation, art of intelligent listening.

**UNIT- 3**

**Soft Skills and Hospitality Business**

- 3.1 Extempore, group discussions, introducing oneself.
- 3.2 Resumes & resume writing.
- 3.3 Interviews, types & forms, the mock interview and role play of telephonic interviews and online interviews.
- 3.4 Managing stress, anger, time, emotion.



## **UNIT-4**

### **Personality Enrichment**

4.1 Self Esteem- self concept, advantages of high self esteem, steps to building positive self esteem.

4.2 Attitude- meaning and factors that determine attitude, benefits of positive attitude, steps to building a positive attitude.

4.3 Motivation-The difference between inspiration and motivation, external motivation vs internal motivation.

4.4 Team work-how to work efficiently in a team, do's and don'ts in team work.

### **Suggested Reading:**

- Lesikar & Flatley, Basic Business Communication, Tata Mc Graw Hill, 2005
- Allan Pease, Body Language By Sheldon Press Wagen, Lynn Vander, 2000
- Meenakshi Raman & Prakash Singh, Business Communication, Oxford University Press, 2002
- Amy Newman, Cornell University, Business Communication in Person, Cengage Learning, 2007
- Sharma, R.C. and Mohan K, Business Correspondence and Report Writing, Tata Mc Graw Hill Communication, Tourism & Hospitality, Hospitality Press Pvt. Ltd, 1998
- Lynn Van Der Wagen, Communications in Tourism & Hospitality- Hospitality Press, 2001
- Murphy and Hildebrandt, Effective Business Communication, McGraw Hill Education, 2005
- Marey Ellen Guffey, Essentials of Business Communication, Thompson Press, 2000
- Barun K Mitra, Personality Development & Soft Skills, Oxford University Press, 2002
- Amitabh Devendra, Soft Skills for Hospitality, Oxford University Press.2000

**Course Code- SLLCH THM 01 01 02 DCEC 4004**

**Objective:**

The course is aimed at familiarizing the students regarding food and their functions, nutrients, causes of contamination, and sanitary techniques to develop ethics towards maintaining hygiene and sanitation in and around the hotel property.

**Content**

**UNIT-1**

**Introduction to Food and Nutrition**

- 1.1 Food – functions of food, classification of food, factors influencing food selection.
- 1.2 Nutrition- introduction to nutrition, nutrients – functions of nutrients, micro and macro nutrients.
- 1.3 Balance diet- definition, importance of balanced diet, RDA for various nutrients- age, gender, physiological state.
- 1.4 Food safety procedure.

**UNIT-2**

**Introduction to Hygiene and Sanitation:**

- 2.1 Hygiene, sanitation, meaning, uses in hotel industry. Importance of hygiene and sanitation in catering industry.
- 2.2 Personal hygiene for staff members in the production areas in preparing food or coming in touch with food and beverages. Personal hygiene for staff coming in touch with guests.
- 2.3 Cleaning and disinfectant – methods.
- 2.4 Waste disposal.

**UNIT-3**

**Proper care and food sanitation**

- 3.1 Food handling for kitchen and service staff. Storage of various food materials.
- 3.2 High-risk foods.
- 3.3 Preventing contamination.
- 3.4 Temperature control, food hygiene regulation.

## **UNIT-4**

### **Food Preservation and Packaging**

- 4.1 Food preservation – introduction, definition and methods of food preservation.
- 4.2 Concept and meaning of food quality and food safety, food adulteration, food hazards.
- 4.3 Food laws and regulations- national and international food laws, governing bodies.
- 4.4 Food packaging- introduction, types of packaging material, their characteristics and uses.

### **Suggested Reading:**

- Shrilaxmi, Nutrition Science, New Age International, 2016
- Sunil Natha, Essentials of Nutrition, CBS Publications, 2014
- Sujata.K.Das, Changing Trends in Health and Nutrition, Isha Books, 2004
- RatiSagarChandna, Food and Nutrition, Aadi Publications, 2011
- Saxena.R.P, Hotel Management; Diet and Nutrition, Centrum Publication
- Sunetra.Rodey, Food Science and Nutrition, Oxford University Press, 2012
- Krishna Arora, Theory of Cookery, Frank Brothers, 2008

**Course- Introduction to Tourism and Hotel Industry**

**Credits- 4**

**Course Code- SLLCH THM 01 01 01 GEC 4004**

**Objective:**

The course familiarizes students with different sectors of tourism and hotel industry. The students will get to know about different international hotel chains, ownership and organization structure of hotels.

**Content**

**UNIT-1**

**Introduction to Tourism**

- 1.1 Introduction, definition, components.
- 1.2 Types and forms of tourism.
- 1.3 Key persons of tourism industry.
- 1.4 Travel documentation.

**UNIT-2**

**Major Tourism Services**

- 2.1 Travel agent and tour operator.
- 2.2 Accommodation – types and relevance in tourism.
- 2.3 Transportation- types and relevance in tourism.
- 2.4 Facilities provided by the hotels.

**UNIT-3**

**Understanding Hospitality and Hotel Industry**

- 3.1 Introduction, definition of hospitality industry.
- 3.2 Classification of hotels.
- 3.3 Major departments of hotels and their sections.
- 3.4 Major hotel chains.

**UNIT-4**

**Overview of Major Attractions of India**

4.1 Beaches (Goa, Kerala, Orissa) and hill stations (Himachal Pradesh, J & K, Sikkim) - introduction and special tourist activities.

4.2 Special tourist trains of India- Palace on wheels, Deccan Odyssey, Golden Chariot, Maharaja Express.

4.3 Fairs and festivals – Rajasthan, Kerala, Maharashtra, Haryana, Andhra Pradesh.

4.4 Regional Indian cuisines (Kashmiri, Bengali, Punjabi, Rajasthani) - introduction and famous dishes.

**Suggested Reading:**

- Sunetra Rodey, Tourism Operations and Management, Oxford University Press, 2000
- Tarun Bansal, Hotel Facility Planning, Tata Mc Grawhill, 2009
- Manjula Chaudhry, Tourism Marketing, Oxford University Press, 2002
- N. Jayapalan, An Introduction to Tourism 01 Edition (English, Hardcover, 2005
- Das,Gupta, Tourism Marketting, Pearson Publication, 2010
- Raghubalan, Housekeeping Operations, Oxford University Press, 2008
- S.k.Bhatnagar, Front Office Management, Frank Brothers, 2011

## 2<sup>nd</sup> Semester Syllabus

Course- Food Production Management

Credits-6

Course Code- SLLCH THM 01 02 01 C 3036

### Objective:-

This course aims to acquaint the learners with Indian cuisine, the food philosophy, regional cuisines of India and know about quantity kitchen operations. Students shall learn and develop traditional and contemporary Indian food production skills in the laboratory, supplemented with theoretical inputs.

### Content

#### UNIT 1

##### Handling Quantity Kitchen

- 1.1 Quantity food production equipment's.
- 1.2 Menu planning:- school, hospitals, outdoor, transport (Airlines, Road, Railway), theme based.
- 1.3 Indenting:- principal of volume feeding, portion size, modify recipe for indenting.
- 1.4 Planning:- space allocation, equipment selection, staffing.

#### UNIT 2

##### Volume Feeding

- 2.1 Institutional and industrial catering:- different types, difficulties, scope of growth.
- 2.2 Hospital catering:- catering for patient, staff, visitors, diet menus.
- 2.3 Off premises catering:- reason for growth, menu planning and theme parties, difficulties, concept of central production unit.
- 2.4 Mobile catering.
- 2.5 Quantity purchase and order.

#### UNIT 3

##### Indian Cuisine

- 3.1 Introduction to regional cuisine.
- 3.2 Factors effecting eating habits of people.
- 3.3 Highlights of different regions/cuisine in terms of:- geographic location, historical background, seasonal availability, staple diet, festivals.

3.4 Different cuisine preparations covering: starters, savoury, rice preparation, dal/legumes, curry (veg/Non Veg), curd, bread, sweet dish.

