

Name of the Program: Hotel Management Course category: Discipline Core Course Name of the Course: Food & Beverage Production-I (Theory) 1 st Semester BHM		
Course Credits	No. of Hours per Week	Total No. of Teaching Hours
3 Credits	4 Hrs.	45 Hrs.

Course Objectives:

- Elaborate on the evolution of the culinary industry
- Explain the use and characteristics of food commodities
- Evaluate the various kitchen safety and security measures
- Acquire necessary knowledge required for a career in the field of culinary

Course Outcomes:

- Explain the Origin and Evolution of Modern Cookery
- Identify various tools used for cooking
- Elaborate on the role and importance of various cooking ingredients
- Analyze the basic food nutrients and its role
- Assess the importance of kitchen safety measures
- Elucidate the importance of waste management in kitchen

UNIT-1: INTRODUCTION TO THE ART OF COOKERY (No of Hours: 15 Hrs)

- Introduction to Culinary, culinary terms.
- Evolution of Global Food Culture
- Kitchen hierarchy and Job Description & Specification
- Identification of Kitchen equipment, utensils, layout
- Aims, Objectives, Principles & Methods of Cooking Food
- Types of Cooking Fuels
- Personal Hygiene & Kitchen Ethics
- Methods of cooking food: Introduction, Definition, and its importance.
- Types- Baking, Broiling, Grilling, Frying, Steaming, Stewing, Poaching, Roasting, Sautéing, Braising, etc;
- Cooking with Microwave, Ovens, Gas, Induction Plates and other such medium

UNIT-2: FOOD COMMODITIES (No of Hours: 15 Hrs)

- 2.1 Food commodities, introduction, types, uses
- 2.2 Classification, Origin & Cuts of fruits and vegetables
- 2.3 Role of Fats and Oils used in Cookery
- 2.4 Spices and Herbs used in Indian Cuisine
- 2.5 Role of Indian Grains, Pulses, Condiments, Herbs & Spices in cookery
- 2.6 Classification, Composition & Preparation of Eggs
- 2.7 Classification & Cuts of Fish, Meats (Beef, Lamb, Pork & Poultry)
- 2.8 Cleaning and pre-preparation of food commodities

UNIT-3: KITCHEN SAFETY AND QUALITY CONTROL (No of Hours: 15 Hrs)

- 3.1 Introduction to FSSAI & HACCP
- 3.2 Kitchen Safety measures (Fire Safety & Handling Fire Extinguishers)
- 3.3 Anatomy, Classification & Handling of kitchen Knives
- 3.3 Food Safety & Preservation Techniques
- 3.4 Purchase Quality & Storage of Food Products – Meat, Fish, Vegetable, Fruits Etc.
- 3.5 Kitchen Waste Management
- 3.6 Basic First Aid

Suggestive Readings:

- a. Food Production Operations by Chef Parvinder S. Bali
- b. Practical Professional Cookery by Cracknell and Kaufmann
- c. Catering Management by Mohini Sethi & Surjeet Malhan
- d. Hygiene and Sanitation by S. Roday
- e. Indian Food: A Historical Companion by Achaya KT
- f. Food: A Culinary History by Jean-Louis Flandrin

Online Resources

- a. Culinary Dictionary Index

Link: <https://whatscookingamerica.net/glossary/>

- b. The Cook's Thesaurus

Link: <http://www.foodsubs.com/>

- c. Real Food Encyclopedia

Link: <https://foodprint.org/eating-sustainably/real-food-encyclopedia/>

Note: Any other Latest Edition of reference/textbooks can be included.

Name of the Program: Hotel Management Course category: Discipline Core Course Name of the Course: Food & Beverage Production-I (Practical) 1 st Semester BHM		
Course Credits	No. of Hours per Week	Total No. of Teaching Hours
2 Credits	4 Hrs.	52 Hrs.

Course Learning Objectives:

- Acquire knowledge and skills in the areas of culinary operations and management
- Get familiar with the latest food preparation skills and techniques

Course Outcomes:

- Demonstrate the basic cuts of Meats, Poultry, vegetables and fruits
- Demonstrate basic cooking techniques used in commercial kitchens
- Prepare culinary delicacies belonging to various Indian Cuisines

WEEK1:

Foundation of cooking – Identification of Kitchen Utensils, Equipments & Ingredients,
Operations of Equipments and Knife Handling Procedures, Kitchen Hygiene

WEEK2:

Basic Cooking Methods and Pre-Preparations – Cuts of Vegetables (Julienne, Jardinière,
Macedoine, Brunoise, Paysanne, Dices, Cubes, Shred, Mirepoix, etc.)

