

BHMCT – 601 FOOD PRODUCTION & PATISSERIE-V

OBJECTIVE:- At the end of the semester the student should:-

- a) Be able to conceptualize the management and functioning of LARDER.
- b) Insight of modern bakery techniques.
- c) Acquire the requisite technical skills in bakery and its management.

COURSE CONTENT

UNIT 1

LARDER

- a) Layout and planning of LARDER department.
- b) Staff organization.
- c) Cold food presentation.
- d) ASPIC and chaudfroid.
- e) Sandwiches and canapés
- f) Cold Starters.
- g) Characuterie
- h) Sausages terrines, galantines, pate, mousses..
- i) Control of expensive commodities meat tag.

UNIT 2

STATUS OF INDIAN BAKERY INDUSTRY

BAKERY FLOUR

- a) A brief introduction of commercial flour milling process.
- b) Flour constituent in relation to baking quality.

UNIT 3

- a) Emulsifier, surfactants and enzymes used in bakery products.
- b) Bakery fats.
- c) Flavors for bakery industry.

UNIT 4

RECENT DEVELOPMENT IN BREAD MAKING TECHNOLOGY.

BAKERY PROJECTION AND ORGANIZATION

PRACTICALS (BHMCT-651)

At least 10 (ten) menus of advanced/ethnic to international cuisines.

BHMCT-602 FOOD & BEVERAGE SERVICE-V

OBJECTIVES:-

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

- a) Develop an Understanding of Aperitifs, Bitters, Liqueurs – Their Characteristics, Classification, Methods of Production, Brand names and service.
- b) Familiarize them with the special form of restaurant service viz. Gueridon service, its advantages and disadvantages; different equipments used in it.
- c) Work independently and prepare at least two gueridon preparations
- d) Acquire the requisite technical skill for competent service of food and beverages.
- e) Understand the various functions organized by the hotel.
- f) Plan and organize independently Buffets, Banquets, Wedding receptions, Birthday Parties, Kitty Parties, Conferences, Seminar, ODC'S etc.

COURSE CONTENTS

UNIT 1

GUERIDON SERVICE:

- a) History of gueridon
- b) Definition and term gueridon
- c) General points to be considered while doing gueridon
- d) Advantages and disadvantages of gueridon services
- e) Gueridon equipments and ingredients
- f) Method of service of common gueridon preparations

UNIT 2

BUFFET MANAGERMENTS

- a) Introduction

- b) Types of Buffet
- c) Table layout and configuration
- d) Clothing and dressing the buffet table
- e) Display and decoration
- f) Types and limitations of food to be served
- g) Mis-en-place
- h) Checklist and its proper supervision
- i) Food & Beverage control-its application and buffet management.

UNIT 3

Banquet management and function catering

- A) History of banquets; types of banquets (format and informal)
- B) Organization of Banquet Department.
- C) Function selling-menus
- D) Facilities available
- E) Sitting plans-theatre, class room and formal
- F) Contract/Memorandum
- G) Weekly and daily
- H) Formal Gatherings
- I) Name Cards
- J) Seating Plans
- K) Mis-en-place
- L) Service
- M) Toasting and sequencing of events
- N) Banqueting exercises
- O) Case studies in banqueting
- P) Informal gathering
- Q) Reception
- R) Cocktail parties
- S) Seminars
- T) Exhibitions
- U) Fashion shows
- V) Trade Fairs
- W) Wedding
- X) Organizing Theme functions

UNIT 4

Outdoor catering / off premise catering

- a) Introduction; who could be an out door caterer; infrastructure; licenses; on site facilities; employees
- b) Equipments-preparation, transportation and service equipments
- c) Establishment suppliers
- d) Food purchase storage and handling
- e) Peripherals and special effects
- f) Pricing-finding cost, pricing techniques
- g) Menu Balancing
- h) Selling-telephone techniques, price quotation, booking, client meeting, meeting review, letter of agreement, follow up.

Business event management

- a) Types of Business Events-workshop, seminar, conference sales meet, lunch etc.
- b) Understanding facility needs for business event plan
- c) Operation and management of business event
- d) Follow up and retaining client.

PRACTICAL (BHMCT – 652)

1. Table layout and services for different types of meals.
2. Beverage order taking and preparation of BOTs
3. Gueridon Service
4. Preparation and service of Banna Flambe and Crepe Suzette
5. Layout and drawing of the functions prospectus and identifying its appropriate usage

6. Planning of different types of buffet counters and setting the counters
7. Preparation of function checklist of buffet
8. Assignment on buffet menu planning
9. Planning the table layouts of different types of banquet function
10. Seating plans of different Banquets. Preparation of charts, Name cards etc.
11. Food and beverage-hot to serve in banquets
12. Assignments :a) Checklist for conference and other parties b) Menu planning for State Banquets
13. To visit hotels for Buffet Banquet and business events.

BHMCT - 603 FRONT OFFICE OPERATIONS-V

OBJECTIVE

- a. Explain the basic Front Office accounting functions and methods of account settlements and check out procedure
- b. Illustrate Foreign Exchange Encashment procedure
- c. Summarize starting and ending of shift procedures for cashiers
- d. Making the students aware of Safety Lockers Management
- e. Present Assertive Communications Approaches and customer care.

