

BHMCT – 101 /BHM – 101 FOOD PRODUCTION & PATISSERIE-I

OBJECTIVES:

At the end of the course the students should:

- a. know the history of cooking, its modern developments and (Develop brief idea of various cuisines;
- b. understand the professional requirements of a kitchen personnel and the importance and maintenance of hygiene;
- c. have insight of kitchen organization, duties and responsibilities of kitchen staff, workflow, and kitchen equipments;
- d. have thorough knowledge of methods of cooking and learn the basic skills in continental cuisine their market form, selection, storage and uses.

COURSE CONTENT:

UNIT 1

INTRODUCTION TO PROFESSIONAL COOKERY:

- a. Culinary history.
- b. Origins of modern cookery.
- c. Modern developments in equipments and foodstuff.

STANDARDS OF PROFESSIONALISM:

- a. Levels of skill
- b. Attitude towards work
- c. Personal hygiene

KITCHEN HYGIENE:

- a. Facility and equipment sanitation
- b. Cleanliness of surface
- c. Garbage disposal,
- d. Comfort facilities: ventilation and lighting
- e. Dish washing procedure, Pot washing procedure.

UNIT 2

KITCHEN ORGANIZATION:

- a. Classical kitchen Brigade
- b. Apportioning of staff among sections
- c. Duties and responsibilities of Executive Chef
- d. Responsibilities of each section
- e. Modern kitchen Brigades
- f. Co-operation with other departments,.

EQUIPMENT AND TOOLS:

- a. Pre-preparation equipments
- b. Preparation equipments: 3 storage equipments
- c. Ancillary equipments: knives, Utensils, pots and pans.
- d. Bakery equipment

UNIT 3

BASIC METHODS OF COOKERY:

- a. Modes of Heat Transfer
- b. Various methods of Cooking: Definition, Rules, Associated Terms, Moist Methods: Boiling, Poaching, Steaming, Stewing, Braising. Dry Methods: Frying, Grilling, Roasting, Broiling, Baking.
- c. Modern Methods

UNDERSTANDING RAW MATERIALS:

- a. Understanding of common ingredients classification and available forms.
- b. Uses and storage
- c. Salt, Liquids, sweetening, Fats, and Oils, Raising or Leavening agents.
- d. Thickening and binding agents, Flavourings and seasoning.

UNIT 4

COMMODITIES

- a. MILK AND MILK PRODUCTS: Composition of milk, storage, types of milk, cream, butter, cur
- b. CHEESE Production of cheese, types of cheese.

COMMODITIES:

- a. VEGETABLES: Classification, selection and cooking.
- b. Fruits.

FOUNDATION OF CONTINENTAL COOKERY:

- a. Stock: Definition, Classification and types, Rules for stocks, Recipe of white chicken stock, Brown stock, fish and vegetable stock.

- b. Soups: Definitions, Classification on soups; Examples.
- c. Sauces: Definition, Use and importance of sauces. Mother sauces- Recipes, Derivative sauces.
- d. Dough and Pastes
- e. Creams: Types and uses.
- f. Assembling into finished products.
- g. Garnishes and Accompaniments.

PRACTICALS (BHMCT – 151/BHM - 151)

- 1- Four weeks of demonstration classes to make students familiar with: The pre-preparation, preparation and method of cookery.
 - Preparing and cooking vegetables.
 - Preparing and cooking Fish & Shellfish
 - Preparing and cooking Poultry
 - Preparing and cooking Eggs
 - .Preparing and cooking Soups, Stocks & Sauces
 - Preparation of Basic Indian Gravies
 - Making Custard & Cream
- 2- At least menus comprising of Five Dishes each to cover Soups (Hot& Cold) Starters. Meat dish with Vegetable& Potato dish, various sauces (Hot & Cold}
- 3- BAKERY (Five Practical classes), Mousses etc (Simple Puddings).

BHMCT - 102 /BHM - 102 FOOD & BEVERAGE SERVICE-I

OBJECTIVES:

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

- a. Develop an -insight -into the growth of catering Industry. In the world from medieval period till recent times.
- b. Understand the different components of the catering industry the functions of various departments of a hotel, and their relationship with Food & Beverage service department, in order to acquire professional competence at basic levels in the principles of Food service and its related activities.
- c. Understand the role of F & B department) its functions and staffing.
- d. Understand the service of different types of meals and menus prevalent in the restaurants etc, according to the time of the day in order to develop a comprehensive knowledge and understanding of restaurant service in the hotel and catering industry:
- e. Identify and use the different types of restaurant equipments..
- f. Acquire the requisite technical skills for competent service of Food and Beverage.

COURSE CONTENTS:

UNIT 1

INTRODUCTION TO THE CATERING INDUSTRY:

- a. Introduction and growth of catering-industry;
- b. Classification of catering establishments: Commercial, Transport, Welfare, Industrial, Institutional
- c. A brief description of each type showing the career opportunities in each.