- 1) Blanching
- 2) Boiling
- 3) Sautéing

WEEK3:

Basic Cooking Methods and Pre-Preparations - Cuts of Chicken

- 1) Roasting
- 2) Braising
- 3) Broiling

WEEK4:

Basic Cooking Methods and Pre-Preparations - Cuts of Fish

- 1) Frying (Deep Frying & Sallow Frying)
- 2) Stewing
- 3) Steaming

WEEK 5:

Egg Cookery:

Demonstration and Preparation of Egg dishes

- 1) Boiled Egg (Soft & Hard)
- 2) Fried Egg (Easy Over, Bull's Eye, Double fried Etc.)
- 3) Scrambled Egg
- 4) Poached Egg (Egg Benedict)
- 5) Omelette (Plain, Stuffed, Spanish)

WEEK 6:

Karnataka Cuisine - 3 Course Menu with Accompaniments

WEEK 7:

Chettinad Cuisine - 3 Course Menu with Accompaniments

WEEK 8:

Kerala Cuisine - 3 Course Menu with Accompaniments

WEEK 9:

Andhra Cuisine - 3 Course Menu with Accompaniments

WEEK 10:

Goan Cuisine - 3 Course Menu with Accompaniments

WEEK11:

Maharashtrian Cuisine - 3 Course with Accompaniments

WEEK12:

Coastal Karnataka Cuisine (Karavali) - 3 Course Menu with Accompaniments

WEEK13:

Hyderabadi Cuisine - 3 Course Menu with Accompaniments

Suggestive Readings:

- a. Food Production Operations by Chef Parvinder S. Bali
- b. Practical Professional Cookery by Cracknell and Kaufmann
- c. Catering Management by Mohini Sethi & Surjeet Malhan
- d. Hygiene and Sanitation by S. Roday
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- c. Real Food Encyclopedia

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Note: Any other Latest Edition of reference/textbooks can be included.

Scheme of Examination
Food Production-1(Theory)

1. Part-A

Answer any Ten questions out of 12 (10 X 02 Marks= 20 Marks)

2. Part-B

Answer any 06 questions out of 08 (06 X 05 Marks= 30 Marks)

3. Part-C

Answer any 03 questions out of 04(03 X 10 Marks= 30 Marks)

University Examination: 80 Marks

Internal Assessment: 20 Marks

Total: 100 Marks

Scheme of Examination
Food Production-1(Practical)

Journal	05 Marks
Grooming & Uniform	05 Marks
Scullery, equipment cleaning and Hygiene	05 Marks
Indenting & Plan of Work	03 Marks
3 Course Menu	12 Marks
Presentation	05 Marks
Viva	05 Marks

Number of Students per session: 15

Number of sessions per day: 01

Time: 4 Hours

University Examination: 40 Marks

Internal Assessment: 10 Marks

Total: 50 Marks

Name of the Program: Hotel Management Course Category: Discipline Core Course Name of the Course: Front Office Operations (Theory) 1st Semester BHM		
Course Credits	No. of Hours per Week	Total No. of Teaching Hours
3 Credits	4 Hrs	45 Hrs

Course Objectives:

To provide students with the basic knowledge and skills required to excel in front office department.

Course Outcomes:

- Understand the meaning and evolution of the hospitality and tourism industry.
- Differentiate between various types of hotels, guest rooms, and tariff plans.
- understand the functional areas of the Front Office department.
- Recognize the importance of coordination within and between departments.
- Identify and address various guest-service challenges faced by accommodations personnel.

Unit 1: Introduction to Tourism and the Hospitality Industry

Tourism industry – Importance of tourism; Industries related to tourism; Hospitality industry-Origin and growth; History of hotels and accommodation industry. Evolution and growth of the hotel industry in India; Classification of Hotels; classification of guests. Hotel Organization; Major departments of the hotel
FUNDAMENTALS OF FRONT OFFICE OPERATIONS: Functional areas- sections and layout of front office; Organization of front office staff; Duties and responsibilities of front office staff; Competencies of a front office Professionals; The guest cycle; Uniformed service; Lobby organization; Bell desk Procedure; Left luggage procedure.

Unit 2: Front office Operation – Reservation

Types of reservation; modes of reservation; Types of rooms; Tariff card; Room tariff fixation. Types of room rates and Plan; Importance of reservation; Sources of reservation; Modes of reservation; Special requests. Systems of reservations –Manual and automated; Reservation reports.
 Pre-registration; Receiving of guests; Check in procedures; Registration Records ;
 Upselling; Calculation of availability of rooms; Overbooking; Turn away procedure; No show; Handling Group registration; VIP Check in Procedure; Scanty Baggage; Handling of Special Situations; DNS, DNA, RNA, NI (No information) ; Express Check in.

