

HM 301 FOOD PRODUCTION & BAKERY SCIENCE

TEACHING SCHEME:

Theory	: 3Hrs/week
Practical	: 3Hrs/week

ASSESSMENT SCHEME

	: MARKS	DURATION
Theory	: 70	3Hrs
Practical	: 50	3Hrs
Internal	: 30	

TOTAL 150

OBJECTIVES :

At the end of the semester the students are supposed to have developed

1. An insight of Indian regional cuisines and modern development.
2. Through knowledge of bread faults and diseases and the cake making methods.

COURSE CONTENT

1- KNOWLEDGE OF INDIAN REGIONAL STAPLE FOOD, INGREDIENTS AND SPICES.

1.1 A STUDY OF VARIOUS REGIONAL CUISINES:

Punjabi	- Bengali
Gujarati	- Maharashtra
Kashmiri	- Mugalai
South Indian	- Rajasthani
	- Goan

2- A STUDY OF INDIAN BREADS.

2.1 A STUDY OF INDIAN SWEETMEATS.

3- A STUDY OF INDIAN ACCOMPANIMENTS

- Pickles, Chutneys, Murabbas, Papads etc.
- Mouth fresheners.

3.1 COMPARATIVE STUDY OF TRADITIONAL AND MODERN INDIAN COOKERY.

PATISSERIE (BAKERY SCIENCE)

4 BREAD DISEASES.

4.1 BREAD VARIETIES.

5- FUNCTION OF INGREDIENTS IN CAKE MAKING.

5.1 CAKE MAKING METHODS:

Sugar batter method.	- Boiled method
Flour batter method	- Sugar water method.
Blending method.	- All in process.

TEXT READINGS

Sudhir K. Shibal	- The Ashok book of Favorite Indian recipes.
Madhur Jaffery's	- Cook Book.
Chandal Padmanabhan	- Dakskhin Veg. Delicacies from South India.
J. Inder S. Kalara	- Prasad Cooking.
Khalid Aziz	- Indian Cooking.
Vimla Patil	- Food Heritage of India.
Vimla Patil	- Festival Cook Book.
Madhur Jaffery's	- Flavours of India.
Joseph Amendola	- Understanding Baking.
S.C. Dubey	- Basic Baking
William J. Sultan	- Practical Baking.

PRACTICALS

1. Quantity food production on the basis of Indian regional cuisine.
2. Bakery Practical to cover the following (Advance Level)
 - a) Bread Making.
 - b) Sponge Cake: Genois Sponge, Fatless Sponge.
 - c) Icings.
 - d) Assembling Cakes.
 - e) Heavy Cake: Pound Cake.

HM 302

BEVERAGE MANAGEMENT

TEACHING SCHEME:

Theory : 3Hrs/week
Practical : 3Hrs/week

ASSESSMENT SCHEME

	: MARKS	DURATION
Theory	: 70	3Hrs
Practical	: 50	3Hrs
Internal	: 30	

TOTAL 150

OBJECTIVES :

By the end of the semester the students should be able to:

- i. Understand the History, ingredients, brewing process, types, characteristics, storage and service of Beer.
- ii. Understand the viticulture and vinification clearly.
- iii. Understand different wine types, their classifications, storage and service.
- iv. Know about the different wine producing countries, their specialty wines and the wine quality laws governing the major wine producing countries.
- v. Understand and suggest the appropriate wines for the different types of food.
- vi. Acquire the requisite technical skills for competent service of Food and Beverage.

COURSE CONTENT

1. BEER

- History (A brief description of how beer came into being).
- Ingredients.
- Brewing process: Bottom fermentation; Top fermentation.
- Storage of beer.
- Types of beer (Ale, Lager, Draught, Wheat beers).
- Characteristics.
- Service of beer.

2. WINES

- Introduction to wines. Definition of wines.
- Viticulture - Seasons, soil & area of growth. Composition of grape and its effect on the nature of wine. Wine makers calendar.
- Wine categories: RED, WHITE, and ROSE.
- Characteristics of wines - Still, natural, sweet, dry, vintage & non - vintage.
- Principal wine producing countries: France, Italy, Germany, Spain, Portugal, America, Australia.

3. WINE QUALITY LAWS.

- France, Germany, Italy.

4. WINES OF FRANCE

- Different regions and their Geographical composition & climate, grape varieties with characteristics of wines from each region.
- Special reference of Champagne; its origin, grape variety and production

5- WINES OF OTHER COUNTRIES.

- Italy.
- Germany.
- Wine of Spain with special reference to Sherry (in details).
- Wine of Portugal with special reference to port and Madeira.
- Australian wines.
- American wines.

5.1 FOOD AND WINE HARMONY.

- In relation to all course of French classical menu.
- Indian.
- Chinese.

TEXT READINGS.

