

# **STAREX UNIVERSITY GURUGRAM**



## **SCHOOL OF HOTEL MANAGEMENT**

### **Master of Hotel Management & Catering Technology (MHMCT)**

**Ordinance, Scheme of Examination and Syllabi**  
*(2018 Onwards)*

# **Ordinance, Scheme of Examination and Syllabi**

## **Master of Hotel Management & Catering Technology (MHMCT)**

Saved as provided in the First Ordinance of the University, this Ordinance shall contain the following;

### **1. Title and Commencement**

This Ordinance shall be called the Ordinance of Starex University and shall be effective from the Academic Session 2018-19.

### **2. Duration of the Course**

The duration of MHMCT Degree Course shall be of two academic years. Each year shall be divided in two Semesters i.e. semester-1, semester-2. Accordingly, the two years shall consist in four Semesters. However, a student is required to pass out the said Course within a maximum period of 4 years from the date of admission to 1<sup>st</sup> Semester where after he/she shall stand unfit for the Course.

### **3. Admission and Eligibility**

Bachelor degree in hotel management or other equivalent degree in any stream with at least 50% marks in aggregate from any recognized University.

### **4. Admission Schedule, Submission of Examination Forms and Fee**

The admission schedule along with the last date for submission of admission forms and fee shall be fixed by the Vice-Chancellor from time to time and displayed by the University. Date of Examinations and fee shall be fixed by the Vice-Chancellor and notified by the Controller of Examinations.

### **5. Change of Branch/ Discipline**

A student will be entitled to change/switch over Branch/Discipline within 15 days after the commencement of Academic Session where after no change will be allowed. Such a student must be eligible for admission to the Branch/Discipline intended to be admitted to.

### **6. Promotion to Higher Semester(s)**

The student shall be promoted to 2<sup>nd</sup> and 4<sup>th</sup> Semester automatically without any condition of passing minimum number of papers. For promotion from 2<sup>nd</sup> to 3<sup>rd</sup> Semester, the student shall have to clear at least 50% papers of 1<sup>st</sup> and 2<sup>nd</sup> Semester taken together.

### **7. Reappear Examinations**

Re-appear Examinations for odd Semester will be held along with the regular semester examinations of these semesters in December and those of even Semesters along with the regular examinations of these Semesters in May. However, the re-appear examination of 4<sup>th</sup> Semester may be held in December along with the odd Semester examinations.

### **8. Medium of Instruction and Examination**

The medium of instructions and writing question papers shall be in English.

## 9. Type of Examinations

Wherever not otherwise provided in any Course Ordinance there will be two types of Examinations.

- a) **End term:** End term Examination shall be held at the end of each Semester and will cover the entire syllabus for that Semester. First and Third Semester Examinations shall ordinarily be held in the month of December and Second and Fourth Semester Examinations in the month of May.
- b) **Internal Test:** There may be one/two Internal Assessment test(s) in each Semester. Each Internal Assessment test will cover the syllabus taught up to the date of test.

## 10. Scheme of Examinations

25% marks of the total marks of the concerned subject shall be earmarked for Internal Assessment.

### a) Distribution of Marks

i)	Theory	75
ii)	Internal Assessment	25

### b) Pass Percentage

#### Theory:

- i) 40% marks in written paper.
- ii) 40% marks in written paper and Internal Assessment taken together

#### Practical: (Wherever provided)

- i) 40% marks in Practical paper
- ii) 40% marks in Practical and Internal Assessment taken together

#### Viva-Voce: (Wherever provided)

- i) 40% marks in Viva-Voce separately.

#### Note:

- i) In case, a student fails to secure 25% marks in Internal Assessment in Theory of a particular subject, he/she shall be detained from appearing in the Theory paper examination of that Subject and so for Practical exam (Wherever provided).
- ii) A list of detained students and the students detained due to shortage of attendance shall be forwarded to the Examination Branch by the School/Faculty before a week from the date of commencement of examinations.

### c) Components of Internal Assessment

The Internal Assessment marks shall comprise the following;

i)	Attendance	10 Marks
ii)	Internal Test	10 Marks
iii)	Assignment/Seminar/Presentation etc.	05 Marks

**NB.**

- 1) In case, a student is detained from appearing in the Examination of Theory and/or Practical having failed to secure 25% marks in Internal Assessment, he/she may improve the same for appearing in the relevant subsequent Examination. In all other cases, the marks of Internal Assessment shall be carried forward for the subsequent examination.
- 2) The concerned teacher shall preserve the records of the Internal Assessment and shall make the same available as and when required.
- 3) The concerned School/Faculty shall display the marks of Internal Assessment on the Notice Board for information of the students.

**11. Eligibility to appear in the Examination**

The Student should fulfill the following criteria to be eligible for appearing in the end term examination;

- i) He/she should bear a good moral character.
- ii) He/she should be on the rolls of the University during the Semester.
- iii) He/she should have not less than 75% of the attendance during the respective Semester. In case, a student fails to secure the prescribed percentage of lectures either in Theory or Practical, he/she shall be detained from appearing in the said part of examination (Theory or practical or both, as the case may be).
- iv) He/she should not be a defaulter of payment of tuition fee or any other dues of the University and no disciplinary action should be pending against him/her.

**Note:** In case, a student fails to secure 75% attendance in Theory or Practical or both, he/she will be detained from appearing in Theory or Practical or both examinations, as the case may be.

**12. Exemption from Attendance/ Condonation of Shortage of Attendance**

The shortage of attendance can be condoned/ relaxed as under;

S.No.	Category for Exemption/Condonation of lectures/attendance	Ground for Exemption/Condonation	Competent Authority
*1	All periods of the day of Blood donation	Voluntarily blood donation to the blood bank	Dean of the School/Faculty
*2	All periods of the day of Examination	For appearing in the supplementary Examinations (Th./Pr./Viva-Voce)	-do-

*3	10 Days attendance during a Semester	For participation in University or Inter University/College Sports Tournaments / Youth Festivals, NCC/NSS camps/ University Educational Excursions	-do-
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- \*Provided that:
1. He/she has obtained prior approval of the Dean of School/faculty.
  2. Credit may be given only for the days on which lectures were delivered or tutorials or practical work done during the period of participation in the aforesaid events.

S.No.	Category for Exemption/Condonation of lectures/attendance	Ground for Exemption/Condonation	Competent Authority
4	Condonation/Relaxation up to 5% during a Semester	Genuine reason such as illness, transfer of parents, sudden death in blood relation, on production of proof.	1. The concerned Dean of his own or on the recommendation of HOD 2. Vice-Chancellor of his own or on the recommendation of Concerned Dean

### 13. Setting of Question Papers and Re-Checking, Evaluation/Re-evaluation of Answer book(s)

As per provisions in the First Ordinance and rules and regulations of the University.