Unit 3:Guest services

Concierge services; Role of concierge; Handling guest mails and messages; Guest paging; Safe deposit locker; wake up calls; Guest room change; Information services; Key Handling; Handling various types guest complaints; Front office coordination with other departments; Communication with Guest and colleagues.

Check out and settlement: Departure procedure; Modes of settlement of bills; foreign exchange; cash settlement credit settlement; potential credit problems and solutions; Late checkout; creation of guest history card.

References:

1. Front office management & operations, Sudhir Andrews.
2. Hotel front office operations and management, Jatashankar R. Tewari.
3. Front office management, S.K Bhatnagar, Frank Bros and Co.
4. Managing front office operations, Michael L
5. Principles of front office operations, Sue Baker ET-Al, Cassel 1994.
6. Hotel front office management, James A Bardi, John wiley& sons, 1996.

Name of the Program: Hotel Management Course Category: Discipline Core Course Name of the Course: Front Office Operations (Practical) 1st Semester BHM		
Course Credits	No. of Hours per Week	Total No. of Teaching Hours
2 Credits	4 Hrs	52 Hrs

WEEK 1	Official Airlines of the world, Important Tourism destinations of the World
WEEK 2	Countries, Capitals & Currencies of the world
WEEK 3	Official Airlines of the world, Important Tourism destinations of the World
WEEK 4	Grooming and Etiquette
WEEK 5	Welcoming the guest; Assessing The Guest Requirements
WEEK 6	Taking down reservation through phone or person FIT, FFIT, Corporate guests, Groups & Crews
WEEK 7	Check In processes - Filling Registration Forms for FIT, FFIT & Corporate guests
WEEK 8	Check In processes - Filling Registration Forms for Groups & Crews
WEEK 9	Luggage handling - FIT, Walk-Ins, Corporate, Crew and Groups + Preparing Errand Cards for each
Week 10	Role play: Handling Special Requests, Guest Services & Complaints
Week 11	Handling telephones with telephone manners
Week 12	Handling check out process
Week 13	Preparation of information diary / Guest history card for hotel
Week 14	Various reports, forms and format used in front Office; Glossary terms

Scheme of Examination
Front Office Operations(Theory)

1. Part-A

Answer any Ten questions out of 12 (10 X 02 Marks= 20 Marks)

2. Part-B

Answer any 06 questions out of 08 (06 X 05 Marks= 30 Marks)

3. Part-C-

Answer any 03 questions out of 04(03 X 10 Marks= 30 Marks)

University Examination: 80 Marks

Internal Assessment: 20 Marks

Total: 100 Marks

Scheme of Examination
Front Office Operations Practical

Uniform & Grooming	05
Journal	05
Forms and format used in the Front Office Operations	10
Taking down reservation on the reservation form	10
Viva	10

Number of Students per session: 15

Number of sessions per day: 01

Time: 4 Hours

University Examination: 40 Marks

Internal Assessment: 10 Marks

Total: 50 Marks

Name of the programme: Hotel Management Course category: Discipline Core Course Name of the course: Food and Beverage Service-I(Theory) 1 st Semester BHM		
Course Credits	No. of Hours per week	Instruction Hours per week
3 Credits	4 Hrs	45 Hrs

Course learning objectives:

1. This course will provide fundamental knowledge of food service.
2. Students will learn about various types of catering establishments.
3. The curriculum includes different types of menus and their planning.
4. It will prepare students for entry-level jobs in food service outlets.
5. The course equips students with essential food service skills.

Course outcome:

1. Identify different types of F&B operations.
2. Define various F&B outlets.
3. Recall the courses of the French classical menu.
4. Memorize the accompaniments of classical dishes.
5. Translate basic F&B terms into French.
6. List the attributes of a good waiter.

Unit-1: INTRODUCTION TO FOOD AND BEVERAGE SERVICE DEPARTMENT

Types of F&B operations, Classification of commercial, residential/non-residential, Welfare catering-industrial /institutional/ transport such as air, road, rail, sea, etc.

DEPARTMENTAL ORGANISATION & STAFFING: F & B Outlets-Specialty restaurants, Coffee shop/all day dining, Cafeteria, Fast food (Quick Service Restaurant), Grill room, Banquets, Bar types, pubs, permit rooms, Vending machines, Night clubs - Discotheques, Casinos, Pastry shops, Coffee bars, Room service/IRD, Mobile catering. Ancillary departments-Pantry, Food pick up area, Store, Linen room, Kitchen stewarding, principal staff of various F & B operations - hierarchy a) French/English/American hierarchy of F & B staff b) Duties & responsibilities of F & B staff, Attributes of a good waiter c) Interdepartmental relationships (within F & B & other departments) definition of table cover

Unit-2: FOOD & BEVERAGE SERVICE EQUIPMENTS & MEALS & MENU PLANNING

Cutlery, Crockery/plates with various sizes, Glassware with capacity, Flatware, Hollowware & special equipment used in F& B service (French terms related to the above). Handling, care and maintenance of equipment. Tables, chairs, various linens used in F and B outlets.