Jalfrey L. Clarke	Table & bar
Denis R. Lillicrap	F&B Service
Matt. A. Casoo	F&B Service
Tom Stevenson	World Wine Encyclopedia
	Beers of the World
Michael M. Coltman	Beverage Management

PRACTICALS.

1. Revision of 1st year practical - Table layout and service for different types of meals.
2. Beverage order taking and preparation of BOT.
3. Familiarization with the Glassware, equipments and tools required in relation to beer and wine service and their sketch.
4. Service of bottled, canned and draught beer.
5. service of Red Wine, White Wine, Champagne.

ASSIGNMENTS.

1. Preparing charts:
 - A: Different regions of France and their characteristics.
 - B: Wine regions and characteristics wines of two other countries.
2. Collection of labels:
 - A: At least ten Beers. (Indian & Foreign)
 - B: At least Five Wines. (Indian & foreign)

HM 303

HOUSE KEEPING & LAUNDRY MANAGEMENT

TEACHING SCHEME:

Theory	: 3Hrs/week
Practical	: 3Hrs/week

ASSESSMENT SCHEME

	: MARKS	DURATION
Theory	: 70	3Hrs
Practical	: 50	3Hrs
Internal	: 30	

TOTAL 150

OBJECTIVES :

By the end of this course the students will have knowledge about the following:

1. Linen room procedure, care and maintenance of linen.
2. Uniform and sewing room procedure.
3. Laundry - Importance and principles, equipments, layout, floor process & finishes.
4. Stain removal - methods and aids.
5. Knowledge about fabric, their origin, characteristic, use in hotel industry.
6. Yarns and their types.

COURSE CONTENT

1- HOTEL LAW

- Classification.
- Selection criteria and calculating.

1.1 LINEN ROOM

- Location.
- Equipment.
- Storage & Inspection: Stock taking.
- Marketing & Monogramming.
- Functioning.

2- SEWING ROOM

- Activities & Area provided.
- Equipments.

2.1 UNIFORM ROOM

- Purpose of uniform.
- No of sets, issuing process & exchange of uniform.
- Designing a uniform.
- Layout & planning of the uniform room.

3- LAUNDRY

- Duties and responsibilities of laundry staff.
- Importance and principles.
- Flow process in Industrial Laundering.

- Stages in wash cycle.
- Equipment, Layout, Planning of Laundry.
- Laundry agents.
- Dry cleaning.

3.1 STAIN REMOVAL

- Different types of stains.
- Cleaning methods.
- Specific reagents.
- Care for colored and delicate fabrics.

4- FIBRES AND FABRICS

- Definition.
- Origin and classification.
- Characteristics of different fibers – Cotton, Linen, Silk, Polyester, Nylon, Nylon.

4.1 YARNS

- Types.

5- FINISHES

- Desizing, Sizing, Degumming, Weighting, Scouring, Calendaring, Decatizing, Tentering, Shearing.
- Flocking, Sanforisation, Mercerization, Napping.

TEXT READINGS

Joan C. Branson Hotel, Hostel & Hospital Housekeeping.
Georgina Tucker The Professional Housekeeper.

PRACTICALS

1. Basic cleaning procedure in guest room :
 - a. Check-out room.
 - b. Occupied room.
 - c. Vacant room.
 - d. Evening service.
2. Working in linen room:
 - a. Storage.
 - b. Stock taking.
 - c. Marking and monogramming.
 - d. Functioning – Clerical jobs in the Linen room and uniform room.
3. Laundry:
 - a. Identification and Operation of different equipments.
 - b. Laundry cleaning agents.
 - c. Flow process in Industrial Laundry – Layout, Planning and operation.
 - d. Dry cleaning method.
4. Stain Removal: Identification and removal of the stains using the specific methods and reagents.
5. Identification of different weaves.
6. Identification and sampling of different Fabrics.
7. Sewing Room – Mending and use of sewing kit.

TEACHING SCHEME:

Theory	: 3Hrs/week
Practical	: 3Hrs/week

ASSESSMENT SCHEME

	: MARKS	DURATION
Theory	: 70	3Hrs
Practical	: 50	3Hrs
Internal	: 30	

TOTAL 150

OBJECTIVES

The purpose of the syllabus is to impart knowledge regarding.

1. Handling guest mails, messages and guest enquiries.
2. Describe Room change procedure and out door management.
3. Outline the work performed at bell desk.
4. Handling of modern communication facilities.
5. Occupancy forecasting method.

COURSE CONTENT

- 1- **MANAGING GUEST ENQUIRIES.**
 - 1.1 **MANAGING GUEST MAILS AND MESSAGES.**
- 2- **OTHER INFORMATION DESK FUNCTIONS.**

Room key management.
Mini post office.
Do not disturb requests.
Wake up calls.
Paging systems.
Operational problems and managing them.
- 2.1 **BLACKLISTING OF GUEST.**

Meaning.
Criterion & procedures.
- 3 **BELL DESK MANAGEMENT**

Procedure for:
Check in.
Check out.
Left Luggage.
Other activities.
- 3.1 **ROOM CHANGE PROCEDURE.**
- 4- **OUT DOOR AREA MANAGEMENT.**

Car parking
Public address

Outsourced Door man or Parking Attendant
Hire a car procedures.