## **UNIT 4**

### **Basics Pastry, Breads and Cream**

4.1 Pastry:- short crust, laminated, choux, hot water/rough puff:- Recipes and methods of preparation, differences, uses of each pastry, care to be taken while preparing pastry, role of each ingredient.

4.2 Flour:- structure of wheat, types of wheat, types of flour, processing of wheat flour, uses of flour in food production, cooking of flour (Starch).

4.3 Simple breads:- principles of bread making, simple yeast breads, role of each ingredient in bread making, baking temperature and its importance.

4.4 Pastry creams:- basic pastry creams, uses in confectionery, preparation and care in production.

### **Practical:-**

- Two menu from each of the below regions:
  - Awadh
  - Bengal
  - Goa
  - Gujarat
  - Hyderabad
  - Kashmiri
  - Maharashtra
  - Punjabi
  - Rajasthan
  - South India (Tamilnadu, Karnataka, Kerala)
- Indian and Continental deserts
- Bakery products Preparation's:-
  - Short crust
  - Laminated
  - Choux
  - Hot water/Rough puff
  - Brown Bread
  - White Bread

### **Suggested Readings-**

- Parvinder S Bali, Quantity Food Production Op. and Indian Cuisine. Oxford University Press, 2015

- Philip E. Thangam, Modern Cookery (Vol- I), Orient Longman, 2010
- Kinton & Cessarani, Practical Cookery, 2004
- Kauffman & Cracknell, Practical Professional Cookery, 1999
- Wayne Gislen, Professional Cooking, Le Cordon Bleu, 2010
- Andrew Hale Feinstein and John M. Stefanelli. Purchasing Selection and Procurement for the Hospitality Industry, 2004
- Le Rol A. Polsom, The Professional Chef, Oxford University Press, 2002
- Kinton & Cessarani, Theory of Catering, Tata Macgraw, 2000
- K Arora, Theory of Cookery, Frank Brothers, 2009
- Sarasvat, Professional Chef: Art of Cooking, A, UBSPD, New Delhi, 2009
- Wagen, Lynn. V.D, Professional Cooking, Aman Publication, New Delhi, 2002



**Course Code- SLLCH THM 01 02 02 C 3014**

**Objective:-**

This course provides inputs to the students on beverage industry and operations. Students shall learn beverage preparation methods and develop beverage service skills in the laboratory, supplemented with theoretical inputs. Learners shall be exposed to various types of beverages and their service methods, the use and care of equipments and tools along with their roles in various areas of professional food & beverage service outlets.

**Content**

**UNIT-1**

**Introduction to Bar and Beverages**

- 1.1 Bar- introduction, types, lay-out and equipments used in bar.
- 1.2 Beverages- classification with examples.
- 1.3 Non- alcoholic beverages- classification (Nourishing, stimulating and refreshing beverages).
- 1.4 Alcoholic beverages- classification, introduction to alcohol, fermentation and distillation process.

**UNIT-2**

**Fermented and Brewed Beverages**

- 2.1 Introduction, classification.
- 2.2 Beer and wines- introduction, definition, classification and production and brand names.
- 2.3 Principles- wine regions and laws.
- 2.4 Storage of wine, food and wine harmony.

**UNIT-3**

**Spirits**

- 3.1 Whisky and Brandy - introduction, classification, production and brand names.
- 3.2 Rum, Vodka, Gin, Tequila – introduction, classification, production and brand names.
- 3.3 Other alcoholic beverages- liqueurs and aperitifs (definition, types, and brand names).
- 3.4 Vermouth and Bitters- introduction, style and types.

**UNIT-4**

## **Tobacco, Cigar, Mocktails & Cocktails**

4.1 Tobacco –introduction, history, processing and preparation.

4.2 Cigar- shape, size, colors, brand names, care and storage.

4.3 Mocktails- introduction, recipe and preparation of popular mocktails.

4.4 Cocktails- introduction, recipe and preparation of popular cocktails.

### **Practicals:-**

- Bar setups of different types & services.
- Service of wines & bar menus.
- Reading wine labels.
- Theme & cocktail parties.
- Role plays & situation handling in bar.
- Service of Non Alcoholic & Alcoholic Beverages: Tea/ Coffee/ Wines, Spirits.
- Opening & closing of wine corks (Champagne, Red & White wines).
- Service of Spirits & Liqueurs.
- Bar setup and operations.
- Mocktail preparation, presentation and service.
- Service of Cigars & cigarettes.
- Conduction briefing/ de- briefing for F & B outlets.
- Service of Beer, snakes and Other Fermented & Brewed beverages.
- Service of sparkling, aromatized, fortified, Still Wines.
- Set up a table with Prepared Menu with wines.

### **Suggested Readings:-**

- Arora.R,K, Bar and Beverage Management, Balaji Delhi, 2009
- S.Andrew, Food and Beverage Service, Tata Mc Graw Hill, New Delhi, 2003
- Ravi Aggarwal, Essential of Food and Beverage Service, Subline Publication, New Delhi, 2010
- Bernard,.Devis, Food and Beverage Management, Butter Worth New Delhi, 2008
- Nick Wilton, Food and Beverage Service, Sage Publication New Delhi, 2011
- Dennis R.Lillicrap. & John A, Food & Beverage Service, Cousins. Publisher: ELBS, 2005
- Brian Varghes, Food & Beverage Service Management, Laxmi Publication, 2007 .
- Lillicrap & Cousins, Food & Beverage Service, ELBS, 2010
- Brown Heppner & Deegan, Introduction F & B Service, 2016
- John Fuller, Modern Restaurant Service, Hutchinson, 2007
- Brian Varghese, Professional Food & Beverage Service Management, 2005

**Course- Accommodation Management**

**Credits-4**

**Course Code- SLLCH THM 01 02 03 C 3014**

**Objective:-**

This course deals with the theory and practice of accommodation operations and management in hotel business. It briefly examines the crucial areas of guest accommodation. Students shall learn and develop guest service skills in the lab, supplemented with theoretical inputs. Learners shall also be given an insight to account settlement of the guests, their check-in and check-out, familiarization with laundry equipments etc.

**Content**

**UNIT-1**

**Introduction to Bell desk, Travel desk, Concierge**

- 1.1. Rooming of Guests & message handling.
- 1.2. Dealing with Guests requests and complaints, Paging.
- 1.3. Handling procedures of luggage & left luggage.
- 1.4. Room selling techniques, communication in front office.

**UNIT-2**

**Guest Accounting**

- 2.1 Types of accounts maintained at the front office.
- 2.2 Express check out (ECO), Front office cashiering preparation of bills- manual, mechanical & fully automated system.
- 2.3 Presentation & settlement – cash & credit note.
- 2.4 Guest check out procedures, handling of foreign exchange.

**UNIT-3**

**Linen and Uniform Room**

- 3.1 Types and sizes of linen, activities in linen and uniform room, layout of linen and uniform room, linen exchange procedure and storage of linen.
- 3.2 Par stock -factors affecting par stock, calculation of par stock, linen control procedures, general selection criteria for fabrics for bed linen, bath linen, table linen.

3.3 Discarding procedures and their reuse, types of uniform, advantages of providing staff uniforms.

3.4 Selection and design of uniforms, establishing par levels for uniforms, storage of uniforms, issuing and exchange of uniforms.

## **UNIT-4**

### **Laundry operations**

4.1 Introduction to laundry-types of laundries, planning and layout of an on premise laundry (OPL).

4.2 Laundry equipments, laundry agents- soaps, detergents, bleaches, softeners, starches, sours.

4.3 Laundry process, handling guest laundry.

4.4 Stain removal- classification of stains, principles of stain removal, general procedure of stain removal.

### **Practicals:-**

- Handling guest check - In, registration, facilitation during stay at hotel, billing, related Performa's.
- Skills to handle guest accounting and departure (fits and groups).
- Role play: In ref to the theory syllabus.
- Familiarization with laundry equipments.
- Removal of common stains.
- Rooming procedure.
- Luggage handling procedure.
- Role play in reference to theory.