MEALS & MENU PLANNING: Origin of menu, Objectives of menu planning and factors affecting menu planning, Types of menus, mise-en-scene & organizing mise-en-place. Courses of French classical menu, Sequence, French names of dishes, Types of meals, Early morning tea, In house Breakfast,(English/American/Continental/Indian/Buffer), Bruch, Lunch, Afternoon/high tea, Dinner, Supper with table cover layout.

Unit-3: DIFFERENT TYPES OF SERVICES & SALE CONTROL SYSTEM

Self service, waiter service and Special service arrangements- Silver service, American service, Cafeteria service, Room service, Buffet service, Gueridon service, & Live counters, Lounge service, Food court, Butler service, Family service, Russian service.

SALE CONTROL SYSTEM: a) KOT/Bill control system b) Making bill c) Cash handling equipment d) Record keeping (Restaurant Cashier)

Suggestive reading:

- a) Food and beverage service training manual by Sudhir Andrews.
- b) Food and Beverage Service by R Singaravelan.
- c) Food and Beverage Service by Anil Sagar.
- d) Food and Beverage Service by Dennis Lillicrap

Note: Any other latest edition of reference/text books can be included

Name of the programme: Hotel Management Course category: Discipline Core Course Name of the course: Food and Beverage Service-I(Practical) 1 st Semester BHM		
Course Credits	No. of Hours per week	Instruction Hours per week
2 Credits	4 Hrs	52 Hrs

Course learning objectives:

1. To expose the students to the operational aspects of F and B Service Department.
2. To develop the hard and soft skills
3. To handle different F and B operational equipments.

Course outcome:

1. To gain essential service skill for F and B service industry.
2. Understand role of F and B Service areas.
3. To understand scope of F and B in hotel industry.
4. To learn the table set and sequence of service.

Week 1	Familiarization of F and B Service department.
Week 2	Food and Beverage service Etiquette.
Week 3	Identification of Food and Beverage service equipments.
Week 4	Care and maintenance of service equipments.
Week 5	Basic Technical Skill- Organizing side station, Napkin Folds (10 Min.).
Week 6	Basic Technical Skill- Water service, Lay/Relay Table cloth.
Week 7	Basic Technical Skill-Handling service gear, Tray balancing.
Week 8	Basic Technical Skill- Planning a three course (Indian, Continental & French) Menus with choice of Veg. and Non-Veg. dishes.
Week 9	Basic Technical Skill- Cover setup for three course (Indian /Continental /French) Menu
Week 10	Basic Technical Skill- Sequence of food service
Week 11	Table Lay-Up & Service- A la carte cover, Table d'hôte cover, Mise-en-place, Clearance (first plate method) and bill presentation.
Week 12	Listening Skills, delighting the guest- story telling, spontaneity, gaining guest loyalty & seeing off the guest.
Week 13	Handling guest complaints & Telephone Handling and manners.

Suggestive reading:

- a) Food and beverage service training manual by Sudhir Andrews.
- b) Food and Beverage Service by R Singaravelan.
- c) Food and Beverage Service by Anil Sagar.
- d) Food and Beverage Service by Dennis Lillicrap

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Scheme of Examination

Food & Beverage Service Practical-1

Grooming & Uniform	5 Marks
Napkin folding (Any 05)	2 Marks
Planning a three course TDH menu with table layout (To be specified by external examiner)	10 Marks
Identification of equipments, cutlery, crockery, glassware etc. (any 5)	3 Marks
Clearance by first plate method	5 Marks
Laying and relaying table cloth	5 Marks
Journal	5 Marks
Viva	5 Marks

Number of Students per session: 15

Number of sessions per day: 01

Time: 4 Hours

University Examination: 40 Marks

Internal Assessment: 10 Marks

Total: 50 Marks

Name of the Program: Hotel Management Course category: Discipline Core Course Name of the Course: Food & Beverage Production-I (Practical) 2 nd Semester BHM		
Course Credits	No. of Hours per Week	Total No. of Teaching Hours
2 Credits	4 Hrs.	52 Hrs.