### 14. Grace Marks

As per provisions in the First Ordinance of the University.

### 15. Improvement of Examination Result

A student may be permitted to improve his/her result subject to the following:

- i) The student will be permitted to appear in improvement examination as an ex-student with regular batches for the purpose of improvement of CGPA/Division.
- ii) Only one chance for improvement for a Semester will be given. The chance must be availed within a period of 1 year from passing the final examination.
- iii) In case the nature of result does not improve i.e. up to CGPA 5, 6, 7, 8 and 9, his/her improvement result shall be declared as “**PRS**” (Previous Result Stands).
- v) There will be no separate examination for improvement i.e. the student intending to improve his/her result shall appear along with the regular batches in accordance with the syllabus prescribed for the regular batches.

### 16. Issuance of DGS, Award of Degree

A student shall be issued Detailed Grade Statement for each examination and shall be awarded Degree on successful completion of the Course. The division and performance shall be indicated in the Degree as depicted in **Grading Method** against **Clause No. 20**.

### **17. Inter University Migration**

- a) A student of this University may seek Migration as per provision in the First Ordinance of the University.
- b) Any student intending to seek Migration to this University may do so subject to the following;
  - i. The Migration cannot be claimed as a matter of right and shall subject to the availability of seat.
  - ii. The Migration shall be allowed only in 2<sup>nd</sup> year (3<sup>rd</sup> semester).
  - iii. The student must have pursued the previous exam(s) under Semester system.
  - iv. At least 50% papers passed by him/her in the previous Institute/University must have matched with the papers prescribed by this University.
  - v. Rest of the unmatched Subjects/Papers will be required to be passed by him/her from this University as deficient subjects/papers.

### **18. Choice Based Credit System**

#### **Definitions of Key Words**

1. **Academic Year:** Two consecutive (one odd + one even) Semesters constitute one academic year.
2. **Choice Based Credit System (CBCS):** The CBCS provides choice for students to select from the prescribed courses (core, elective or minor or soft skill courses).
3. **Course:** Usually referred to, as 'papers' is a component of a programme. All courses need not carry the same weight. The courses should define learning objectives and learning outcomes. A course may be designed to comprise lectures/ tutorials/laboratory work/ field work/ outreach activities/ project work/ vocational training/viva/ seminars/ term papers/assignments/ presentations/ self-study etc. or a combination of some of these.
4. **Credit Based Semester System (CBSS):** Under the CBSS, the requirement for awarding a degree or diploma or certificate is prescribed in terms of number of credits to be completed by the students.
5. **Credit Point:** It is the product of grade point and number of credits for a Course.
6. **Credit:** A unit by which the Course work is measured. It determines the number of hours of instructions required per week. One credit is equivalent to one hour of

teaching (lecture or tutorial) or two hours of practical work/field work per week.

**7. Cumulative Grade Point**

Average (CGPA):

It is a measure of overall cumulative performance of a student over all semesters. The CGPA is the ratio of total credit points secured by a student in various Courses in all semesters and the sum of the total credits of all courses in all the semesters. It is expressed up to two decimal places.

**8. Grade Point:**

It is a numerical weight allotted to each letter grade on a 10-point scale.

**9. LetterGrade:**

It is an index of the performance of students in a said course. Grades are denoted by letters O, A+, A, B+, B, C, P and F.

**10. Programme:**

An educational programme leading to award of a Degree, Diploma or certificate.

**11. Semester Grade Point Average (SGPA):**

It is a measure of performance of work done in a semester. It is ratio of total credit points secured by a student in various courses registered in a Semester and the total course credits taken during that semester. It shall be expressed up to two decimal places.

**12. Semester:**

Each semester will consist of 15-18 weeks of academic work equivalent to 90 actual teaching days in a Semester. The odd semester may be scheduled from July to December and even Semester from January to May/June.

**13. Transcript and Detailed Grade Certificate/Statement (DGS):**

Based on the earned credit points, a Detailed Grade Certificate/Statement (DGS) shall be issued to all the registered students after every semester. The grade certificate/statement will display the Course details (Course code, its nomenclature, total credit points and letter grade) along with SGPA of that Semester and CGPA in the final semester.

**19. Grading Method**

Thegrading method for evaluating students' performance involves award, of grade according to the range of total marks in the course. The grade will be awarded based on marks out of 100, as depicted below:

### Formula for Computation of SGPA & CGPA

- i. The SGPA is the ratio of sum of the product of the number of credits with the grade points scored by a student in all the courses taken by a student and the sum of the number of credits of all the courses undergone by a student, i.e

$$SGPA (S_i) = \frac{\sum (C_i \times G_i)}{\sum C_i}$$

Where  $C_i$  is the number of credits of the  $i$ th course and  $G_i$  is the grade point scored by the student in the  $i$ th course.

- ii. The CGPA is also calculated in the same manner taking into account all the courses undergone

Range of Percentage of Marks	Letter Grade	Grade Points	Range of Grade Points	Classification
90 and above	O (Outstanding)	10	9-10	Outstanding
80 & above but less than 90	A+ (Excellent)	9	8 < 9	Excellent
70 & above but less than 80	A (Very Good)	8	7 < 8	1 <sup>st</sup> Div. with Distinction
60 & above but less than 70	B+ (Good)	7	6 < 7	1 <sup>st</sup> Division
50 & above but less than 60	B (Above Average)	6	5 < 6	2 <sup>nd</sup> Division
Above 40 but less than 50	C (Pass-Average)	5	Above 4 < 5	3 <sup>rd</sup> Division
35 To 40	P (Pass)	4	3.5 To 4	Pass
Below minimum pass marks	F (Fail)	0	-	-

by a student over all the semesters of a programme, i.e.

$$CGPA = \frac{\sum (S_i \times C_i)}{\sum C_i}$$

Where  $S_i$  is the SGPA of the  $i$ th semester and  $C_i$  is the total number of credits in that semester.