### **Suggested Reading:-**

- Joan C Branson & Margaret Lennox, Hotel Hostel and Hospital Housekeeping, (ELBS), 2006
- Sudhir Andrews, Hotel House Keeping, Tata Mc Graw Hill, 2008
- Raghubalan, Hotel Housekeeping Operations & Management, Oxford University Press, 2008
- Jones, Housekeeping and Front Office, Edward Publication, 1986
- Robert Mc Crie, Security Operations, Butterworth – Heinemann, 2000
- Tucker Schneider, The Professional Housekeeper , Wiley Publications, 1998
- Sudhir Andrews, Front Office Training manual, Tata Mac Graw Hill, 1982

- Kasavana & Brooks, Managing Front Office Operations, Educational Institution AHMA, 1999
- Ahmed Ismail, Front Office Operations and management, Thomson Delmar, 2000
- Michael Kesavana & Cahell, Managing Computers in Hospitality Industry, 2001
- Colin Dix & Chris Baird, Front Office Operations, 2005
- S.K Bhatnagar, Front Office Operation Management, Frank Brothers, 2007
- Joan C Branson & Margaret Lennox, Hotel Hostel and Hospital Housekeeping, (ELBS), 1995
- Sudhir Andrews, Hotel House Keeping, Tata Mc Graw Hill, 2000
- Raghubalan, Hotel Housekeeping Operations & Management, Oxford University Press, 2008
- Margaret Kappa & Aleta Nitschke, Managing Housekeeping Operations, 2002

**Course-Human Resource Management**

**Credits-4**

**Course Code- SLLCH THM 01 02 04 C 4004**

**Objective:**

This course aims to provide a foundation in both the knowledge and skills of human resource management required by managers in the hospitality industry. Students shall study ways to managing human resources in hotel industry. It enhances the competencies of the learners towards – concepts, approaches, planning, acquisition of human resources, maintenance of human resources and apprising and rewarding human resources in hotel industry that critically affect the efficiency and effectiveness of an organization.

**Content**

**UNIT-1**

**Human Resource Management in Hospitality Industry**

- 1.1 Definition, nature, characteristics, need and importance of HRM in the hospitality industry,
- 1.2 Approaches to managing HRs in hotels, emerging role of HR manager in hotel Sector,
- 1.3 Human resource planning in hospitality industry – meaning, process, factors and need for HRs planning.
- 1.4 Job analysis, job description & job specification.

**UNIT-2**

**Acquisition of Human Resources in Hospitality Industry**

- 2.1 Recruitment: meaning, process and methods of recruitment in hotel industry.
- 2.2 Selection procedure, essentials and steps in selection process.
- 2.3 Interview: meaning and types.
- 2.4 Employee promotion: meaning, purpose and types.

**UNIT-3**

**Maintenance of Human Resources in Hospitality Industry –**

- 3.1 Employee training: need, methods of training in hospitality industry.
- 3.2 Development of employee – concept, purpose and process,
- 3.3 Components of employee’s development.
- 3.4 Techniques of employee’s development.

## **UNIT-4**

### **Appraising and Rewarding Human resources in Hospitality Industry**

- 4.1 Performance appraisal – need, importance and techniques.
- 4.2 Rewards and benefits – compensation (wages and salary).
- 4.3 Incentives.
- 4.4 Grievances handling: identifying causes and developing grievance handling system.

### **Suggested Readings:-**

- Goldsmith, Human Resource Management for Hospitality Services, International Thomson Business Press, 1997
- Stredwick, J, An Introduction to Human Resource Management, Butterworth Heinemann, 2005
- Stone R, Readings in Human Resource Management, Wiley, 1997
- Torrington, D., & Hall, T., Personnel Management: HRM in Action, Prentice Hall, 1995
- Edwin B Flippo, Personnel Management, McGraw Hill, 1999
- Aswathappa, K, Human Resource Management, the McGraw Hill Publication, New Delhi, 2005
- Ian Beardwell & Ien Holden, Human Resource Management, Macmillan, 2005

**Course - Sustainable & Green Management Practices in Hotel Industry**

**Credits-4**

**Course Code- SLLCH THM 01 02 01 GEC 4004**

**Objective:-**

The course aimed at familiarizing students with the need of sustainable and green management practices in hotel industry such as water & energy and waste management, with its benefits to hotels and environment.

**Content**

**UNIT-1**

**Introduction to Ecology & Ecosystem in Hotel Industry**

- 1.1. Concept of ecology, environment, ecosystem and their relation with hospitality.
- 1.2. Sustainability and conservation of scarce resources.
- 1.3. Environment policy-meaning, aims and importance, legislation relating with environment and ecology such as air, water, noise pollution control act.
- 1.4. Guidelines of department of tourism, ministry tourism, government of India.

**UNIT-2**

**Resource Conservation & Management**

- 2.1 Introduction & concept of eco-friendly practices in hotels.
- 2.2 Energy
- 2.3 Water
- 2.4 Land - Green Building

**UNIT-3**

**Waste Management**

- 3.1 Reduction & recycling of waste.
- 3.2 Water
- 3.3 Sewage
- 3.4 Solid waste

**UNIT-4**



## **Changing Trends in Hospitality**

- 4.1 Introduction to Ecotels and their certification.
- 4.2 Choosing an eco-friendly site, hotel design and construction.
- 4.3 Eco-friendly practices in hotels: amenities, product & processes.
- 4.4 Relevance and use of technology in Ecotels.

### **Suggested Readings:-**

- David Kirk, Environment Management for Hotels: A students Handbook,2000
- Dr. Jag Mohan Negi, Managing Hotels and Restaurant, 2002
- Rich Board Hurst, Managing Environment for Leisure and Recreation, 1995
- Blackwell, The Human Impact on the Natural Environment, Oxford, 2002
- Yogendra K. Sharma, Hotel Management “Educational and Environment Aspects,2004
- Martin N. Kunz, Best Designed Ecological Hotels- Environment Management in the Hospitality, 2007

**Course- Catering Science**

**Credits-4**

**Course Code- SLLCH THM 01 02 02 DCEC 4004**

**Objective:-**

This course aims to develop awareness of the importance of hygiene, sanitation and food safety in hotel industry.

**Content**

**UNIT-1**

**Food Science Concepts**

- 1.1 Basic S.I. units of length, area, volume, weight.
- 1.2 Temperature (conversion of Celsius Scale to Fahrenheit Scale), definition of density & relative density.
- 1.3 Browning, undesirable browning & its prevention, examples of desirable browning in food preparations.
- 1.4 Important terminologies (definitions & relevance) boiling point, boiling under pressure, melting point, smoking point, flash point, surface tension.

**UNIT-2**

**Food Protection**

- 2.1 Hygienic storage - dry, refrigerated & freezer storage & protective display.
- 2.2 Danger zone.
- 2.3 Food preservation & principles of food preservation.
- 2.4 Quality control & importance.

**UNIT-3**

**Food Spoilage and Food Borne Diseases**

- 3.1 Types and causes of spoilage.
- 3.2 Spoilage of different products (milk and milk products, cereal and cereal products, meat, eggs, fruits and vegetables, canned products).
- 3.3 Food borne Diseases- types (Infections, Intoxicants).
- 3.4 Food contamination & spoilage due to kitchen pests, common diseases caused by food borne pathogens.

## **UNIT-4**

### **Food Microbiology**

- 4.1 Classification & morphology of micro-organisms.
- 4.2. Microorganisms in Foods, factors affecting growth of micro-organisms and methods for detection.
- 4.3 Control of micro-organisms in relation to food preservation.
- 4.4 Harmful and useful micro-organisms in the food industry.