Course Learning Objectives:

- To provide the knowledge and skills pertaining to Indian Cuisine
- To acquaint with the latest skills and techniques used in preparing Indian food
- To train the students on the basic cooking techniques used globally

Course Outcomes:

- Prepare culinary delicacies belonging to various Indian Cuisines
- Demonstrate the preparation of various types of Breads
- Demonstrate the preparation of various types of Sponges
- Demonstrate the preparation of various types of Hot & Cold Desserts

WEEK 1: Gujarati Cuisine - 3 Course Menu with Accompaniments
WEEK 2: Kashmiri Cuisine - 3 Course Menu with Accompaniments
WEEK 3: Awadhi Cuisine - 3 Course Menu with Accompaniments
WEEK 4: Bengali Cuisine - 3 Course Menu with Accompaniments
WEEK 5: Rajasthani Cuisine - 3 Course Menu with Accompaniments
WEEK 6: Panjabi Cuisine - 3 Course Menu with Accompaniments
WEEK 7: Tandoori - 3 Course Menu with Accompaniments
WEEK 8: Tandoori - 3 Course Menu with Accompaniments
WEEK 9: Tandoori - 3 Course Menu with Accompaniments
WEEK 10: Tandoori - 3 Course Menu with Accompaniments
WEEK 11: Indian Sweets (Any 4 Sweets)
WEEK 12: Indian Sweets (Any 4 Sweets)
WEEK 13: Indian Sweets (Any 4 Sweets)

Suggestive Readings:

- Food Production Operations by Chef Parvinder S. Bali
- Practical Professional Cookery by Cracknell and Kaufmann
- Catering Management by Mohini Sethi & Surjeet Malhan

Name of the Program: Hotel Management Course category: Discipline Core Course Name of the Course: Food & Beverage Production-II(Theory) 2 nd Semester BHM		
Course Credits	No. of Hours per Week	Total No. of Teaching Hours
3 Credits	4 Hrs.	45 Hrs.

Course Learning Objectives:

- To elaborate the fundamentals concepts of Indian Cookery
- To introduce various types and categories of Indian Food
- To expose the students to the basics of bakery operations

Course Outcomes:

- Explain the history of Indian food Culture
- Compare various Indian Masalas and its characteristics
- Identify the emerging trends in Indian Cuisine
- Explain the various types of Indian Breads
- Explicate on Indian Regional, Traditional & Comfort foods

UNIT 1 -FUNDAMENTALS OF INDIAN COOKERY (No of Hours: 15 Hrs)

- 1.1 Introduction to Indian Food Culture
- 1.2 Heritage of Indian Cuisine
- 1.3 Role of Indian Condiments, Herbs & Spices in cookery
- 1.4 Different Masalas used in Indian cookery (Wet & Dry)
- 1.5 Blending of spices and concept of Masala Preparations
- 1.6 Indian Gravies & Curries
- 1.7 Tandoor cuisine-introduction-types of tandoor ovens-breads-tandoor masalas
- 1.7 Thickening and Coloring Agents used in Indian cookery
- 1.8 Indian Culinary Glossary Terms and Popular dishes
- 1.9 Emerging Trends in Indian Cuisine

UNIT 2- INDIAN FOOD (No of Hours: 10 Hrs)

- 2.1 Indian breads – Roti, Naan, kulcha, Phulka etc
- 2.2 Origin and history of Indian sweets
- 2.3 Ingredients, Equipments, Coloring & Flavoring Agents used in Preparation of Indian Sweets
- 2.4 Indian Regional, Traditional & Comfort Foods
- 2.5 Traditional Home-style Indian cooking – Concepts, Demand & Emerging trends

UNIT 3 - FUNDAMENTALS OF THE INTERNATIONAL CUISINES (No of Hours: 20 Hrs)

3.1 Popular Cuisines of the World

3.2 International Food Standards

3.3 French Cuisine

3.4 Mediterranean Cuisine

3.5 Mexican Cuisine

3.6 German Cuisine

3.7 Oriental Cuisine

3.8 Scandinavian Cuisine

3.9 Cuisines of UK

3.10 Nouvelle Cuisine

3.11 Chinese Cuisine

3.12 Thai Cuisine

3.13 Middle Eastern Cuisine

(Introduction-history-food culture-ingredients-sauces-accompaniments-garnishes-popular dishes-cooking methods-culinary terms-flavorings, herbs, spices used-soups-main courses-sweet courses)

Suggestive Readings:

- a. Food Production Operations by Chef Parvinder S. Bali
- b. Practical Professional Cookery by Cracknell and Kaufmann
- c. Catering Management by Mohini Sethi & Surjeet Malhan
- d. Hygiene and Sanitation by S. Roday
- e. Indian Food: A Historical Companion by Achaya KT
- f. Food: A Culinary History by Jean-Louis Flandrin

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Note: Any other Latest Edition of reference/textbooks can be included.

- d. Hygiene and Sanitation by S. Roday
- e. Indian Food: A Historical Companion by Achaya KT
- f. Food: A Culinary History by Jean-Louis Flandrin

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Note: Any other Latest Edition of reference/textbooks can be included.