- iii. The SGPA and CGPA shall be worked up to 2 decimal points and mentioned in the DGS and transcripts.
- iv. Formula for calculation of aggregate pass percentage  $CGPA \times 10$

### Example

Course	Credit	Grade Letter	Grade Point Block	Range of Grade Points (Actual Grade Value as per marks obtd.	Earned Credit Points (Credit $\times$ Actual Grade Value)
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Course 1	3	O	10	9.2	$3 \times 9.2 = 27.6$
Course 2	3	A+	9	8.2	$3 \times 8.2 = 24.6$
Course 3	4	A	8	7	$4 \times 7 = 28$
Course 4	3	B+	7	6.7	$3 \times 6.7 = 20.1$
Course 5	3	B	6	5.6	$3 \times 5.6 = 16.8$
Course 6	4	C	5	4.7	$4 \times 4.7 = 18.8$
	20				135.9

Thus, **SGPA** =  $135.9/20 = 6.79$

Similarly, suppose SGPA for 2<sup>nd</sup>, 3<sup>rd</sup>, and 4<sup>th</sup> semester is 7.85, 5.6 and 6.0 with credits 22, 24 and 22 respectively than for a two-year programme, the CGPA will be computed as follows;

$$\mathbf{CGPA} = 20 \times 6.79 + 22 \times 7.85 + 24 \times 5.6 + 22 \times 6.0 / 88 = 6.53$$

Formula for calculating percentage of marks

$$\mathbf{CGPA} \times 10 \text{ e.g. } 6.53 \times 10 = 65.3$$

## 20. Other Provisions

- i. Nothing in this Ordinance shall debar the University from amending the Ordinance and the same shall be applicable to all the students whether old or new.
- ii. Any other provision not contained in the Ordinance shall be governed by the rule and regulations framed by the University from time to time.
- iii. All disputes shall Subject to Gurugram court Jurisdiction.

### Details of Post Graduate Course (MHMCT)

#### First Year: Semester – I

##### Core Courses

Course No.	Title of Course	Credit	Hours per Week	External Marks (MM)	Internal Marks (MM)	Practical Marks (MM)	Total Marks (MM)
18MHM101	Hospitality & Tourism Business	3	3	75	25	-	100
18MHM102	Front Office –I	3+2	3+4	75	25	50	150
18MHM103	Food & Beverage Service Foundation-I	3+2	3+4	75	25	50	150
18MHM104	Accommodation Operation-I	3+2	3+4	75	25	50	150
18MHM105	Research in Hospitality Industry	3	3	75	25	-	100
18MHM106	Hotel Workforce Management	3	3	75	25	-	100

##### Discipline Specific Elective Courses (Choose any one)

Course No.	Title of Course	Credit	Hours per Week	External Marks (MM)	Internal Marks (MM)	Practical Marks (MM)	Total Marks (MM)
18MHM107A	Hotel Law	2	2	75	25	-	100
18MHM107B	Management Principles in Hospitality Industry	2	2	75	25	-	100

#### First Year: Semester – II

##### Core Courses

Course No.	Title of Course	Credit	Hours per Week	External Marks (MM)	Internal Marks (MM)	Practical Marks (MM)	Total Marks (MM)
18MHM201	Food Production-I	3+2	3+4	75	25	50	150
18MHM202	Food & Beverage Service Foundation-II	3+2	3+4	75	25	50	150
18MHM203	Accommodation Operation-II	3+2	3+4	75	25	50	150
18MHM204	Hotel Management Information Systems	3+1	3+2	75	25	50	150
18MHM205	Food & Beverage Management	3	3	75	25	-	100

**Discipline Specific Elective Courses (Choose any one)**

Course No.	Title of Course	Credit	Hours per Week	External Marks (MM)	Internal Marks (MM)	Practical Marks (MM)	Total Marks (MM)
<b>Group – A</b>							
18MHM206A1	Specialized Food & Beverage Service	3+2	3+4	75	25	50	150
18MHM206A2	Theme Event	-	-	-	-	100	100
<b>Group – B</b>							
18MHM207B1	Specialized Housekeeping Management	3+2	3+4	75	25	50	150
18MHM207B2	Field/Industry Visit	-	-	-	-	100	100

**Second Year – Semester – III****Core Courses:**

Course No.	Title of Course	Credit	Hours per Week	External Marks (MM)	Internal Marks (MM)	Practical Marks (MM)	Total Marks (MM)
18MHM301	Food Production - II	3+2	3+4	75	25	50	150
18MHM302	Front Office –II	3+2	3+4	75	25	50	150
18MHM303	Hotel Marketing	3	3	75	25	-	100

**Discipline Specific Elective Courses (Choose any one)**

Course No.	Title of Course	Credit	Hours per Week	External Marks (MM)	Internal Marks (MM)	Practical Marks (MM)	Total Marks (MM)
<b>Group – A</b>							
18MHM304A1	Specialized Front Office Management	3+2	3+4	75	25	50	150
18MHM304A2	Advance Culinary Skills	3+2	3+4	75	25	50	150
<b>Group – B</b>							
18MHM305B1	Personality Development and Communication Skills	3	3	75	25	-	100
18MHM305B2	Seminar	-	-	-	-	100	100

**Second Year – Semester – IV****Core Courses:**

<b>Course No.</b>	<b>Title of Course</b>	<b>Credit</b>	<b>Training Report Evaluation (External)</b>	<b>Viva-voce (External)</b>	<b>Total Marks (MM)</b>
18MHM401	Food Production Practical Exposure	6	100	100	200
18MHM402	Front Office Practical Exposure	6	100	100	200
18MHM403	Housekeeping Practical Exposure	6	100	100	200
18MHM404	Food & Beverage Service Practical Exposure	6	100	100	200

## 18MHM101

### Hospitality & Tourism Business

Theory: 4 Credits; Total Hours - 60

Marks: Theory - 75, Internal - 25

**Instructions to Paper Setters:** The question paper shall be of 75 marks & the time durations of the Semester- End-Examination would be 03 hours. In all 09 questions are to be set. Question No.-1 is compulsory, comprising Short Answer Question of equal marks each and to be set covering entire Syllabus. Further, 08 long answers questions corresponding to four units, will be set and there will be internal choice for each question for these long answer questions. Students are required to attempt one compulsory question and 4 other questions, i.e., selecting at least one from each unit. The question paper should be set in such a manner so as to cover the complete syllabus as prescribed by the University.

#### Course Contents:

##### Unit - I

**Tourism-** Introduction, Meaning, Types, Elements, Component, Scope, Historical development of tourism. Tourism Resources and Products. Performance of tourism in India at National and International level. Distinction between Tourist, Visitor, Excursionists and traveler.

##### Unit - II

**Hospitality-** Introduction, concept, development over the ages in context of Indian and International Hospitality Industry.

**The Hotel Industry:** Organization of Hotels, Ownership structure: (Sole Proprietorship, Partnership, Franchisees and Management Contract). Major Hotel Chains in India.  
Overview of major Hotel departments. Inter and Intra departmental relationships.

