

BHMCT – 501 FOOD PRODUCTION & PATISSERIE –I V

OBJECTIVE:

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

COURSE CONTENT:

UNIT 1

KNOWLEDGE OF INDIAN REGIONAL FOOD, INGREDIENTS & SPICES

STUDY OF VARIOUS REGIONALS CUISINES

- PUJJABI
- GUJRATI
- KASHMIRI
- SOUTH INDIAN
- GOAN
- BENGALI
- MAHARASTRIAN
- MOGHALAI
- RAJASTHANI

UNIT 2

STUDY OF INDIAN SWEETS

STUDY OF INDIAN ACCOMPANIMENTS

- Pickles, chutnies, Murabbas, Papads etc.
- Mouth Freshness

UNIT 3

STUDY OF INDIAN BREADS

FORMULA BALANCE IN CAKE

- a) Batter type
- b) Foam Type
- c) Pound

UNIT 4

CAKE FAULTS AND REMEDIES

VARIOUS TYPES OF BASIC PASTE

- a) Choux Paste
- b) Short Crust Paste
- c) Puff Paste
- d) Flaky Paste
- e) Hot Water Paste
- f) Danish Paste

PRACTICALS (BHMCT - 551)

Practices of Indian Regions cuisines and Indian sweets.

Bakery:- Preparations of various pastes and desserts

BHMCT – 502 FOOD & BEVERAGE SERVICE-IV

OBJECTIVES:

- a) Understanding the process of distillation of spirits and the types of stills used for the same.
- b) Understand cocktails – their preparation – presentation and service.
- c) Acquire the requisite technical skills for complete competent service of food & beverage.

COURSE CONTENT

UNIT 1

SPIRIT-

- Definition of spirits
- Distillation process
- Source, production process, varieties, brand name and service of rum, brandy, gin, whiskey, vodka.
- Other spirits – Tequila, Absinthe, Tiquira, ouzo, slivovitz, acquavit, calvados, fenny, arrak etc.

UNIT 2

COCKTAILS

- Common cocktails, recipe, methods of preparations and presentation.
- Perquisites in preparing cocktails.

UNIT 3
LIQUEURS

History, definition, manufacture, hot methods.

Distillation, cold method, infusion, perforation aging, base spirits, sweetening.

UNIT 4
APERITIFS

- a) Classification
- b) Knowledge of production
- c) Varieties and service of aperitifs.

PRACTICALS (BHMCT - 552)

- Revision of previous semester practical-table layout and services for various types of meals.
- Beverage order taking and preparation of BOT.
- Service of spirits
- Demonstration / Preparation and presentation of one varieties of each stirred and shaken cocktails.

BHMCT – 503 FRONT OFFICE OPERATIONS-IV

OBJECTIVES:

- a) Handling of modern communication facilities.
- b) Occupancy forecasting methods.
- c) Traveling documents.
- d) Customer care policy.

COURSE CONTENTS:

UNIT 1

HEADLINING MODERN COMMUNICATION FACILITIES

- a) E.P.B.A.X.
- b) Fax
- c) Telex
- d) Internet (e-mail)
- e) Pagers

UNIT 2

HEADLINING SITUATIONS

- a) Demeaning with guest of different personalities:-
Fussy guest, Irate guest, timid guest, Socializing guest etc.
- b) Overbooking.
- c) Any other situations pertaining to front office.

UNIT 3

CUSTOMER CARE

- a) Guest satisfaction and delight.
- b) Headlining complaints.
- c) Follow up procedures
- d) Guest history card.

UNIT 4

TRAVELING DOCUMENTS

- a) Passport
- b) Visa
- c) Credit card
- d) Travelers check

ACCESSING THE RESULT CUSTOMER CARE POLICY

- a) Questionnaire
- b) Suggestion box

- c) Face to face interview
- d) Feed back

PRACTICALS (BHMCT - 553)

- a) Handling various types of inquiries.
- b) Message and mail handling and books filling up.
- c) Room key rack management.
- d) Wake up calls.
- e) Paging systems.
- f) Bell desk activities during check in and check out.
- g) Handling area management.
- h) Handling modern communication activities.

BHMCT - 504 HOTEL HOUSEKEEPING MANAGEMENT-IV

OBJECTIVES:

The syllabus continues to provide in-depth knowledge about planning and organizing of the department with emphasis on work study, duty rota and work analysis.

- a) Safety awareness, accident and first aid box.
- b) Interior decoration and horticulture which includes flower arrangement.
- c) Detail study on spring cleaning – scheduling, arpage, upholstery and drapery cleaning, paste and rodent control.

COURSE CONTENT

UNIT 1

PERSONAL QUALITIES OF HOUSEKEEPER WITH EMPHASIS ON

- a) Emergency and demeaning with theme.
- b) Safety awareness and accident prevention.
- c) First aid box.
- d) Dealing with stick guest and sanitization.

INTERIOR DECORATION

- a) Color
- b) Light and lightening system
- c) Floor and wall covering
- d) Role of accessories

UNIT 2

HORTICULTURE

- a) Living with flower
- b) Types and colors
- c) Simple ways of gardening
- d) Equipment, care pesticides
- e) Techniques of cutting flowers
- f) In-house herb garden

FLOWER ARRANGEMENT

- a) Equipment and material required, knowledge of varieties of flowers and other decorative material used in flower arrangement.
- b) Purpose of flower arrangement, placement and level of placement with relevant examples.
- c) Styles and principals of flower arrangement.