Scheme of Examination
Food Production-1I(Theory)

1. Part-A

Answer any Ten questions out of 12 (10 X 02 Marks= 20 Marks)

2. Part-B

Answer any 06 questions out of 08 (06 X 05 Marks= 30 Marks)

3. Part-C

Answer any 03 questions out of 04(03 X 10 Marks= 30 Marks)

University Examination: 80 Marks

Internal Assessment: 20 Marks

Total: 100 Marks

Scheme of Examination
Food Production-1I(Practical)

Journal	05 Marks
Grooming & Uniform	05 Marks
Scullery, equipment cleaning and Hygiene	05 Marks
Indenting & Plan of Work	03 Marks
3 Course Menu	12 Marks
Presentation	05 Marks
Viva	05 Marks

Number of Students per session: 15

Number of sessions per day: 01

Time: 4 Hours

University Examination: 40 Marks

Internal Assessment: 10 Marks

Total: 50 Marks

Name of the Program: Hotel Management Course Category: Discipline Core Course Name of the Course: Housekeeping Operations (Theory) 2 nd Semester BHM		
Course Credits	No. of Hours per Week	Total No. of Teaching Hours
3 Credits	4 Hrs	45

Course Objectives:

- Understanding Housekeeping Basics
- To explain the fundamental principles of housekeeping in the hospitality industry.
- To identify the roles and responsibilities of housekeeping staff.
- Cleaning Techniques and Procedures
- To describe the importance of regular maintenance and upkeep of hotel rooms and public areas.
- Inventory and Supply Management
- Learn to manage housekeeping supplies and inventory efficiently.
- Health and Safety Standards.
- Understand the role of housekeeping in enhancing guest satisfaction.
- Environmental Sustainability
- Learn about sustainable practices in housekeeping.
- Implement eco-friendly cleaning techniques and products.
- Supervisory Skills

Course Outcomes:

- Gain comprehensive knowledge of housekeeping operations and their importance in the hospitality industry.
- Understand the various roles and responsibilities within the housekeeping department.
- Demonstrate proficiency in cleaning and maintaining hotel rooms and public areas.
- Efficiently manage housekeeping supplies and inventory.
- Apply health and safety standards in daily housekeeping tasks.
- Implement sustainable housekeeping practices.
- Promote the use of eco-friendly products and techniques.

Unit 1: UNIT-1: Introduction to Housekeeping Department(15 Hours)

Importance of Housekeeping Department; and Responsibilities of Housekeeping Department; Attributes of Housekeeping staff; Layout of the Housekeeping Department; Organizational Framework of the Department (Small, Medium and Large); Role of Housekeeping in Guest Satisfaction and Repeat Business.

Routing Systems and records of Housekeeping department: Types of Guest Rooms and layout of Guest Rooms; Furniture/ Fixture / Fittings/ Guest Supplies/ Amenities in a guest room; Floor Pantry maintaining and cleaning; Coordination with other departments. Daily routine and functions of HK; Desk Control – records, registers Types of keys and key control; Lost and found;

Unit 2: Cleaning Procedures(15 Hours)

Cleaning - Guest rooms; Front-of-the-house Areas; Back-of-the house Areas; Work routine and associated problems e.g. high traffic areas, Façade cleaning etc.

Cleaning equipment: Types of Equipment; Cleaning agent-General Criteria for selection, Classification, Polishes Use, care and Storage, Distribution and Controls. Morning service; turndown service; standard content of guest rooms, frequency of changes; Guest room inspection.

Linen and uniform room Operations: Classification of linens; Its importance in hotels, selection and buying of linen, inspecting, receiving used linen. Activities of linen room Linen room;Layout of the linen room; establishing par stock for linen and uniform; stock taking procedures and record; storage and inspection. Purchase of linen.

Unit 3: Pest control(15 Hours)

Different types of pests; Pest control and eradication – with special reference to rats, cockroaches, furniture beetle, clothes moth, etc. Pest control programme; pest control equipments.