### **Suggested Readings:-**

- S.Roday, Food Hygiene & Sanitation ,Mc Graw Hill, 2008
- Food Microbiology –Frazier, Denis,2017
- Kilgeor Complete Catering Science –OFG 2005
- Michael Jacob, Safe Food Handling, 1980
- Prevention of Food Adulteration Act 1954
- The Science of Food – 3rd Edition- P.M.Gaman&K.B.Sherrington,Elsevier,1981
- Meyer, Food Chemistry – 1st Edition, Liliam Hoagland, 1974

**Course- Food and Dine**

**Credits-4**

**Course Code- SLLCH THM 01 02 01 GEC 4004**

**Objective:-**

The aim of the course is to familiarize students with various types of Food & Beverages services provided by hospitality industry.

**Content**

**UNIT-1**

**Introduction to catering services**

- 1.1 Introduction to catering establishment.
- 1.2 Classification, types of catering establishment.
- 1.3 Hygiene and grooming standards of F&B staff.
- 1.4 Restaurant service equipments.

**UNIT-2**

**Meal and Menu Planning**

- 2.1 Introduction to menu and planning, different types of menu
- 2.2 Sequence of French classical menu.
- 2.3 Types of meal.
- 2.4 Types of food service.

**UNIT-3**

**Introduction to Beverages**

- 3.1 Introduction and classification of beverages.
- 3.2 Brief Introduction of Alcoholic Beverages.
- 3.3 Brief Introduction and Non Alcoholic beverages.
- 3.4 Services of Alcoholic Beverages.

**UNIT-4**

**Preparation for service**

- 4.1 Organizing mise-en-scene and mise-en-place.

4.2 Cover set up, napkin foldings.

4.3 Tray and trolley set up.

4.4 Procedure for service.

**Suggested Readings:-**

- John, The Restaurant ( From Concept to Opertion), Wiley, 2013
- Grahm Brown, The Waiter Handbook. Global Books & Subscription Services New Delhi, 1980
- Costas Katsigris, Chris Thomas, The Bar and Beverage Book, 5th Edition, Wiley Publications, 2012
- James Murphy, Principles and Practices of Bar and Beverage Management, Good fellow Publishers - Manage First, 2002
- Brian Varghese, Food & Beverage Service Management, 2002
- Sudhir Andrews, Food & Beverage Service Training Manual. Tata Mc Graw Hill, 2003
- Lillicrap & Cousins, Food & Beverage Service, ELBS, 2010
- Brown, Heppner & Deega, Introduction F& B Service, 2002

**Course- Industrial Training/ Exposure**

**Credit- Nil**

**Course Code- SLLCH THM 01 02 01 SEEC**

**Objective:-**

The main purpose of this short industrial training is to make the students familiar with the industry which will give them a better picture about the work culture & practices followed through which they will be able to channelize their future acts & work efficiently to become a successful hotelier.

**Duration of training:-**

4-6 Weeks

**Note:-**

This industrial training is under skill enhancement elective course & does not carry any credit but aims at enriching one's skills.

**Academic Requirements:-**

After completion of training the student is expected to give a Power-point presentation sharing his experiences & learning during the period, which will given in front of departmental faculty.

## 3<sup>rd</sup> Semester Syllabus

**Course- Advance Food Production Management**

**Credits- 6**

**Course Code- SLLCH THM 01 03 01 C 3036**

### **Objective-**

This course aims to acquaint the learners with the food philosophy and various world cuisines. Students shall learn and develop traditional and contemporary food production skills in the laboratory, supplemented with theoretical inputs. Learners shall be exposed to the world cooking methods and techniques; the use and care of equipments; spices, pastes, gravies and ingredients along with their roles in various areas of professional kitchen.

### **Content**

#### **UNIT 1**

##### **Introduction to World Cuisine I**

- 1.1 Geographic location, historical background.
- 1.2 Staple food with regional influences, specialties.
- 1.3 Recipes.
- 1.4 Equipment in relation to: Chinese, Oriental.

#### **UNIT 2**

##### **Introduction to World Cuisine II**

- 2.1 Geographic location, historical background.
- 2.2 Staple food with regional influences, specialties.
- 2.3 Recipes.
- 2.4 Equipment in relation to: Great Britain, Italy, Spain, Germany, Mexican.

#### **UNIT 3**

##### **Charcuterie**

3.1 SAUSAGE: Introduction to charcuterie, sausage – Types & Varieties, Casings – Types & Varieties, Fillings – Types & Varieties, Additives & Preservatives.

3.2 FORCEMEATS: Types of forcemeats, Preparation of forcemeats, Uses of forcemeats

3.3 BRINES, CURES & MARINADES: Types of brines, preparation of brines, methods of curing, types of marinades, uses of marinades, difference between brines, cures & marinades

3.4 HAM, BACON & GAMMON: Cuts of ham, bacon & gammon, differences between ham, bacon & gammon, Processing of ham & bacon, green bacon, uses of different cuts.

## **UNIT 4**

### **Icings & Toppings**

4.1 ICINGS & TOPPING: Varieties of icings, using of icings, difference between icings & toppings, recipes.

4.2 Tarts: origin, types, different recipe.

4.3 Pastry: origin, types, different recipe.

4.4 Frozen desserts: Types and classification of frozen desserts, ice-creams – definitions, methods of preparation, additives and preservatives used in ice-cream manufacture.

## **PRACTICALS**

### **Chinese**

#### **MENU 01**

- Prawn ball soup.
- Fried wantons.
- Sweet & sour pork.
- Hakka noodles.

#### **MENU 02**

- Hot & sour soup.
- Beans sichwan.
- Stir fried chicken & peppers.
- Chinese fried rice.

#### **MENU 03**



- Sweet corn soup.
- Shao mai.
- Tung-Po mutton
- Yangchow Fried Rice

#### MENU 04

- Wanton Soup
- Spring Rolls
- Stir Fried Beef & Celery
- Chow Mein

#### MENU 05

- Prawns in Garlic Sauce
- Fish Szechwan
- Hot & Sour Cabbage
- Steamed Noddles

#### **Spain**

#### MENU 06

- Gazpacho
- Pollo En Pepitoria
- Paella
- Fritata De Patata
- Pastel De Mazaana

#### **Italy**

#### MENU 07

- Minestrone
- Ravioli Arabeata
- FettocineCarbonara
- PolloAlla Cacciatore
- MedanzaneParmigiane

#### **Germany**

#### MENU 08

- Linsensuppe
- Sauerbaaten
- Spatzale
- German Potato Salad

#### **U.K.**

### MENU 09

- Scotch Broth
- Roast Beef
- Yorkshire Pudding
- Glazed Carrots & Turnips
- Roast Potato

### Greece

### MENU 10

- SoupeAvogolemeno
- Moussaka A La Greque
- Dolmas
- Tzaziki

### Suggested Readings:-

- Arora, K., Theory of Cookery, Frank brothers and co., 2009
- KintonCesrani. Theory of Catering ,David,2002
- P, Thangam, Theory of Cookery (part-I & II.). Wiley, 2008
- Sethi, M., Surjeet. Theory of Catering, Wiley, 2003
- Nita Mehta, Italian Vegetarian Cookery, Snab Publishers.MC Graw, 1996
- Sanjeev Kapoor, Italian Cooking, 2010
- Parvinder S Bali, International Cuisine & Food Production, Oxford University Press , 2012
- Alberto Capatti, Arts and Traditions of the Table: Perspectives on Culinary History, Columbia University Press, 2002

## **Course Code- SLLCH THM 01 03 02 C 3014**

### **Objective:-**

The course aims to familiarize the students with food control cycle, bar management and equipments used in the bar, various control procedure in food and beverage etc.

### **Content**

#### **UNIT-1**

##### **Food Control Cycle**

- 1.1. Purchasing control – aims, methods, procedure, records and documents maintained for purchasing.
- 1.2. Receiving control- aims, procedure, records and documents maintained for receiving.
- 1.3. Storing and issuing control- aims of storing control and Issuing control, facilities and equipments required for storing, stock control, record maintained for storing, perpetual inventory method, monthly inventory/stock taking.
- 1.4. Production and sales control- aims of production and sales control, forecasting and fixing of standards, determining sales price, calculation of selling price, factors considered while fixing selling price, billing procedure, cashiers sales summary sheet.