UNIT 3

SPRING CLEANING

- a) Meaning
- b) Scheduling

PEST AND RODENTS CONTROL

UNIT 4

CLEANING AND MAINTENANCE OF CARPETS, UPHOLSTERY AND DRAPRY

Routine and spring cleaning

PRACTICALS (BHMCT - 554)

- 1) DEALING WITH EMERGENCY
 - (a) Event of fire. (b) Event of fumes. (c) Event of gas leakage.
- 2) FIRST AID
 - a) Treatment for Minor and Scalds Unconsciousness, Drunkenness, Sun burn Minor wounds, Choking, Fainting shock, Nose bleeding Marine stings.
 - b) Dressings for minor wounds and cuts.
- 3) INTERIOR DECORATION
 - a) Making and display of different miniature of wall covering and floor covering, light arrangements using flip charts.
 - b) Sitting of interiors and placements of accessories.
- 4) HORTICULTURE
 - (a) Identification of different tools in gardening. (b) Different ways of gardening. (c) Different flowers.
- 5) FLOWER ARRANGEMENT
 - a) Identification of equipment and material required for flower arrangement.
 - b) Practice of different styles of flower arrangements.
- 6) ROUTINE – DETAILED CLEANING – SHAMPOOING OF CARPET, DRAPERS AND UPHOLSTERY

BHMCT – 505 ENGINEERING AND MAINTENANCE

OBJECTIVE:

To impart within student basic knowledge of hotel building, equipment used and their maintenance.

UNIT 1

INTRODUCTION TO ENGINEERING AND MAINTENANCE

- a) Definition of maintenance, types of maintenance – daily schedule, preventive, breakdown, contract and guest room maintenance.
- b) Department – function, duties and responsibilities, organization structure of hotel department.
- c) Basic knowledge of types of construction
 - Frame type and load of construction; Merits and demerits of above method
- d) Ant termite treatment.
 - Pre construction treatment; Post construction treatment
- e) Damp/water proof course-
 - Reason for dampness or leakage; Effect of dampness or leakage and remedies.

WATER AND WASTE WATER MANAGEMENT

Water quality standards, treatment of water for hotel use, hot and cold drinking water requirement, supply and standard, waste water, disposal system adopted and different types, plumbing work, removal of hardness (water treatment).

UNIT 2

HEAT, VENTILATION, AIR CONDITIONING AND REFRIGERATION

- a) Definition, human comfort standards and index, designing building as to control heat and heat transfer.
- b) Air conditioning systems – central ac, split, package window type, their need and periodic maintenance and cycle of air conditioning systems.
- c) Ventilation – its need and different types of ventilation.
- d) Refrigeration – types of refrigeration, their need and periodic maintenance, difference between air conditioning and refrigeration, types of refrigeration system and refrigerants, walk in coolers, deep freezers, fresh food refrigerators and chill units.

ELECTRICAL SYSTEM AND ENERGY MANAGEMENT

Electrical terms – volt, ampere, watt, kilo watt/hr, ac, dc systems, single phase and three phase, voltage drop and control, fuse and circuit breakers, electricity pricing and control, cost control.

Lightening system – direct, indirect, semi direct, differed etc.

UNIT 3

VERTICAL TRANSPORT SYSTEM

- a) Elevators – types and basic working. b) Escalators – safety requirements, use and basic working.

SAFETY AND SECURITY MANAGEMENT

- a) Safety – definition, international standards of safety, electrical shock safety, accident safety.
- b) Fire safety – types of fire, prevention of fire, type of prevention.
- c) Security – key control, security against theft, terrorist etc.

UNIT 4

MAINTENANCE MANAGEMENT

- a) Administration work – inventory and loss control, property damage control.
- b) Programs – routine maintenance and preventive maintenance.

POLLUTION CONTROL – WATER AIR NOISE

UNIT 5

EQUIPMENT REPLACEMENT POLICIES

ENERGY CONSERVATION

SWIMMING POOL MAINTENANCE

BHMCT – 506 HOTEL LAW

OBJECTIVE:

The aim of the course is to make the students aware of the laws and legal aspects related to hospitality industry by the end of the course the students will:

- a) Have a brief insight into mercantile and industrial law.
- b) Have knowledge of hotel and lodging rate control laws, food legislation and purchasers rights.
- c) Know about various licenses required for operating a hotel / catering establishment.

COURSE CONTENT:

UNIT 1

INTRODUCTION TO MERCHANTILE LAW

Brief description of each laws: Indian contract act; definition, essential contract valid, void and void able agreements time and place of performance, contract of bailment and pledge, sales of good acts partnership act; companies act; insurance act.

UNIT 2

INTRODUCTION TO INDUSTRIAL LAW

- a) Shops and establishment act with reference to hotel industry.
- b) Definition and brief description of others industrial laws: industrial dispute act; contract labour act; payment of wages; minimum wages act; provident fund etc.
- c) Employment of women and children; leave, health, safety and hygiene provision.

UNIT 3

HOTEL AND LODGING RATES CONTROL

- a) Definition: fair rate; hotel or lodging house; manager of hotel owner of hotel; paying guest; premises; tenant, and tenement.
- b) Appointments of controller and fixation of fair rates; revision of fair rates.
- c) No eviction to be made if fair rate paid.
- d) When owner or manager of hotel may recover possession.
- e) Penalties for defaulters.
- f) Innkeepers `s lien`.

UNIT 4

FOOD LEGISLATION

The central committee for food standards; central food laboratory; food inspector and their power and duties; procedure to be followed by food inspector; food analysis by purchaser; report of the public analyst; notification of the food poisonings and penalties.

UNIT 5

PURCHASERS RIGHT

Guarantee and warranty

STATUTORY LICENSES AND LAWS

- a) List of licenses and permit required to operate hotel, restaurant and other catering establishments.
- b) Procedure of procurement, renewal, suspension and termination of licenses.