Eco friendly concepts: The plan of the hotel; Interiors ;Electrical and mechanical devices; Operational practices; measures to be taken to save our planet; Sustainability in Housekeeping; Ergonomics in Housekeeping; Out sourcing; Eco friendly amenities, products and processes

References:

- Hotels for Tourism Development - Dr. Jagmohan Negi
- Housekeeping operations, Design and Management by MalinisingtuJayaB George
- Green Housekeeping - By Christina Strutt
- Hotel, Hostel & Hospital Housekeeping , John C Branson & Margarat Lenox
- Housekeeping supervision, Jane Fellows
- Professional Housekeeper, Schneider Madelin and Tucker Georgina

Name of the Program: Hotel Management Course Category: Discipline Core Course Name of the Course: Housekeeping Operations (Practical) 2nd Semester BHM		
Course Credits	No. of Hours per Week	Total No. of Teaching Hours
2 Credits	4 Hrs	52

WEEK 1	Sample Layout of Guest Rooms • Single room • Double room • Twin room • Suite and Standard Supplies
WEEK 2	Equipment handling, Care & Cleaning & Identification of Cleaning Equipment (both manual & Mechanical)
WEEK 3	Cleaning agent; Classification of cleaning agent
WEEK 4	Maid's Trolley Setting
WEEK 5	Care, Cleaning & polishing of surfaces- metals, glass, floor, Carpets
WEEK 6	Paints, Varnishes
WEEK 7	Daily Cleaning of Rooms and Bath Rooms
WEEK 8	Evening Service
WEEK 9	Weekly Cleaning, Special/Periodic Cleaning
Week 10	Public Area Cleaning
Week 11	IDENTIFICATION OF VARIOUS FORMATS & REGISTERS
Week 12	Bed Making with turndown fold
Week 13	Lost and found Procedure

References:

- Hotels for Tourism Development - Dr. Jagmohan Negi
- Housekeeping operations, Design and Management by MalinisingtuJayaB George
- Green Housekeeping - By Christina Strutt
- Hotel, Hostel & Hospital Housekeeping , John C Branson & Margarat Lenox
- Housekeeping supervision, Jane Fellows
- Professional Housekeeper, Schneider Madelin and Tucker Georgina

Scheme of Examination
Housekeeping(Theory)

1. Part-A

Answer any Ten questions out of 12 (10 X 02 Marks= 20 Marks)

2. Part-B

Answer any 06 questions out of 08 (06 X 05 Marks= 30 Marks)

3. Part-C

Answer any 03 questions out of 04(03 X 10 Marks= 30 Marks)

University Examination: 80 Marks

Internal Assessment: 20 Marks

Total: 100 Marks

Scheme of Examination
Housekeeping Practical

Journal	05
Grooming & Uniform	05
Identification of cleaning agents and equipments	05
Cleaning of Glass, Metals , Wood, Floor, Leather; Preparation of Job Card	10
Bed Making	10
Viva	05

Number of Students per session: 15

Number of sessions per day: 01

Time: 4 Hours

University Examination: 40 Marks

Internal assessment: 10 Marks

Total: 50 Marks

Name of the programme: Hotel Management Course category: Discipline Core Course Name of the course: Food and Beverage Service-II(Theory) 2 nd Semester BHM		
Course Credits	No. of Hours per week	Instruction Hours per week
3 Credits	4 Hrs	45 Hrs

Course learning objectives:

- Understand the Classification and Types of Non-Alcoholic Beverages
- Comprehend the Fundamentals of Beer and Other Fermented Beverages
- Gain Knowledge of Tobacco and its Products.
- Learn the Fundamentals of Personalized/Butler Service.
- Understand Food Service Operations.
- Master the Basics of Room Service.

Course outcome:

- Classify and Describe Non-Alcoholic Beverages
- Understand Beer and Other Fermented Beverages
- Describe Tobacco Products and Their Service
- Perform Personalized/Butler Service and Execute Food Service Operations.
- Implement Room Service Procedures.

Unit-1: NON-ALCOHOLIC BEVERAGES, BEER AND OTHER FERMENTED BEVERAGES
(20 Hours)

- Classification (Nourishing, Stimulating and Refreshing beverages)
- Tea - Origin & Manufacture - Types, Brands and cover setup.
- Coffee - Origin & Manufacture - Types, Brands and cover setup.
- Energy drinks, Juices and Soft Drinks.
- Cocoa & Malted Beverages - Origin & Manufacture.
- Mocktail- Equipments and ingredients required, SOP for making and serving mocktail.
- Beer & Other Fermented Beverages: Introduction - History and composition.
- Brewing process- Top and Bottom Fermented.
- Beer- Types and Strength
- Service of beer, Brand names
- Fault in beer, storage of beer
- Other fermented beverages- Kombucha, Ginger Ale, Kvass, Wine, Mead, Kefir, cider and Perry

Unit-2: TOBACCO (05 Hours)

- Introduction and History.
- Tobacco - Types, Processing for cigarette, pipe tobacco and cigars.
- Cigar- Introduction and Parts of cigar.
- Cigar classification- Colour, Size and Shape.
- Storage of cigar, Brand names and service procedure.
- Cigarette - Introduction, components, brand names and service procedure.