#### **UNIT-2**

##### **Beverage Control-**

- 2.1. Purchasing
- 2.2. Receiving
- 2.3. Storing and Issuing
- 2.4. Production and sales control

#### **UNIT-3**

##### **Bar Management**

- 3.1 Introduction and Types
- 3.2 Atmosphere, Lay-out, Parts
- 3.3 Equipments used in Bar
- 3.4 Staffing in bar

## **UNIT-4**

### **Control Procedure**

- 4.1 Calculation of food cost.
- 4.2 Methods of food control, food control checklist.
- 4.3 Calculation of beverage cost.
- 4.4 Methods of beverage control, beverage control checklist.

### **Practicals:-**

- Bar set-up.
- Prepare F & B control system for your training restaurant.
- Revision of various equipment used in restaurant.
- Revision of menu planning & different form of services.
- Forms & formats used -register & files maintained for F& B control.
- Methods of food control.
- Methods of beverage control.
- Calculation of food cost.
- Calculation of beverage cost.

### **Suggested Readings:-**

- James Murphy, Principles and Practices of Bar and Beverage Management, Good fellow, 2013
- Brian Varghese, Food & Beverage Service Management, 2002
- Sudhir Andrews, Food & Beverage Service Training Manual. Tata Mc Graw Hill, 2003
- Lillicrap & Cousins, Food & Beverage Service, ELBS, 2011
- Brown, Heppner & Deegan, Introduction F& B Service, 2002
- Graham Brown, The Waiter Handbook, Global Books & Subscription Services New Delhi, 2002
- Costas Katsigris, Chris Thomas, The Bar and Beverage Book, 5th Edition. Wiley Publications, 2012

## **Objective:-**

This course deals with the theory and practice of accommodation management in hotel business. It briefly examines the critical areas of accommodation management and its role in revenue maximization; yield management and guest satisfaction in the context of hospitality and tourism industry. Students shall learn and develop guest service skills in the lab, supplemented with theoretical inputs. Learners shall also be given an insight to housekeeping practices focusing on interior decoration as well as flower arrangement.

## **Content**

### **UNIT-1**

#### **Night Auditing, Control of cash & credit**

- 1.1 Concept and purpose of night auditing.
- 1.2 Night auditor's job, night audit process/ procedures.
- 1.3 Preparing the night auditor reports.
- 1.4 Cash & credit control.

### **UNIT-2**

#### **Yield management**

- 2.1. Concept of yield management.
- 2.2. Measuring yield.
- 2.3. Objectives & benefits of yield management.
- 2.4. Tools & strategies of yield management.

### **UNIT-3**

#### **Pest Control and Housekeeping Supervision**

- 3.1. Pests- classification, procedure and methods of pest control, pesticides.
- 3.2. Housekeeping supervision- roles and functions of supervisor.
- 3.3. Inspection checklist, modules of commonly neglected areas.
- 3.4. Complaint and complaint handling.

### **UNIT-4**

#### **Interior Decoration, Flower Arrangement and Colors**

4.1 Interior decoration- definition, importance, classification, principles of design, harmony, rhythm, balance, proportion, emphasis; elements of design: line, form, colors, texture.

4.2 Flower arrangement- concept, importance, types, shapes and principles, equipments and materials used for flower arrangement.

4.3 Colors- color wheel, importance and characteristics, classification of color and color schemes.

4.4 Lighting- classification, types, importance and application.

### **Practical:-**

- Flower arrangements.
- With the use of paints on paper, illustrate prang's color wheel & value scale.
- Preparing Inspection checklist for guestrooms and public areas.
- Presentations on interior decorations.
- Conception and designing of guestroom including making floor plans, wall elevations and templates and finally creating three dimensional model of a guest room / public area with interior decoration themes.
- Yield management calculations, preparing statistical data based on actual calculations.
- Role play and problem handling on different accommodation problems.
- Role play of Front Office Assistants, GRE, Lobby Manager, Bell Captain, Bell Boys, concierge and car Valet.
- Preparation of sales letters, brochure, tariff cards and other sales documents.

### **Suggested Readings:-**

- Joan C Branson & Margaret Lennox ELBS, Hotel Hostel and Hospital Housekeeping, ELBS,1980
- Sudhir Andrews, Housekeeping, Tata Mac-Graw Hill, 2009
- Raghubalan, Hotel Housekeeping Operations & Management, Oxford University Press, 2009
- Margaret Kappa & Aleta Nitschke, Managing Housekeeping Operations, Amer Hotel and Motel Association,1990
- Rohert J. Martin & Thomas J.A. Jones, Professional Management of Housekeeping Operations, Wiley Publications, 1998
- Tucker Schneider, The Professional Housekeeper, Wiley Publications,2002
- Sudhir Andrews, Front Office Training manual, Tata Mac Graw Hill, 2009

- Kasavana& Brooks, Managing Front Office Operations, Educational Institution AHMA, 2009
- Ahmed Ismail (Thomson Delmar), Front Office – Operations and management, 2002
- Colin Dix & Chris Baird, Front Office Operations, 1990
- S.K Bhatnagar, Front Office Operation Management, Frank Brothers, 2013

**Course- Customer Relationship Management in Hotels**

**Credits-4**

**Course Code- SLLCH THM 01 03 04 C 4004**

**Objective:-**

This course aims to provide conceptual background of CRM practice in fast growing service sector, where managing customers across life cycle (acquisition to retention) is increasingly a challenging task.

**Content**

**UNIT-1**

**Overview of Customer Relationship Management**

- 1.1. Meaning and definition of CRM, importance of CRM
- 1.2. Concept and growth of relationship marketing, scope of relationship marketing,
- 1.3. Concept of lifetime customer and customer loyalty.
- 1.4. Benefits and difficulties of CRM.

**UNIT-2**

**CRM Process and Implementation**

- 2.1 Customer development process, customer retention, customer satisfaction.
- 2.2 Importance of customer retention, customer retention strategies.
- 2.3 Customer life time value, types of relationship management.
- 2.4 CRM process for B2B markets.

**UNIT-3**

**Technological Support in CRM**

- 3.1 Types of technological applications in CRM.
- 3.2 Customer databases and information systems, database marketing strategies.
- 3.3 CRM software solutions for B2C and B2B markets.
- 3.4 Customer loyalty and profitability through technology.

**UNIT-4**

**Emerging Trend in CRM**



- 4.1 Introduction, importance of e-CRM in service marketing.
- 4.2 Challenges involved in formulating and implementing e-CRM strategies.
- 4.3 e-CRM architecture and its components, five engines of e-CRM.
- 4.4 Evolution of e-customer and e-marketing, e-CRM for personalized services.

**Suggested Readings:-**

- R.K Sugandhi, Customer Relationship Management, New Age International Publishers, 2000
- Alok Kumar Rai, Customer Relationship Management: Concept and Cases, PHI Learning Pvt Ltd, 2012
- Paul Greenberg, Customer Relationship Management at the speed of light, Tata Mc Graw Hill, 2002
- Jagdish N sueth, AtulParvatiyar, G. Shairesh, Customer Relationship Management, Emerging Concepts, Tools and Application, 2017
- Ken Burnett, The Handbook of Key Customer Relationship Management, Tata McGraw, 2000
- Jill Ducue, A Business guide to Customer Relationship Management, Pearson, 2001

**Course- Researching for Hospitality and Tourism**

**Credits-4**

**Course Code- SLLCH THM 01 03 01 DCEC 4004**

**Objective:-**

This course offers an introduction to research methodology for the beginners so as to acquaint them with the research concepts and analysis of the fundamental issues that arise in hospitality and tourism research. This shall also cover the skills and resources necessary for hospitality and tourism research. Interestingly the learners shall also be acquainted to skills of writing for research.