##### Unit - III

**Tourism Impacts:** Positive and Negative Impacts of Tourism; Socio Cultural, Economic, Environmental and Political.

##### Unit - IV

**Travel Agencies and Tour-Operators:** Overview and relevance in tourism.

**Tourism Paradigms** – Eco Tourism, Green Tourism, Alternate Tourism, Heritage tourism, Sustainable Tourism, Cultural Tourism.

#### Suggested Readings:

1. Anand, M.M., Tourism and hotel Industry in India, Prentice Hall, New Delhi, 1976
2. Bhatia, A. K., International Tourism, Sterling Publishers, New Delhi.
3. Bhatia, A. K., Tourism development: Principles, Practices and Philosophies, Sterling

Publishers, New Delhi.

4. McIntosh, Robert, W. Goldner, Charles, Tourism: Principles, Practices and Philosophies, John Wiley and Sons Inc. New York, 1990 (9th edition).
5. Mill, Robert Christie and Alastair M. Morrison, The Tourism System, Englewood Cliffs, N.J., Prentice Hall, 1985.
6. Negi, J.M.S., Tourism and Travel- Concepts and principles, Gitanjali Publishing House, New Delhi, 1990.
7. Robinson, H.A., Geography of Tourism, Me Donald and Evans, London, 1976
8. Sevlam, M., Tourism Industry in India, Himalaya Publishing House, Bombay, 1989
9. Seth, P.N., Successful Tourism Planning and Management, Cross Section Publications.
10. Kaul, R.N., Dynamics of Tourism: A Trilogy, Sterling Publishers, New Delhi II.
11. Peters, M., International Tourism, Hutchinson, London.
12. Tourism Development Principles & Practices – A.K. Shastri
13. Basics of Tourism – K.K. Kamra, Mohinder Chand
14. Dynamics of Modern tourism – Ratandeep Singh.

## 18MHM102

### Front Office –I

Theory: 4 Credits; Total Hours - 60  
Practical: 2 Credits, Total Hours - 60  
Marks: Theory - 75, Internal - 25  
Practical - 50

**Instructions to Paper Setters:** The question paper shall be of 75 marks & the time durations of the Semester- End-Examination would be 03 hours. In all 09 questions are to be set. Question No.- 1 is compulsory, comprising Short Answer Question of equal marks each and to be set covering entire Syllabus. Further, 08 long answers questions corresponding to four units, will be set and there will be internal choice for each question for these long answer questions. Students are required to attempt one compulsory question and 4 other questions, i.e., selecting at least one from each unit. The question paper should be set in such a manner so as to cover the complete syllabus as prescribed by the University.

### Course Contents:

#### Unit - I

**Introduction to Front Office:** Layout of the front office, Different section of the front office and their Importance, Qualities of Front Office staff. Organizational set-up of Front Office Department in small, medium and large hotels. Job description and Job specification of different front office personnel.

#### Unit - II

**Basic Information for Front Desk Agents:** Different types of rooms. Numbering of rooms and food plan, Basis of charging a guest. Tariff and tariff fixation, Terms used at Front Desk

### **Unit - III**

**Reservation:** Sources & Modes of Reservation, Types of Reservation, Systems of Reservation Amendments and cancellations procedures, Group reservation, overbooking. Modes of Payments- Advantages and Disadvantages

### **Unit - IV**

**Registration:** Pre-registration activities, Methods of registration, Room & rates assignment, Handling registration of Foreigners, Room change procedure. Telephonic etiquettes/ manners, the need for developing the telephone skills

### **Practical:**

- Appraisal of Front Office Equipments and Furniture (Rack, counter, BellDesk)
- Filling up of Various Performa
- Welcoming of Guests
- Telephone Handling
- Roleplay:
  - Reservations Arrivals & Departure Luggagehandling
  - Message and Mail Handling Paging
  - HMS Training

### **Suggested Readings:**

1. Front office management in hotel, Chkravarti B.K., CBS publishers and distributors, 1999.
2. Front office: procedures, social skills, yield and management, Abbott, Peter and Lewry, Sue, New Delhi: Butterworth-Heinemann.
3. Bhatnagar S, K., Front Office Management, Frank Brothers & Co.
4. Bardi James, Front Office Operations
5. Front office, Elsevier publications

## 18MHM103

### Food and Beverage Service foundation-I

Theory: 4 Credits; Total Hours - 60  
Practical: 2 Credits, Total Hours - 60  
Marks: Theory - 75, Internal - 25  
Practical - 50

**Instructions to Paper Setters:** The question paper shall be of 75 marks & the time durations of the Semester- End-Examination would be 03 hours. In all 09 questions are to be set. Question No.- 1 is compulsory, comprising Short Answer Question of equal marks each and to be set covering entire Syllabus. Further, 08 long answers questions corresponding to four units, will be set and there will be internal choice for each question for these long answer questions. Students are required to attempt one compulsory question and 4 other questions, i.e., selecting at least one from each unit. The question paper should be set in such a manner so as to cover the complete syllabus as prescribed by the University.

#### Course Contents:

##### Unit - I

**Introduction to Food and Beverage Service:** Introduction, Sections and their Importance. Types of F&B outlets, Ancillary departments, Qualities of F&B staff, Organizational set-up of F&B Service department in small, medium and large hotels. Job description and Job specification of different f&b personnel, Career opportunities in F&B Industry, Latest trends in F&B Service Industry.

##### Unit - II

**Food & Beverage Service Equipment:** Types & Usage of Equipment - Furniture, Chinaware, Silverware. Glassware, Linen & Disposables, Special Equipment. Role of Kitchen stewarding department. Care and maintenance of F&B service equipments.

##### Unit - III

**F&B Service Methods:** **Table Service** –English / Silver, American, French, Russian Self Service – Buffet & Cafeteria. **Specialized Service** – Gueridon, Tray, Trolley, Lounge, Buffet service and Banquet procedures etc. **Single Point Service** – Take Away, Vending Kiosks, Food Courts & Bars, Automats. Mis- en-place & Mis-en-scene. **Room Service-** Introduction, types, importance, organizational structure & service procedure.

##### Unit - IV

**Menu:** Introduction, types, importance, Menu Planning, considerations and constraints French Classical menu. Classical Foods & its Accompaniments with Cover. Rules for waiting at a Table.

#### Practical:

- Practice on Restaurant Etiquettes
- Knowledge and Handling of F&B Service Equipments and Furniture.
- Correct handling and practice of service spoons and service forks, silver service.