DEPARTMENTAL ORGANIZATION:

- a. Organization of the hotel
- b. Where F & B department stands; A Total meal experience,
The hotel-guest-steward relationship
- c. Relationship between F & B service department with other departments of the hotel;
- d. Types of F & B outlets
- e. Organization of staff in various F & B Outlets
- f. Duties and responsibilities of all F & B staff
- g. Attributes of a waiter: Effective communication skills, Personal hygiene.

UNIT 2

RESTURANT SERVICE:

- a. Forms and methods of services: English; French & Russian
- b. Mis en place, Arranging side-board,
- c. Receiving the Guests & Social Skills
- d. Service of a Table

TYPE OF MEALS & MENU:

- a. Types of meal: Breakfast Lunch/Dinner/Supper/Brunch/High teal Afternoon Tea/Elevenses.
- b. Type of Menu: Table d'hote, A la carte, carte-du-jour.
- c. Courses of French classical menu

- d. Menu terminology
- e. Fundamental of menu planning Continental, Indian with accompaniments.
- f. Breakfast menu: English, American, Continental, Indian.
- g. High tea and Afternoon tea menu:

UNIT 3

RESTAURANT EQUIPMENTS:

- a. Crockery.
- b. Glassware.
- c. Cutlery, Flatware, Hollow ware -Silver and stainless steel.
- d. Lilies, Furnishing, fittings, and disposable.
- e. Care and maintenance of restaurant equipment.

ANCILLARY DEPARTMENTS:

- a. Pantry, still room, plate room, hotplate, wash kitchen stewarding a brief description.

UNIT 4

ROOM SERVICE:

- a. Type of Room Service / Centralised / Decentralised / Decentralised Mobile
- b. List of Equipments
- c. Trolley & Tray Setup
- d. House Rules of Room Service Waiter
- e. Room Service Menu

PRACTICALS (BHMCT – 152/BHM - 152)

1. Opening and inspecting cleaning a restaurant : Routine Cleaning Non-Routine Cleaning
2. Identification of restaurant equipments. - With Diagrams
3. Special equipments used In restaurant.
4. Wiping: - Glassware, Cutlery, Crockery
5. Polishing silver, silvo method, burnishing method
6. Arrangement and use of side board -Check list.
7. Laying a table cloth
8. Re-laying a table cloth
9. Using a -tray
10. Procedure for laying table
 - i) Basic a la carte
 - ii) Basic Table D'hote
 - iii) Continental Breakfast
11. English Break Fast

BHMCT - 103 /BHM - 103 FRONT OFFICE OPERATION - I

OBJECTIVES:

The student will be aware and get knowledge about:

- a. Classification and categorization of Hotels and its Evolution.
- b. Duties & responsibilities of the staff in the different sections.
- c. Identify Market segment.
- d. Types of rooms food plan, Tariff and room rent.
- e. Importance, Modes, Tools of reservation,

COURSE CONTENT:

UNIT 1

INTRODUCTION TO FRONT OFFICE

- a. Introduction to hotel industry, Evolution, Definition of modern hotel, Classification and categorization.
- b. Position, Role and Importance of Front off-ice in the hotel.

UNIT 2

ORGANIZATIONAL STRUCTURE OF FRONT OFFICE

- a. Structure and functions of each section
- b. Duties and responsibilities of Front office staff.
- c. Layout of Front Office department.

UNIT 3

ATTRIBUTES OF FRONT OFFICE STAFF AND FRONT OFFICE TERMINOLOGY

- a. Attributes of Front office staff.
- b. Front office terminology regarding guests, plans, rooms hotels tariff and other front office activities.

UNIT 4

RESERVATION OPERATIONS:

- a. The importance of reservation section.
- b. The modes of reservation: R.S. and I.R.S.
- c. Various tools of reservation: Room status board,
- d. Reservation form, Advance-letting chart, Density control chart, Hotel Diary, Whitney system of reservation.
- e. Cancellation and amendment procedure.
- f. Preparation of arrival list/movement list.
- g. Group reservation.

PRACTICALS (BHMCT – 153/BHM - 153)

1. Receiving telephone calls.
2. Familiarization of reservation tools.
3. Receiving reservation requests.
4. Finding room availability on Advance letting chart, updating it.
5. Finding room availability on Density Control chart; updating it
6. Updating Hotel diary and preparation of movement list.
7. Handling Cancellation and Amendments.

BHMCT - 104 /BHM - 104 HOTEL HOUSEKEEPING - I

OBJECTIVES:

The students will get knowledge about:

- a. Organisation, function of Housekeeping department and its different sections.
- b. Different departments Housekeeping co-ordinates with
- c. Procedure of cleaning different status of room;
- d. Cleaning equipments and cleaning agent.
- e. Lost and found procedure in the control.