**Content**

**UNIT-1**

**Introduction to Research**

- 1.1. Meaning of research, Types of research, characteristics of a good research.
- 1.2. Process of research, application of research in various functions of hospitality and tourism.
- 1.3. Attributes of a good researcher, limitation of research.
- 1.4. Recent trends of research in hospitality and tourism industry.

**UNIT-2**

**Research Process**

- 2.1 Research problem, problem identification process.
- 2.2 Formulation of research hypothesis, types of hypothesis.
- 2.3 Research design, formulation of research design, Classification of research design.
- 2.4 Data collection, types of data collection, methods of data collection, literature review.

**UNIT-3**

**Questionnaire**

- 3.1 Questionnaire criteria for questionnaire designing, types of questionnaire.
- 3.2 Questionnaire design procedure, physical characteristics of a questionnaire.
- 3.3 Pilot testing of the questionnaire.
- 3.4 Data feeding, data editing, data analysis.

## **UNIT-4**

### **Interpretation and Report Writing**

4.1 Introduction, meaning, techniques and precautions in interpretation.

4.2 Meaning, types and steps involved in writing for research, writing review articles.

4.3 Writing research report, layout of the research report, the cover page, abstract, acknowledgement and contents, literature review chapter, the research design chapter.

4.4 Presentations & discussions chapter, conclusion & implications, the final touches, bibliography & References, referencing styles: APA and MLA.

### **Suggested Reading:-**

- *Kumar Ranjit: Research Methodology: A Step by Step Guide for Beginners*, Sage Publication, 2014.
- Kothari C.R.: *Research Methodology*, New Age International, 2011.
- Shajahan S.: *Research Methods for Management*, 2004.
- Deepak Chawla: *Research Methodology, Concepts and Cases*, Vikas Publication House Private Limited, 2011
- Naresh, K, Malhotra, *Marketing Research, AN Applied Orientation*, Pearson Publication, 2014
- Thanulingom N : *Research Methodology*, Himalaya Publishing
- C. Rajendar Kumar : *Research Methodology* , APH Publishing
- Gupta Hitesh and Gupta S. L.: *Research Methodology*, International Book House, 2011.
- J. R. Brent Ritchie, Charles R. Goeldner: *Travel, Tourism, and Hospitality Research: A Handbook for Managers and Researchers*, Wiley Publishers
- Levant Altinoy and Alexandros Paraskevas : *Planning research in hospitality & tourism*, Butterworth Heinemann, Elsevier (2008)

**Course- Entrepreneurship in Hotels**

**Credits-4**

**Course Code- SLLCH THM 01 03 02 DCEC 4004**

**Objective:-**

This module provides students with a critical understanding of the concept of entrepreneurship in the hospitality sector. The focus is on how entrepreneurship is essential to operate in an ever-increasing competitive international marketplace for hotels & resorts. Particular emphasis is placed on generating new innovative strategies, initiatives and ideas, against a critical understanding of risk, finance and sustainability.

**Content**

**UNIT 1**

**Introduction to Entrepreneurship:**

- 1.1 Meaning & concept, knowledge and skill requirement.
- 1.2 Characteristics of successful entrepreneur, Entrepreneur process, factors impacting emergence of entrepreneurship.
- 1.3 Managerial and entrepreneurial approach and emergence of entrepreneurship.
- 1.4 Scope of entrepreneurship in hospitality.

**UNIT 2**

**Starting the Venture**

- 2.1 Generating the idea- source of new idea, method of generating idea and opportunity recognition.
- 2.2 Environmental scanning, competitors and industry analysis.
- 2.3 Feasibility study- Market feasibility, technical/operation feasibility.
- 2.4. Financial feasibility- drawing business plan.

**UNIT 3**

**Functional Plans**

- 3.1 Marketing plan- marketing research for the new venture, steps in preparing marketing plan, contingency planning.
- 3.2 Organizational plan -Form of ownership, designing organization structure, job design, manpower planning.
- 3.3 Financial Plan- Cash budget, working capital, perform income statement, perform cash flow, perform balance sheet, break even analysis.
- 3.4. Sources of finance and legal issues.

## **UNIT 4**

### **Business Plan for Hospitality Establishment:**

- 4.1 Site selection, technology determination, financial planning.
- 4.2 Systematic layout planning, planning consideration, procedure for determining space.
- 4.3 Principles of layout & design, equipment requirement, developing specification, & arrangement.
- 4.4 Preparing project report.

### **Suggested Readings:-**

1. Drucker, P.F., Innovation & Entrepreneurship, Harper Business, 2006.
2. Page, S. & Ateljevic, J., Tourism and Entrepreneurship: International Perspectives, Routledge, 2009.
3. Khanka, S. S., Entrepreneurial Development, S. Chand & Company Ltd, New Delhi, 4th Edition, 2007.
4. Bhuyan, A., Tourism Entrepreneurship in Assam, VDM Verlag, 2010.
5. Botha, M., Wessels, F.F. & Lubbe, B., Tourism Entrepreneurs, Juta Legal and Academic Publishers, 2007
6. Rimmington, M., Williams, C. & Morrison, A., Entrepreneurship in the Hospitality, Tourism and Leisure Industries, Routledge, 1st Edition, 2009
7. Sharma, J. K., Hotel Management and Hospitality Enterprise, Kanishka Publishing House, 2009.
8. Lowry, L., Introduction to Entrepreneurship - Resources for Feasibility Study Research Business, Librarian James A. Gibson Library Brock University, 2007

**Course Code- SLLCH THM 01 03 01 GEC 4004**

**Objective:-**

This course deals with the theory of housekeeping operations in hotel business. Students shall learn and develop guest service skills in classes. Learners shall also be given an insight to housekeeping practices, the use and care of equipment, and tools along with their roles in various areas of professional housekeeping.

**Content**

**UNIT-1**

**Introduction to Housekeeping Department**

- 1.1 Introduction & functions of housekeeping department.
- 1.2 Organizational structure of housekeeping department.
- 1.3 Role & scope of housekeeping.
- 1.4 Emerging trends in housekeeping.

**UNIT-2**

**Laundry**

- 2.1 Introduction, types of laundry.
- 2.2 Process of laundry.
- 2.3 Laundry equipments & uses.
- 2.4 Introduction to stain removals & removal common stains.

**UNIT-3**

**Cleaning in Housekeeping**

- 3.1 Different types of Surfaces.
- 3.2 Cleaning and maintenance of various surfaces.
- 3.3 Cleaning agents used in housekeeping department.
- 3.4 Cleaning equipments.

**UNIT-4**

## **Decoration & Designing**

4.1 Concept of interior decoration in housekeeping department.

4.2 Concept and types of flower arrangement.

4.3 Concept and types of towel art.

4.4 Horticulture and its role in hotels.

### **Suggested Reading:-**

- Joan C Branson & Margaret Lennox Hotel Hostel and Hospital Housekeeping, (ELBS), 2006
- Sudhir Andrews, Hotel House Keeping –Tata Mc Graw Hill, 2008
- Raghubalan, Hotel Housekeeping Operations & Management, Oxford University Press, 2008
- Jones-Housekeeping and Front Office ,Edward Publication, 1986

## 4<sup>th</sup> Semester Syllabus

Course- Seminar

Credits-2

Course Code- SLLCH THM 01 04 02 C 2002

The Seminar is designed to demonstrate the accumulated learning, and training of the learners in a single original article of their choice concentrating around hospitality industry, subject to instructor's approval and under the additional supervision of a faculty mentor. The students will research topics and prepare presentations so as to publish and/or present in a seminar.

### Objective:-

- To study recent research findings on important issues pertaining to hospitality industry
- To acquaint students with sources of literature.
- To teach students how to research out a topic in the library and from other sources.
- To provide an opportunity for students to review literature.
- To acquaint students about writing research article.
- To develop professional skills in the area of public speaking and attending seminar.