- Layout of various meals
- Receiving and seating the guests, presenting menu cards and taking the order from guests and writing of KOT.
- Clearing of a meal (course by course).
- Making and presentation of a bill
- Napkin folds
- Arrangement of sideboard
- Roleplay:
  - Hostess Senior captain
  - Steward/ Waiter Bus Boy Trainee

### **Suggested Readings:**

1. Food and Beverage Service, 9th Edition by John Cousins, Dennis Lillicrap, Suzanne Weekes.
2. Food & Beverage Service - Dennis R. Lillicrap. & John. A. Cousins. Publisher: ELBS
3. Food & Beverage Service Management- Brian Varghese
4. Food & Beverage Service Training Manual - Sudhir Andrews, Tata McGraw Hill.
5. Food & Beverage Service Lillicrap & Cousins, ELBS
6. Introduction F& B Service- Brown, Heppner & Deegan
7. Menu Planning- Jaska Kivela, Hospitality Press
8. Restaurant management by Mill, Publisher Pearson publication.
9. Food and Beverage Service by R. Singaravelavan
10. Food and beverage service by Bruce Axler and Carol Litrides.
11. Food and beverage service Bobby George and Sandeep Chatterjee.
12. Food and beverage service operations by Dr Jagmohan Negi, S Chand Publications.
13. Food and beverage service by Dhawan

## 18MHM104

### Accommodation Operation – I

Theory: 4 Credits; Total Hours - 60  
Practical: 2 Credits, Total Hours - 60  
Marks: Theory - 75, Internal - 25  
Practical - 50

**Instructions to Paper Setters:** The question paper shall be of 75 marks & the time durations of the Semester- End-Examination would be 03 hours. In all 09 questions are to be set. Question No.- 1 is compulsory, comprising Short Answer Question of equal marks each and to be set covering entire Syllabus. Further, 08 long answers questions corresponding to four units, will be set and there will be internal choice for each question for these long answer questions. Students are required to attempt one compulsory question and 4 other questions, i.e., selecting at least one from each unit. The question paper should be set in such a manner so as to cover the complete syllabus as prescribed by the University.

#### **Course Contents:**

##### **Unit - I**

Introduction: Meaning and definition. Importance of Housekeeping; Housekeeping Department: Organizational framework of the Department (Large/Medium/Small Hotel), Roles of Key Personnel in Housekeeping, Job Description and Job Specification of staff in the department, Attributes and Qualities of the Housekeeping staff - skills of a good Housekeeper, Inter departmental Coordination with more emphasis on Front office and the Maintenance department.

##### **Unit - II**

Cleaning Science: Types of cleaning equipments, selection, general principles; Types of cleaning-daily, weekly spring and deep cleaning, Housekeeping control desk-importance, role; Types of registers and files maintained; Types of Keys and Keys control; Lost and Found procedure and formats

##### **Unit - III**

Cleaning of Public Areas: Cleaning process, Cleaning and upkeep of Public areas, (Lobby, Cloak rooms/ Restaurant/bar/banquet halls/Administration offices/Lifts and Elevators/Staircase/back areas/Front areas/ Corridor), Pest Control: Types of pests, Control procedures.

##### **Unit - IV**

Cleaning of Guest Rooms: Daily cleaning of (Occupied/Departure vacant Under repair VIP rooms, Weekly cleaning/spring cleaning, Evening service, Systems & procedures involved, Forms and Formats, Guest room cleaning - Replenishment of Guest supplies and amenities

#### **Practical:**

- Rooms layout and standard supplies.(Amenities);
- Identification of cleaning Equipments both manual and Mechanical. Use of different Brushes, brooms, mops, identification of cleaningagents.

- Maids Trolley: Set Up, Stocking and usage.
- Bedmaking:
  - Identifying of linen.
  - Step by step procedure for making bed/ Turn down service.
- Cleaning guestrooms (Vacant occupied, departure), placing/ replacing guest supplies and soiled linen.
- Cleaning of different surfaces e.g. windows, tabletops, picture frames under beds, on carpet, metal surfaces, tiles, marble and granite tops.

### **Suggested Readings:**

1. Hotel Hostel and Hospital Housekeeping – Joan C Branson & Margaret Lennox(ELBS).
2. Hotel House Keeping – Sudhir Andrews Publisher: Tata McGrawHill.
3. Hotel Housekeeping Operations & Management – Raghubalan, Oxford University Press.
4. House Craft – Valerie Paul
5. House Keeping Management - Matt A. Casado; Wiley Publications
6. Housekeeping and Front Office – Jones
7. Housekeeping Management – Margaret M. Leappa & Aleta Nitschke
8. In House Management by A.K.Bhatiya.
9. Key of House Keeping by Dr. Lal
10. Commercial Housekeeping & Maintenance – Stanley Thornes
11. Management of Hotel & Motel Security (Occupational Safety and Health) By H. Burstein, Publisher: CRC
12. Managing Housekeeping Custodial Operation – Edwin B. Feldman
13. Managing Housekeeping Operations – Margaret Kappa & Aleta Nitschke
14. Professional Management of Housekeeping Operations (II Edn.)- Robert J. Martin & Thomas J.A. Jones, Wiley Publications
15. Safety and Security for Woman Who Travel by Sheila Swan & Peter Laufer Publisher: Traveler 's Tales
16. Security Operations by Robert Mc Crie, Publisher: Butterworth-Heinemann
17. The Professional Housekeeper – Tucker Schneider; Wiley Publications

## 18MHM105

### Research in Hospitality Industry

Theory: 4 Credits; Total Hours - 60

Marks: Theory - 75, Internal - 25

**Instructions to Paper Setters:** The question paper shall be of 75 marks & the time durations of the Semester- End-Examination would be 03 hours. In all 09 questions are to be set. Question No.- 1 is compulsory, comprising Short Answer Question of equal marks each and to be set covering entire Syllabus. Further, 08 long answers questions corresponding to four units, will be set and there will be internal choice for each question for these long answer questions. Students are required to attempt one compulsory question and 4 other questions, i.e., selecting at least one from each unit. The question paper should be set in such a manner so as to cover the complete syllabus as prescribed by the University.

#### Course Contents:

##### Unit - I

**Research:** meaning, characteristics, types and relevance of research; trend and challenges with special reference to tourism and hotel business. Research process. Identification and formulation of research problem. **Research methodology:** meaning and procedural guidelines. **Literature review** – Meaning, Importance and sources of literature

##### Unit – II

**Research design-** Meaning of research design; need for research design; features of a good Research design; different research designs. **Sampling design:** the concept of sampling; Aims of sampling, census versus sample survey; steps in sampling design; characteristics of a good sample design; criteria for selecting a sampling procedure; sampling techniques/methods: probability sampling and non-probability sampling.