COURSE CONTENT:

UNIT 1

HOUSEKEEPING AS A DEPARTMENT:

- a. In the hotel
- b. In other institutions: to be applied in a slight different set of Circumstances
- c. Interdepartmental co-operation & co-ordination of Housekeeping.
- d. Different sections of Housekeeping departments.

ORGANISATION STRUCTURE OF HOUSEKEEPING DEPARTMENT:

- a. Small hotels, Medium hotels, large hotels. b. Duties & responsibilities of Executive Housekeeping.
- c. Duties & responsibilities of Housekeeping Staff.

UNIT 2

FUNCTIONS OF HOUSEKEEPING DEPARTMENT:

- a. Area of cleaning. b. Security. c. Dealing with guests.
- d. Brief notes on Lost & Found e. Baby sitting
- f. Services and facilities offered by various hotels.

UNIT 3

ROUTINE SERVICES:

- a. Cleaning of Checkout room. b. Cleaning of Occupied Room.
- c. Cleaning of Vacant Room. d. Evening service

UNIT 4

CLEANING EQUIPMENT:

- (a) General considerations & selections (b) Classification & Types of equipments, Floor trolley, Vacuum Cleaner etc. (c) Method of use & mechanism for each type (d) Care & maintenance.

CLEANING AGENTS: (a) General criteria for selection (b) Classification.

PRACTICALS (BHMCT – 154/BHM - 154)

1. Introduction, identification, uses and care of hand tools, cleaning Equipments and cleaning agents (Paste chart / drawing as applicable)
2. Basic cleaning procedure in Guest room:
(a) Check-out room, (b) Occupied room, (c) Vacant room, (d) Evening service
3. Procedure for Bed making: (a) Day Bed, (b) Night Bed
4. Procedure for cleaning bathrooms.

5. Organizing for completing the assigned task, preparing work plan.

BHMCT – 105 /BHM – 105 BUSINESS COMMUNICATION

OBJECTIVE:

By the end of the course the students should:

- a. What are intra personal into personal and group communications?
- b. Understand the Value of Communication for better human relations in day-to-day life.
- c. Understand the Importance and observance or social skills and Etiquettes in various occasions
- d. Understand the various forms of verbal and Nonverbal, Formal and Informal communications.
- e. Build and use Business Vocabulary.

COURSE CONTENT:

UNIT 1

FUNDAMENTALS OF HUMAN RELATIONS:

Intra-personal, Inter-personal and Group relationships, Transactional analysis implications for Managers In Organizational Context.

UNIT 2

FORMAL WRITTEN COMMUNICATION:

Official letters, Report, writing: Categories formats, Memorandums and circulars, Agenda and minutes, Resume, Drafting advertisements.

UNIT 3

FORMAL VERBAL COMMUNICATION:

Group discussion, Interview, Extempore, Business negotiation, Public speaking, Meeting, Toasting, Counselling, Business presentation.

UNIT 4

SOCIAL SKILLS FOR MANAGERS:

Update of Etiquettes a Manager should observe in various formal and informal situations; The Knowledge of Body language.

UNIT 5

BUSINESS VOCABULARY BUILDING AND USAGE

- .Essay Writing; Comprehensions ; Preci s Writing ; Elocution ; Telephone Etiquettes

BHMCT – 106/BHM – 106 INTRODUCTION TO MANAGEMETN CONCEPTS

OBJECTIVES:

The objective of this course is:

- a. To import a 'systematic and fundamental knowledge about growth and functions of management.
- b. To explain the role of a modern professional manager in an organization.
- c. To establish significance, process and techniques involved in basic managerial function i.e. planning, decision making, organizing, directing and controlling.
- d. The provide basic theories about project management.
- e. To develop case study method of learning and problem solving.

COURSE CONTENTS:

UNIT 1 : INTRODUCTION

- Concept definition, nature, scope, functions.
- History of management; thought: Scientific management, Fayols contribution, and Hawthorne experiments. Behavioral approach, approach and contingency approach.

UNIT 2 : PLANNING:

- Definition, importance and need of planning.
- Types of planning goals, objectives and mission.

ORGANISATION:

- Need of organization and its types; Organisation structure and chart; Informal organization.; Factors Inhospitality organization.

UNIT 3 : STAFFING:

- The nature and purpose of staffing, Recruitment, Selection, Training, Performances Appraisal

UNIT 4 : LEADERSHIP:

- Characteristics & Functions ; Effective leadership; Leadership style

UNIT 5 : COORDINATING:

- Concepts, Importance and elements of coordination; Techniques of effective coordination.

CONTROLLING:

- System & process of controlling; Controlled techniques.

U.P. TECHNICAL UNIVERSITY LUCKNOW



Syllabus

[Effective from the session : 2004-05]

BACHELOR IN HOTEL MANAGEMENT & CATERING TECHNOLOGY