COURSE CONTENT

UNIT 1

CHECK-OUT PROCEDURE

Information to concerned Departments

MAINTAINING MASTER FOLIO AND MANAGING PROBLEMS THERIN

- a. Vertical tabular ledger
- b. City Ledger
- c. Departmental Bills
- d. Paid-out vouchers
- e. Miscellaneous charges voucher
- f. Allowances
- g. Advance
- h. Discounts
- i. Computerized Systems
- j. Problems handling

UNIT 2

PREPARATION OF BILL FOR CHECKING OUT GUESTS

RECEIVING PAYMENTS (SETTING BILLS)

- a. Cash
- b. Credit Card
- c. Bill to Company
- d. Travel Agent Voucher
- e. Travelers Cheques

UNIT 3

FOREIGN EXCHANGE ENCASHMENT PROCEDURE

- a. Authorized agencies
- b. Licenses and documents used
- c. Different currencies and their-FOREX RATES
- d. Category of guests entitled

UNIT 4

SAFETLY LOCKERS

- a. House Rules
- b. Operational Procedures

STARTING AND ENDING WORK SHIFT OF FRONT OFFICE CASH

Procedures and reports

PRACTICALS (BHMCT-653)

1. Familiarization of various documents used in cashiers desk: VTL, Paid outs, Vouchers, Miscellaneous Charge Voucher, Other Documents
2. Preparation of Bills
3. Checking Out Guests and accepting payments
4. FOREX encashment procedure
5. Operating Safety Lockers
6. Starting and Ending work shift at Front Office Cash
7. Handling situations
8. Computerized billing systems

BHMCT- 604 HOTEL HOUSE KEEPING-V

OBJECTIVES

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

- a. Purchasing procedure and stock control
- b. Administration skills; including contract procedures, stock control and setting up of housekeeping department in a new hotel
- c. Managing VIP, CIP, Travel Agent Groups and Crisis Situations
- d. Learning detailed procedure regarding classification of hotels

COURSE CONTENT

UNIT 1

PLANNING AND ORGANIZING HOUSEKEEPING DEPARTMENT

(a) Physical Survey (b) Specification (c) Work Study (d) Work Schedule (e) Duty Rotas

The philosophy of work analysis and improvement

- a. What is work analysis
- b. Simple questions can uncover serious problems

PURCHASING PROCEDURES

- a. Purchasing arrangements
- b. Purchasing Cycle

UNIT 2

STORE AND STOCK CONTROL

- a. Store room control
- b. Inventory and requisitions
- c. Par Stock
- d. Stock taking
- e. Inventory control

RENOVATION OF ROOMS

Floors, Refurbishing, furniture and interior decoration etc.

UNIT 3

CONTRACT CLEANING

- a. Different jobs that can be given on contract.
- b. Methods of pricing
- c. Advantages and disadvantages

VARIABLES OF OPENING A HOUSEKEEPING DEPARTMENT IN A NEW HOTEL

REQUIREMENT/MANAGEMENT OF NON-COMMERCIAL ACCOMMODATION SERVICE;

UNIT 4

CRISIS MANAGEMENT

- a. During facility breakdown
- b. Security aspects
- c. Loss prevention

MANAGERIAL HANDLING OF THE VIPS, CIPS AND TRAVEL AGENT GROUPS

CLASSIFICATION PROCEDURE OF HOTELS

Procedures and norms, gradation.

PRACTICALS (BHMCT-654)

1. Preparing guest and checking through check lists

2. Cleaning and upkeep of Public Areas
3. Preparing rooms for special occasions/guests/VIP/CIP/Travel Agent guests
4. To co-ordinate with hotel for learning purchase, storing and inventory control system

BHMCT - 605 FOOD AND BEVERAGE MANAGEMENT

OBJECTIVE

To develop optimum level of knowledge and skills in the students so as they are capable to independently manage various F&B Service outlets in Hospitality Industry also to make them aware of cost controls, sales analysis.

COURSE CONTENT

UNIT 1

SPECIALIZED FORMS OF FOOD AND BEVERAGE SERVICE

Introduction to specialized service-Floor/Room Service/Trolley Service, Butler Service, Lounge Service, Hospital Service, Travel Service (Airlines and Railways), Brunch Service, Hi Tea/Evening Tea Service, Buffet Service and Gueridon Service.

UNIT 2

FOOD AND BEVERAGE COST CONTROL SYSTEMS

Determining the cost, food cost percentage, evaluating food cost result, food cost control, and beverage cost control.

FOOD AND BEVERAGE PURCHASING AND INVENTORY

Food and beverage purchasing, food and beverage inventory, food and beverage receiving and storage, food inventory control, beverage inventory control.

UNIT 3

FOOD AND BEVERAGE CONTROL IN SERVICE

K.O.T. control system, F&B control cycle, making bills, cash handling, theft control system, F&B control records and formats.

UNIT 4

FOOD AND BEVERAGE PROMOTIONS

Décor and furnishing, fixtures and fittings, equipments, layout of service area, advertising identifying the media, promoting festivals, promoting room service, up selling, telephone selling, suggestive selling.

UNIT 5

LATEST OF INDUSTRY

Different types of latest managements, latest systems in Food & Beverage Service, latest equipments, latest computer programs, latest trends in Food & Beverage outlets, latest Training needs and procedures, latest career development.

BHMCT - 606 FINANCIAL MANAGEMENT

OBJECTIVES

To impart the basic knowledge to the students about finance and its importance in the hotel industry.

COURSE CONTENT

UNIT 1

INTRODUCTION

Nature and scope of financial management, finance function, profit/wealth maximization, role and responsibilities, and functions of financial managers.

UNIT 2

CAPITAL BUDGETING

Concept of Time Value of Money; Compound and Discounting Techniques. Meaning, objectives of investment decisions, net present value method, internal rate of return method, pay back period.

UNIT 3

COST OF CAPITAL

Introduction, significance, concept, determining component of cost of capital, weighted average cost of capital.

UNIT 4

CAPITAL STRUCTURE

Over capitalization, under capitalization and optimization operating and financial leverage, EBIT-EPS Analysis.

UNIT 5

SOURCES OF FINANCE

Working capital management, management of cash inventories and receivable.