##### Unit – III

**Measurement and scaling techniques-** Measurement in research; sources of Error in measurement; test of sound measurement; technique of developing measurement tools; measurement scales; meaning of scaling; bases of scales- classification, importance; scaling techniques-rating and ranking; types of scales. **Collection of Data-** nature, sources of data; methods of datacollection.

##### Unit – IV

**Processing of data:** Classification and Tabulation, Interpretation of data **Report writing-** meaning functions; types of research report; significance of report writing report.

#### Suggested Readings:

1. Research Methodology (Pearson Publication) by RanjitKumar
2. Management Research Methodology (Pearson Publication) by Krishnaswamy, Sivakumar &Mathirajan
3. Business Research Methods (Tata McGraw Hill Publication) by Cooper &Schindler

4. Research Methodology (New Age Publishers) by C.R.Kothari
  5. Methods in Social Research (Surjeet Publications) by William J. Goode & Paul K.Hatt
- 18MHM106**

### **Hotel Workforce Management**

Theory: 4 Credits; Total Hours - 60

Marks: Theory - 75, Internal - 25

**Instructions to Paper Setters:** The question paper shall be of 75 marks & the time durations of the Semester- End-Examination would be 03 hours. In all 09 questions are to be set. Question No.- 1 is compulsory, comprising Short Answer Question of equal marks each and to be set covering entire Syllabus. Further, 08 long answers questions corresponding to four units, will be set and there will be internal choice for each question for these long answer questions. Students are required to attempt one compulsory question and 4 other questions, i.e., selecting at least one from each unit. The question paper should be set in such a manner so as to cover the complete syllabus as prescribed by the University.

#### **Course Contents:**

##### **Unit – I**

HRM and HRD concept, objective, need and importance. HRD Philosophy and approaches: Mechanical, Paternalism and social approaches and their applicability in Hospitality Industry. Contemporary issues and challenges of HRM in Hospitality Industry.

##### **Unit - II**

Hotel Manpower planning; Job analysis; Sources of Recruitment in Hospitality Industry; Selection procedures used in Hotels; Employee training and development methods used by hotels.; Placement and orientation of new employee in Hotels; Transfers and promotions in Hotels.

##### **Unit - III**

Performance Appraisal and its techniques used in Hotels; Career planning; Maintenance of Human Resource compensation; wage and salary administration, CTC (Cost to company) concepts and implications in Hospitality Industry; Stress Management and Quality Work Life in Hospitality Industry.

##### **Unit - IV**

Personnel welfare and working conditions; Reasons for high employee turnover in Hospitality Industry Employee retention and strategies; Grievance Handling System in Hotels.

#### **Suggested Readings:**

1. Human Resource Development & Management in The Hotel Industry- S.K. Bhatia, NirmalSingh
2. Principles and Techniques of Personnel Management Human Resource Management- Dr. Jagmohan Negi
3. Human Resource Development Practice in Travel and Tourism- S.C.Bagri
4. Human Resources Management: VSPRao

**18MHM107A**  
**Hotel Law**

Theory: 4 Credits; Total Hours - 60  
Marks: Theory - 75, Internal - 25

**Instructions to Paper Setters:** The question paper shall be of 75 marks & the time durations of the Semester- End-Examination would be 03 hours. In all 09 questions are to be set. Question No.- 1 is compulsory, comprising Short Answer Question of equal marks each and to be set covering entire Syllabus. Further, 08 long answers questions corresponding to four units, will be set and there will be internal choice for each question for these long answer questions. Students are required to attempt one compulsory question and 4 other questions, i.e., selecting at least one from each unit. The question paper should be set in such a manner so as to cover the complete syllabus as prescribed by the University.

**Course Contents:**

**Unit - I**

Indian Contract Act Definition, Essential Elements, types. Offer, Acceptance, Consideration. Difference between Void, Voidable, Unenforceable contracts. Hospitality contracts, Significance of Contract Act in Hotel Industry.

**Unit - II**

Hotel Licenses & Regulations: Introduction, importance and types. General hotel Operating Licenses, food and beverage operations, personnel department and other departments. Procedure for Obtaining Licenses, their Renewal, Suspension & Termination.

**Unit – III**

Food & Liquor Legislation: Prevention of Food Adulteration Act- Definition, objectives, importance and Authorities under the Act. Food safety and standard act, 2006-Introduction, objectives, importance and Authorities under this act. Liquor Licenses- Types and Procedure for acquiring liquor licenses. Quality Standards: ISI & Agmarc

**Unit - IV**

**Important Acts:** Consumer Protection Act Environment Protection Act Hospitality law, Duties of hotelier towards guests

**Suggested Readings:**

1. Hotel law by Amitabh Devendra, Oxford University Press.
2. Hotel & Tourism Law – Jagmohan Negi
3. Hotels Laws – AHL&A
4. Hotel Laws – Jyotsana
5. Food & Beverage Law – Jagmohan Negi

**18MHM107B**  
**MANAGEMENT PRINCIPLES IN HOSPITALITY INDUSTRY**

Theory: 4 Credits; Total Hours - 60  
Marks: Theory - 75, Internal - 25

**Instructions to Paper Setters:** The question paper shall be of 75 marks & the time durations of the Semester- End-Examination would be 03 hours. In all 09 questions are to be set. Question No.- 1 is compulsory, comprising Short Answer Question of equal marks each and to be set covering entire Syllabus. Further, 08 long answers questions corresponding to four units, will be set and there will be internal choice for each question for these long answer questions. Students are required to attempt one compulsory question and 4 other questions, i.e., selecting at least one from each unit. The question paper should be set in such a manner so as to cover the complete syllabus as prescribed by the University.

**Course Contents:**

**Unit - I**

**ROLE OF A MANAGER:** Roles and Responsibilities of a Professional Manager, Managerial Levels and Skills required in Hospitality Industry, Business ethics, Corporate Social Responsibility – Legal, Ethical, economic and Philanthropic Dimensions in Hospitality Industry

**Unit - II**

**DECISION MAKING AND DIRECTING:** Types of Decisions and Decision-Making Process used in Hotels, Management by Objectives (MBO), Managerial Communication – Types, process and Barriers in Hotels, Motivation – Concept and Theories Delegation and coordination

**Unit - III**

**ORGANIZATIONAL CLIMATE AND CHANGE:** Reasons for conflicts in Hotels and its management strategies, Change – Resistance to change and managing change in Hotels.

**Unit - IV**

**BEHAVIOURAL DYNAMICS:** Analyzing Interpersonal Relations, Leadership – Concept, Content Theories, Styles of Leadership in Hospitality Industry, Group Dynamics in Hotels – Types of groups, Reasons for formation of groups, and group cohesiveness.