4.1 HANDLING MODERN COMMUNICATION FACILITIES.

E. P. A. B. X.
Fax.
Telex.
Internet (E. Mail)
Pagers.

5. OCCUPANCY FORECASTING METHODS.

TEXT READINGS

Dennis. L. Foster	Back office operation & administration.
Sudhir Andrews	Hotel Front Office.
Bruce Braham	Hotel Front Office.

PRACTICALS

1. Handling various types of enquiries.
2. Message and mail handling and filling up.
3. Room key rack management.
4. Wake-up-calls.
5. Paging system.
6. Bell Desk activities during
 Check in
 Check out
7. Handling room change.
8. Outdoor area management.
9. Handling modern communication facilities.

HM 305

INTRODUCTION TO HOSPITALITY INDUSTRY

TEACHING SCHEME:

Theory : 2 Hrs/week

ASSESSMENT SCHEME

	: MARKS	DURATION
Theory	: 70	3Hrs
Internal	: 30	
TOTAL	100	

COURSE CONTENT

1. **Hospitality Industry in world and India Context** : concept, Origin and development over the age, Future, Changing trends.

2. **Tourism Industry** : concept, Origin and development over the age, Future, Changing trends. Relation of Tourism with hospitality industry.

3. **Type of Hotels**: different basis/criterion classification of hotels, categorization of hotels in India.

4. **Ownership Structure of Hotels**: Introduction, Concept, Types, their features advantages and disadvantages

5. Classification and categorization of Hotels And its Evolution.

5.1 History of cooking, its modern developments and develop brief ideas of various cuisines.

Text & References

- Introduction to Hospitality, Walker John R. Prentice Hall of India.
- An introduction to the hospitality Industry: 4th edition Gerald W. Lattin Attn.
- Hospitality Today : Rocco; Andrew Vladimir, Pables E, Attn.
- Tourism and the Hospitalities Joseph D. Fridgen
- Welcome to Hospitality Kye-Sung Chon, Roymond Sparrowe
- Hospitality Mgt. Kevin Baker, Jeremy Hayton
- Hotels for tourism Development Dr. Jagmohan Negi
- Principles of grading and classification of hotels, tourism restaurant & resorts Dr. J. Negi
- Professional Hotel Management, Jagmohan Negi, Publisher : S. Chand & Co. Delhi.
- Tourism and hospitality in 21st century, Ranga, Mukesh and Chandra, Ashis/herh. New Delhi.
- Discovery publishing house, 2003.

HM 306 INTRODUCTION TO MANAGEMENT CONCEPTS

TEACHING SCHEME:

Theory : 3 Hrs/week

<u>ASSESSMENT SCHEME</u>	:	<u>MARKS</u>	<u>DURATION</u>
		Theory : 70	3Hrs
		Internal : 30	
		TOTAL 100	

OBJECTIVES:

The objectives of this course are:

1. To impart a systematic and fundamental knowledge about growth and functions of management.
2. To explain the role of a modern professional manager in an organization.
3. To establish significance, process and techniques involved in basic managerial function i.e. Planning, Decision making, Organizing, Directing and Controlling.
4. To provide basic theories about project management.
5. To develop case study method of learning and problem solving.

COURSE CONTENT:

1 INTRODUCTION:

- Concept, Definition, Nature, Scope, Functions.
- History of management; Thought: Scientific Management, Fayol's contribution, Hawthorne experiments, Behavioral approach, System approach, and Contingency approach.

1.1 PLANNING:

- Definition, Importance and need of planning.
- Types of Planning, Goals, Objectives and Mission.
- Planning Process.

2- ORGANIZATION:

- Need of organization and its types.
- Organization structure & chart.
- Informal organization.
- Factors in Hospitality Organization.

3- DECISION MAKING:

- Concepts, Process.
- Tools and Techniques.
- Management by objective.
- Management by Exception.

4- DIRECTIONS:

- Delegation: Concept, Importance, Factors for effective delegation.

- Motivation: Concept, Importance, Financial and non- financial motivators: Theories of motivation- Maslow, Herzberg, McGregor.
- Leadership: Concept approaches, styles.
- Communication: Concept, Media, types, importance, barriers, and effective communication.

5- CONTROL:

- Definition, Concept and process.
- Classification and types of control.
- making control effective.

TEXT READINGS.

James R. Keiser	Principle and practices of Management in Hospitality Industry.
Harold Koontz/ Keith	Essentials of Management. Management a Global perspective.
L. M. Prasad	Principles & Practice of Management.
P.C. Tripathi, Reddy	Principles of Management.
Joseph L. Massie	Essentials of Management.