### Timeline for Assignment

- **Proposal for Research Topic-** Choose a preliminary topic with the need and scope in the industry.
- **Preliminary Bibliography-** To focus on the proposed research topic (Readers need to use 20-30 Resources for the same).
- **Outline-** The outline will help me provide constructive feedback on your review and will hopefully make writing the final version of the research paper easier. The outline of your paper is meant to help organize your thoughts about your review. Consider the outline as a skeleton of your paper. What point do you want to make? A description of what you will support those claims. Some techniques to achieve this include figures, tables, and verbal descriptions of data.
- **Literature Review-** The readers need to go through different source of literature to understand the various aspects of the particular area.
- **Research Methodology-** Tells how you intend to explore your topic. A variety of approaches from textual analysis to statistical analysis may be used. Research your specific methodology and provide relevant references.
- **Analysis of Data-** Analyze and discuss the data collected in relation to the main question proposed in the expanded research statement and taking into consideration the literature you discussed.



- **Complete Rough Draft with conclusions and Summary:** Structure your paper with titled sections, integrate your previous assignment into a single essay, expanding and altering them as needed. Pay attention to the editorial concerns (style, referencing etc.). In the conclusion, summarize the major points of the thesis, reflect upon relevant parts from the literature review as well implications of the study). The draft may be formed under given subtitles :
  - Title of the article
  - Instructor name
  - Mentor name
  - Summary
  - Introduction
  - Literature review
  - Methodology
  - Analysis
  - Conclusions
  - Reference cited

#### **Evaluation**

- Attendance & Meetings with Mentor: 10 points
- Section Draft: 10 Points
- Complete Rough Draft: 10 Points
- Final Paper: 20 Points
- Peer Review: 10 Points
- Paper Presentation: 20 Points
- Publication/Presented in Seminar: 20 Points
- Total: 100 Points

The department shall host one-day Seminar in the above regard with an option of inviting other participants for better inputs on some pre-decided theme.

**Course- Industrial Training/Job Training and Project**

**Credits-20**

**Course Code- SLLCH THM 01 04 01 C 00020**

**Objective:-**

The objective of the training is to supplement the hospitality industry so as to enable the learner to acquaint oneself with hospitality operation and management activities, differentiate between text and practices and develop and understanding about guest and industry expectation from budding hospitality professionals.

**Duration of Exposure: 12-14 weeks**

- Leave's during training: As per property's policy. With minimum of 12 weeks of actual training period. Medical leave acceptance depends on the HOD of Institute, his or her decision on the matter will be final.
- The training in IV semester necessarily needs to be in an approved hotel equivalent to three star or above/ Heritage or other such good property. Prior written approval needs to be taken from the Programme coordinator/ Convener/ H.O.D for Industrial exposure from parent Institute.

**Training Schedule:**

- 12-14 weeks in all four major departments.

OR

- **Food and Beverage Specialization:** 6-7 weeks in production department and 7 weeks in service & beverage department.
- **Accommodation Specialization:** 6-7 weeks in housekeeping and 7 weeks in front office department.

OR

- **On Job training** programme, students need to complete in the respective (one) department.

**Academic Credits for training shall be based on following:**

Appraisals, Report, Project and Presentation, as applicable.

**Training**

All trainees must ensure that the appraisals are signed by the departmental/ sectional heads as soon as training in a particular department or section is completed. Trainees are also advised to make a report in the specialized departments chosen in IV semester on completion of training in that respective department or as per the training schedule. A PowerPoint presentation (based on the report) should be made. This will be presented in front of a selected panel from the institute and the industry. It should be made for duration of 10 minutes. Marks will be awarded on the basis of appraisals, report, project & presentation. The presentation should express the student's experiences in the department and what has he learnt/ observed.

### **Project Work**

The students have to also submit a project after their training in any one area of operation of choice which must be pre-approved by the department head or teacher in charged, in which they will research and collect important data from an entrepreneurial front to help build in depth knowledge and skills into the students . The student in the project is supposed to add all details of that particular area such as:

- Area
- Staff
- Machinery/ Furniture
- Theme
- Basic Necessities
- Different areas
- Sources of funding
- Generation of income
- Standard operating procedure
- SWOT analysis.

Students need to analyze and make proper observations while on training in the specific area, basis of which the project may be executed.

The Training Report & Project Work will be submitted separately in the form specified as under:

- The typing should be done on both sides of the paper.
- The font size should be 12 with Times New Roman font.
- The Training Report may be typed in 1.5 line spacing.
- The paper should be A-4 size.
- Two copies meant for the purpose of evaluation may be bound in paper- and submitted to the approved authority.

**Students have to submit the following on completion of industrial training to the faculty coordinator at the institute:**

1. Training Report
2. Appraisal
3. Project
4. Power Point presentation on a CD, based on the training report.

## **Course- Specialization in Food and Beverage Production and Service**

**Credits-4**

**Course Code- SLLCH THM 01 04 02 SC 2114**

### **Objective:-**

The objective of the course is to give enough time and practical based learning so that they can master the specialized department.

### **Content**

#### **UNIT-1**

##### **Menu Merchandising and Menu Engineering**

- 1.1 Introduction and types of menu merchandising.
- 1.2 Methods of menu merchandising.
- 1.3 Introduction and elements of menu engineering.
- 1.4 Requisites, matrix and spreadsheet of menu engineering.

#### **UNIT-2**

##### **Budgetary Control**

- 2.1 Define budgets.
- 2.2 Types of budget & importance.
- 2.2 Introduction to budgetary control
- 2.4 Objectives of budgetary control.

#### **UNIT-3**

##### **Kitchen and Restaurant Administrative**

- 3.1 Quality assurance- meaning, importance.
- 3.2 Quality assurance process.
- 3.3 Ratio analysis- meaning, importance,
- 3.4 Objectives & uses.

#### **UNIT-4**

##### **Production Management**

- 4.1 Kitchen organization, allocation of work.
- 4.2 Production planning
- 4.3 Production scheduling.
- 4.4 Production quality and quality control.

**Practical:-**

**Menu 1**

**Salads & soups**

Waldorf salad, Fruit salad, Russian salad, salad enicoise,  
Cream (Spinach, Vegetable, and Tomato),  
Puree (Lentil, Peas Carrot)

**Menu 2**

Short Crust – Jam tarts, Turnovers  
Laminated – Palmiers, Khara Biscuits, Danish pastry, Cream Horns  
Choux Paste – Éclair's, Profiteroles

**Menu 3**

**HOT SWEET**

Bread & butter pudding  
Caramel custard  
Albert pudding  
Christmas pudding

**Menu 4**

**Punjabi Cuisine**

Sarson Da Saag  
Makki Di Roti  
PeshawariChole  
MotiaPulao  
Sooji Da Halwa  
&  
Tandoori Roti  
Tandoori Murg  
Dal Makhani  
PudiniaChutny  
BainganBhartha

**Menu 5**

**RAJASTHANI**

MENU 01 GatteKaPulao  
Lal Maas  
MakkiKaSoweta  
Chutny (Garlic)  
Dal Halwa

&  
Dal Batti  
Churma  
BesanKeGatte  
Ratalu Ki Subzi  
Safed Mass

**Menu 6**  
**GUJRATI**

Sarki  
Brown Rice  
SalliMurg  
Gujrati Dal  
MethiThepla  
Shrikhand  
&  
GujratiKhichadi  
Oondhiyu  
Batata Nu Tomato  
Osaman  
JeeraPoori  
Mohanthal

**Menu 7**  
**South Indian**

Line Rice  
MeenMoilee  
Olan  
MalabariPratha  
ParappuPayasam  
&  
Tamarind Rice  
Kori Gashi  
Kalan  
Sambhar  
SavianPayasam

**Menu 8**  
**International Cuisine**  
Chinese and Greece  
Any 2 Four course menu

**Menu 9**  
**International Cuisine**  
Italy and Britain  
Any 2 Four course menu

## **Menu 10**

### **Egg Preparation**

Scrambled  
Poached  
Scotch egg  
French toast  
Egg Curry

## **Menu 11**

### **Sauces and Chutneys**

Bachemal  
Mayonnaise  
Tartar  
Mint Mayonnaise  
Mustard  
&  
Chilli garlic  
Pudina Chutney  
Mango Chutney  
Coconut Chutney etc.