Suggested Readings:

# **SEMESTER**

## **II**



**18MHM201**  
**Food Production**

Theory: 4 Credits; Total Hours - 60  
Practical: 2 Credits, Total Hours - 60  
Marks: Theory - 75, Internal - 25  
Practical - 50

**Instructions to Paper Setters:** The question paper shall be of 75 marks & the time durations of the Semester- End-Examination would be 03 hours. In all 09 questions are to be set. Question No.- 1 is compulsory, comprising Short Answer Question of equal marks each and to be set covering entire Syllabus. Further, 08 long answers questions corresponding to four units, will be set and there will be internal choice for each question for these long answer questions. Students are required to attempt one compulsory question and 4 other questions, i.e., selecting at least one from each unit. The question paper should be set in such a manner so as to cover the complete syllabus as prescribed by the University.

**Course Contents:**

**Unit - I**

Introduction to cookery and evolution. Aims and objectives of cooking Food. Qualities of Kitchen staff. Kitchen Staff organization, liaison of kitchen with other departments. Duties and attributes of kitchen staff.

**Unit - II**

Handling kitchen accidents e.g. burns, cuts, fractures and Heart attack. Fire: Introduction, Types and how to extinguish different types of fire Various types of fuels used in kitchen. Kitchen equipment- types and selection. Basic food nutrients, their importance and effect of heat on these.

**Unit - III**

Ingredients used in cooking-I: Cereals and Grains, Fruits and Vegetables, and Sweeteners, Egg, Milk and Milk Products, Salt and Oil & Fat - Types, Purchasing and Storing considerations.

**Unit - IV**

Pre-preparation techniques of ingredients. Cooking methods- introduction and types.

**Practical:**

- Personalhygiene.
- Knowledge of cookingingredients.
- Knowledge of basic firstaid
- Knowledge of equipments&Fuels.
- Knowledge of pre-preparationtechniques.
- Knowledge of various cookingmethods.
- Knowledge of preparation techniques ofCakes.

- Knowledge of preparation techniques of pastries.
- Planning Kitchen for various types of hotels.

**Suggested Readings:**

1. Theory of Cookery by Krishna Arora
2. Modern Cookery (Vol. I) by Philip E. Thangam
3. Larousse Gastronomique by Paul Hamlyn
4. The Book of Ingredients by Jane Grigson
5. The professional Chef by Le Rol A. Polson
6. Professional Cooking by Wayne Gisslen
7. The complete guide to the art of modern cookery by Escoffier
8. Professional cooking by Wayne Glasslen

**18MHM202**

**Food and Beverage Service Foundations –II**

Theory: 4 Credits; Total Hours - 60

Practical: 2 Credits, Total Hours - 60

Marks: Theory - 75, Internal - 25

Practical - 50

**Instructions to Paper Setters:** The question paper shall be of 75 marks & the time durations of the Semester- End-Examination would be 03 hours. In all 09 questions are to be set. Question No.- 1 is compulsory, comprising Short Answer Question of equal marks each and to be set covering entire Syllabus. Further, 08 long answer questions corresponding to four units, will be set and there will be internal choice for each question for these long answer questions. Students are required to attempt one compulsory question and 4 other questions, i.e., selecting at least one from each unit. The question paper should be set in such a manner so as to cover the complete syllabus as prescribed by the University.

**Course Contents:**

**Unit - I**

**Non-Alcoholic Beverages:** Introduction, Classifications and Types. **Tea-** History, types, production process, service and storage. **Coffee-** History, types, production process, service and storage.

**Unit - II**

**Alcoholic Beverages:** Introduction, classifications, types- a brief detail. **Beer-** History, types, production process, national and international brands, service and storage. **Spirits- History,** types, production process, national and international brands, service and storage

**Unit - III**

**Wine:** Introduction, classifications, types, production process. Wine tasting and faults. Wine

labelling. Pairing alcohol and food. Knowledge of Wine grapes, and wine regions. International wine brands. Old world wine and New world wine- a brief introduction. Professional wine service and storage.

#### **Unit - IV**

Mixology: Bar equipment, Different kinds of glassware Techniques of Mixology Garnish preparation

Classic and Contemporary Cocktails and mocktails

#### **Practical:**

- Briefing and de-briefing.
- Service of hot beverages – Tea, Coffee.
- Pantry and Still room operation.
- Laying and service of banquets and buffet.
- Wine service – Taking the order, presenting the bottle, opening of cork and service of red, rose, white and sparkling wines.
- Service of spirits – whiskey, rum, gin, brandy and vodka.
- Service of cocktails and liqueurs. Service of beer.
- Mixology tips & Garnishers

#### **Suggested Readings:**

1. The hospitality Managers Guide to Wines, Beers and Spirits by Albert W.A. Schmid.
2. Food and Beverage Service, 9th Edition by John Cousins, Dennis Lillicrap, Suzanne Weekes.
3. The Bar Beverage Book by Costas Katsigris and Chris Thomas.
4. Food & Beverage Service Management- Brian Varghese
5. Food & Beverage Service Training Manual - Sudhir Andrews, Tata McGraw Hill.
6. The Bar Beverage Book by Costas Katsigris and Chris Thomas and Mary Porter.
7. Introduction F& B Service- Brown, Heppner & Deegan
8. Managing bar and beverage operations by Lendal H Kotschevar and Mary Ltanke
9. Food and Beverage Service by R. Singaravelan
10. Food and beverage service by Bruce Axler and Carol Litrides.

**18MHM203**  
**Accommodation Operation-II**

Theory: 4 Credits; Total Hours - 60  
Practical: 2 Credits, Total Hours - 60  
Marks: Theory - 75, Internal - 25  
Practical - 50

**Instructions to Paper Setters:** The question paper shall be of 75 marks & the time durations of the Semester- End-Examination would be 03 hours. In all 09 questions are to be set. Question No.- 1 is compulsory, comprising Short Answer Question of equal marks each and to be set covering entire Syllabus. Further, 08 long answers questions corresponding to four units, will be set and there will be internal choice for each question for these long answer questions. Students are required to attempt one compulsory question and 4 other questions, i.e., selecting at least one from each unit. The question paper should be set in such a manner so as to cover the complete syllabus as prescribed by the University.