Unit-3: PERSONALIZED SERVICE/ BUTLER SERVICE & BASIC FOOD SERVICE OPERATIONS

(15 Hrs)

- Butler service- History, Meaning and Importance.
- Core values and skills of butler.
- Types of butler service.
- Essential techniques of butler service.
- Butler service operations- House management, Staff management, table management, laundry, wardrobe management, Valet skills
- Duties and responsibilities of butler.
- Basic Food Service Operations: Condiments and sweeteners used in service.
- Tables- Types, shapes, sizes and layout.
- SOP in receiving and greeting guest.
- SOP in setting up side board.
- Preparation for service- Briefing
- Restaurant mise-en-place

Unit-4: ROOM SERVICE (05 Hrs)

- Introduction and types of Room Service.
- Order taking SOP: Telephone and record service order
- Equipments used in room service.
- Room Service and Removing Room Service Trays, Trolleys and Other Service Items.
- Telephone Etiquette for Room Service Staff.
- Room service organization chart and duties and responsibilities.
- Form and formats used in RSD and Mini Bar Management in Guest Rooms.

Suggestive reading:

- a) Bobby George, Sandeep Chartergee, Food and Beverage Service and Management.
- b) Food and beverage service training manual by Sudhir Andrews.
- c) Food and Beverage Service by R Singaravelan.
- d) Food and Beverage Service by Anil Sagar.
- e) Food and Beverage Service by Dennis Lillicrap

Note: Any other latest edition of reference/text books can be included

Name of the programme: Hotel Management Course category: Discipline Core Course Name of the course: Food and Beverage Service-II(Practical) 2 nd Semester BHM		
Course Credits	No. of Hours per week	Instruction Hours per week
2 Credits	4 Hrs	56 Hrs

Course learning objectives:

1. To expose the students to the operational aspects of F and B Service Department.
2. To develop the hard and soft skills
3. To handle different F and B operational equipments.

Course outcome:

1. To gain essential service skill for F and B service industry.
2. Understand role of F and B Service areas.
3. To understand scope of F and B in hotel industry.
4. To learn the table set and sequence of service.

Week 1	Menu- History and Planning.
Week 2	Menu planning and layout- 5 course TDH French menu with choice of Veg. and Non-Veg. dishes with sequence of service.
Week 3	Menu planning and layout - 5 course TDH continental menu with choice of Veg. and Non-Veg. dishes with sequence of service.
Week 4	Menu planning and layout: 5 course TDH Indian menu with choice of Veg. and Non-Veg. dishes with sequence of service.
Week 5	Basic Technical Skill- Breakfast Tray setup- Continental.
Week 6	Basic Technical Skill- Breakfast Tray setup- English.
Week 7	Basic Technical Skill- Breakfast Tray setup- American.
Week 8	Basic Technical Skill- Breakfast Tray setup- Indian.
Week 9	Basic Technical Skill- Mocktail- Virgin Mary & Cinderella.
Week 10	Basic Technical Skill- Mocktail- Cherry Fizz & Tornado Twist.
Week 11	Basic Technical Skill- Mocktail- Virginia Pina Colada & Shirley Temple.
Week 12	Basic Technical Skill- Mocktail- Preparations of different garnishes.
Week 13	Room service order taking operations.
Week 14	Food and beverage situation handling. (Role play)

Suggestive reading:

- a) Bobby George, Sandeep Chartergee, Food and Beverage Service and Management.
- b) Food and beverage service training manual by Sudhir Andrews.
- c) Food and Beverage Service by R Singaravelan.
- d) Food and Beverage Service by Anil Sagar.
- e) Food and Beverage Service by Dennis Lillicrap

Note: Any other latest edition of reference/text books can be included

Scheme of Examination
Food & Beverage Service(Theory)

1. Part-A

Answer any Ten questions out of 12 (10 X 02 Marks= 20 Marks)

2. Part-B

Answer any 06 questions out of 08 (06 X 05 Marks= 30 Marks)

3. Part-C

Answer any 03 questions out of 04(03 X 10 Marks= 30 Marks)

University Examination: 80 Marks

Internal Assessment: 20 Marks

Total: 100 Marks

Scheme of Examination
Food & Beverage Service-II (Practical)

Grooming	5 Marks
Planning a five course TDH menu with table layout (To be specified by external examiner)	10 Marks
Mocktail preparation and service- Virgin Mary, Cinderella, Cherry Fizz, Tornado Twist, Virgin Piña Colada or Shirley Temple.(Any one)	10 Marks
Breakfast Table/Tray cover setup (Continental, English or American). (Any one)	5 Marks
Journal	5 Marks
Viva	5 Marks

Number of Students per session: 15

Number of sessions per day: 01

Time: 4 Hours

University Examination: 40 Marks

Internal Assessment: 10 Marks

Total: 50 Marks