## **Menu 12**

### **Indian Snacks and Fast food**

Samosa  
Kachori  
Mirchiwada  
Veg Pakoras  
Bonda  
Wada Pao  
BhelPuri  
Alloo Chat  
Dahi Wada  
Idli  
Uthapam etc.

## **Menu 13**

### **Tandoori Dishes**

Tandoori Nan  
Missi roti  
Rumali Roti  
Tadoori Chicken  
Paneer Tikka  
Pineapple Tikka  
Mushroom Tikka  
Afgani Chicken etc.



## **Menu 14**

### **International Fast Food**

Burgers

Fries

Pasta

Wraps

Pizza

Onion Rings

Fried Chicken

Chicken Nuggets etc.

## **Menu 15**

### **Practice Session**

New Dishes Concept

Food Gastronomy

- Restaurant Set-Up
- Bar Set-up
- Service of Alcoholic and Non Alcoholic Beverages

### **Suggested Readings:-**

- Ravi Aggarwal, Essential of Food and Beverage Service, Subline Publication, New Delhi, 2010
- Bernard Devis, Food and Beverage Management, Butter Worth New Delhi, 2008
- Nick Wilton, Food and Beverage Service, Sage Publication New Delhi, 2011
- S.Andrew, Food and Beverage Service, Tata Mc Graw Hill, New Delhi, 2003
- Dennis R.Lillicrap. & John A ,Food& Beverage Service. Cousins. Publisher: ELBS, 2009
- Brian Varghes, Food & Beverage Service Management . 2003
- Lillicrap & Cousins, Food & Beverage Service, ELBS, 2009
- Brown, Heppner & Deegan, Introduction F & B Service, 2009
- John Fuller, Hutchinson, Modern Restaurant Service, 2002
- Brian Varghese, Professional Food & Beverage Service Management, 1998
- K Arora, Theory of Cookery .Frank Brothers, 2009
- Kauffman &Cracknell, Practical Professional Cookery, 2000

### **Course- Specialization in Accommodation Operations**

**Credits- 4**

**Course Code- SLLCH THM 01 04 03 SC 2114**

**Objective:-**

The aim of the course is to develop the skills of the students in a specialized field.

**Content**

**UNIT-1**

**Hotel and Guest Security**

- 1.1 Importance of security system and types of security.
- 1.2 Fire, main causes.
- 1.3 Types of fire, fire fighting method.
- 1.4 Handling emergency situations.

**UNIT-2**

**Property Management System**

- 2.1 Introduction and role of PMS in hotel industry.
- 2.2 Selection of PMS as per the property.
- 2.3 PMS in front office and housekeeping.
- 2.4 Latest changes in PMS.

**UNIT-3**

**Introduction to Windows, Bed and Upholstery**

- 3.1 Windows and window treatment, factors to be considered in selection of window treatment.
- 3.2 Bed and bedding – types of bed and their sizes, bed linen.
- 3.3 Upholstery - types of upholstery with design and sizes.
- 3.4 Selection of upholstery.

## **UNIT-4**

### **Introduction to Budgeting in Front Office and Housekeeping**

- 4.1 Budgeting in front office and housekeeping.
- 4.2 Budget planning in front office.
- 4.3 Budget planning in housekeeping.
- 4.4 Various factors influencing budgeting.

### **Practical:-**

- Designing the guestroom.
- Operating various laundry equipments.
- Standard operating procedure used in cleaning of guestrooms, public areas etc.
- Removal of common stains.
- Preparing various flower arrangements.
- Standard operating procedure used in cleaning of different surfaces.

### **Suggested Readings:-**

- Joan C Branson & Margaret Lennox, Hotel Hostel and Hospital Housekeeping, (ELBS), 2006
- Sudhir Andrews, Hotel House Keeping, Tata Mc Graw Hill, 2008
- Raghubalan, Hotel Housekeeping Operations & Management, Oxford University Press, 2008
- Jones, Housekeeping and Front Office, Edward Publication, 1986
- Robert Mc Crie, Security Operations, Butterworth – Heinemann, 2000
- Tucker Schneider, The Professional Housekeeper ,Wiley Publications, 1998
- Sudhir Andrews, Front Office Training manual, Tata Mac Graw Hill, 1982
- Kasavana & Brooks, Managing Front Office Operations :Educational Institution AHMA, 1999
- Ahmed Ismail, Front Office Operations and management ,Thomson Delmar, 2012
- S.K Bhatnagar, -Front Office Operation Management- Publisher: Frank Brothers, 2002

**Course- Modern Cookery and Event Management**

**Credits-4**

**Course Code- SLLCH THM 01 04 01 GEC 2024**

**Objective:-**

The aim of the course is to familiarize the students with Modern Cookery and gives a insight knowledge of various events, their management.

**Content**

**UNIT 1**

**Overview of Kitchen**

- 1.1 Introduction to kitchen, hygiene and safety.
- 1.2 Areas of kitchen.
- 1.3 Equipment's.
- 1.4 Knife and their uses.

**UNIT 2**

**Sauces, Soups, Salads**

- 2.1 Mother sauces.
- 2.2 Salads.
- 2.3 Soups.
- 2.4 Bread and egg preparation.

**UNIT 3**

**Cooking Methods, Vegetable cuts and Commodities**

- 3.1 Methods of cooking.
- 3.2 Cuts of vegetables.
- 3.3 Commodities used in Indian cuisine.
- 3.4 Equipments required.

## **UNIT 4**

### **Overview of Events**

- 4.1 Introduction to events.
- 4.2 Types of events.
- 4.3 Planning events and management.
- 4.4 Principals of event management.

### **Practicals:-**

#### Menu 1

- Salads preparation
- Eg. Waldrof Salad, Ceaser Salad, Fruit salad, Russian Salad.

#### Menu 2

- Important and used Sauces
- Eg. Mayonnaise, Behamel, Mustard, Tartar etc.

#### Menu 3

- Egg Preparations
- Eg. Scrambled, Sunny side up, Poached, Boiled, Scotch Egg etc.

#### Menu 4

- Bakery Items
- Eg. Sponge Cake, Fruit Cake, Biscuits, B&B Pudding etc.

#### Menu 5

- Sandwich Preparations
- Eg. Grilled Sandwich, Cold Sandwich, Salami Sandwich, Paneer Cocktail Sandwich etc.

#### Menu 6

- Snacks Preparation
- Eg. Cutlet, Burger, Onion Rings, Fries etc.

#### Menu 7

- Pizza Cookery
- Eg. Cheese Pizza, Vegetable Pizza, Non-veg Pizza etc.

#### Menu 8

- Chinese Snacks
- Eg. Noodles, Honey Chilli Potato, Spring Rolls, Thupka etc.

#### Menu 9

- Pasta Cookery
- Eg. White Sauce Pasta, Red sauce Pasta, Bolognaise Pasta, Macroni etc.

Menu 10

- Indian Snacks
- Samosa, Pakoras, Dosa, Idli etc.

**Suggested Readings:-**

- John Wiley, Cooking Essentials for the New Professional Chef, The Culinary Association of America, 2001
- Parvinder S Bali, Food Production Operations, Oxford University Press, 2014
- M J Leto & W K H Bode, Larder Chef, Butterworth- Heinemann, 2006
- Philip E. Thangam, Modern Cookery (Vol- I), Orient Longman, 2010
- Kinton & Cessarani, Practical Cookery, 2004
- Kauffman & Cracknell, Practical Professional Cookery, 1999
- Wayne Gislen, Professional Cooking, Le Cordon Bleu, 2010
- Andrew Hale Feinstein and John M. Stefanelli, Purchasing Selection and Procurement for the Hospitality Industry, 2004