**Course Contents:**

**Unit - I**

Housekeeping Supervision: Importance of inspection, Check-list for inspection, typical areas usually neglected where special attention is required, Degree of discretion / delegation to cleaning staff

**Unit - II**

Linen/Uniform Tailor Room: Layout, Types of Linen, sizes and Linen exchange procedure, Selection of linen, Storage Facilities and conditions, Par stock: Factors affecting par stock, calculation of par stock, Discard Management, Linen Inventory system, Uniform designing: Importance, types, characteristics, selection, par stock

**Unit - III**

Interior Decoration:- Importance, Definition & Types, Classification, Principles of Design: Harmony, Rhythm, Balance, Proportion, Emphasis, Elements of Design: Line, Form, Colors, Texture. Colors: Color Wheel, Importance & Characteristics, Classification of colors, Color Schemes. Lighting: Classification, Types & Importance

**Unit - IV**

Laundry Management: In-house Laundry vis contract Laundry: merits & demerits, Layout, Laundry Flow process, Equipment (Washing machine, Hydro extractor, Tumbler, Calendar/Flat work Iron, Hot head/Steam press, Cooler press, Pressing tables), Stains and Stain removal

**Practical:**

- Laundry equipment handling

- Laundry operations
- Handling different types of fabrics in manual & mechanical laundry
- Special decorations
- Stain Removal: Different types of stains to be removed by hand using different chemicals.
- Flower Arrangements

**Suggested Readings:**

1. Hotel and Catering Studies – Ursula Jones
2. Hotel Hostel and Hospital Housekeeping – Joan C Branson & Margaret Lennox (ELBS).
3. Hotel House Keeping – Sudhir Andrews Publisher: Tata McGrawHill.
4. Hotel Housekeeping Operations & Management – Raghubalan, Oxford University Press.
5. House Craft – Valerie Paul
6. House Keeping Management - Matt A. Casado; Wiley Publications
7. Housekeeping and Front Office – Jones
8. Housekeeping Management – Margaret M. Leappa & Aleta Nitschke
9. In House Management by A.K. Bhatiya.
10. Key of House Keeping by Dr. Lal
11. Commercial Housekeeping & Maintenance – Stanley Thornes
12. Management of Hotel & Motel Security (Occupational Safety and Health) By H. Burstein, Publisher: CRC
13. Managing Housekeeping Custodial Operation – Edwin B. Feldman
14. Managing Housekeeping Operations – Margaret Kappa & Aleta Nitschke
15. Professional Management of Housekeeping Operations (II Edn.)- Robert J. Martin & Thomas J.A. Jones, Wiley Publications
16. Safety and Security for Woman Who Travel by Sheila Swan & Peter Laufer Publisher: Traveler 's Tales
17. Security Operations by Robert Mc Crie, Publisher: Butterworth-Heinemann
18. The Professional Housekeeper – Tucker Schneider; Wiley Publications

## 18MHM204

### Hotel Management Information Systems

Theory: 4 Credits; Total Hours - 60

Practical: 2 Credits, Total Hours - 60

Marks: Theory - 75, Internal - 25

Practical - 50

**Instructions to Paper Setters:** The question paper shall be of 75 marks & the time durations of the Semester- End-Examination would be 03 hours. In all 09 questions are to be set. Question No.- 1 is compulsory, comprising Short Answer Question of equal marks each and to be set covering entire Syllabus. Further, 08 long answers questions corresponding to four units, will be set and there will be internal choice for each question for these long answer questions. Students are required to attempt one compulsory question and 4 other questions, i.e., selecting at least one from each unit. The question paper should be set in such a manner so as to cover the complete syllabus as prescribed by the University.

#### Course Contents:

##### Unit - I

**Introduction to Computer:** Classification, Generations, Capabilities Characteristics & Limitations, Application and use of Computers in Hotel.

##### Unit - II

**Introduction to Computer Hardware:** Components of Computers-Hardware: Hardware elements - input, storage, processing & output devices. Block diagram of computer

##### Unit - III

**Introduction to Computer Software's & MIS:** Types of Software, System Software, Application Software, Utility Software's, Use of MS-Office: Basics of MS-Word. MS-Excel and MS-Power Point, Concept and definitions of MIS, Role of MIS, Characteristics of MIS, Limitations of MIS, Hotel management information system.

##### Unit - IV

**Introduction to Internet & E-Commerce:** Introduction to Internet: Definition of networks, concepts of web page, website and web searching (browsing). Benefits, Hardware and Software requirements, Web Browser, Search Engines, E-Commerce, advantages, Computer Reservation systems, Property Management Systems (PMS), Information Systems in Hospitality.

**Practical:** In ref to Theory Syllabus

#### Suggested Readings:

1. Leon & Leon, Introduction to Computers, Vikas Publishing House, New Delhi.
2. June Jamrich Parsons, Computer Concepts 7th Edition, Thomson Learning, Bombay. Comer 4e, Computer networks and Internet, Pearson Education
3. White, Data Communications & Computer Network, Thomson Learning, Bombay. Hanson & Kalyanam, Internet Marketing & e-commerce, Thomson Learning, Bombay Bharat Bhasker, Electronic Commerce, TMH, N Delhi

**18MHM205**  
**Food and Beverage Management**

Theory: 4 Credits; Total Hours - 60

Marks: Theory - 75, Internal - 25

**Instructions to Paper Setters:** The question paper shall be of 75 marks & the time durations of the Semester- End-Examination would be 03 hours. In all 09 questions are to be set. Question No.- 1 is compulsory, comprising Short Answer Question of equal marks each and to be set covering entire Syllabus. Further, 08 long answers questions corresponding to four units, will be set and there will be internal choice for each question for these long answer questions. Students are required to attempt one compulsory question and 4 other questions, i.e., selecting at least one from each unit. The question paper should be set in such a manner so as to cover the complete syllabus as prescribed by the University.

**Course Contents:**

**Unit - I**

**Food and Beverage Management:** Concept, importance and scope. Process of Food and Beverage Management. Cost and sales concept: Fixed and Variable Costs, Monetary and Nonmonetary sales concepts. Factors that cause industry-wide variations in cost percentages. **Food & Beverage Control:** Introduction and importance of Food cost control, Beverage cost control and Portion control, Duties and responsibilities of F&B controls department in F&B operations. Techniques and process of control in F&B operations

**Unit - II**

**Purchasing:** Introduction and importance of purchasing department in food service establishment. Purchasing staff, Selection of suppliers, Purchase procedure, Different method of purchasing. Quality and Quantity purchasing standard, Characteristics of perishable and non- perishable foods. Standard purchase specifications (SPS) and their importance in F&B management department

**Unit - III**

**Receiving:** Introduction and importance of receiving department in food service establishment. Receiving staff, receiving procedure for different types of product, Different method of receiving, essential equipments and supplies needed for proper receiving, Duties and responsibilities of receiving clerk. Record maintained in receiving departments, Primary purpose of receiving, Standard for the receiving process

**Unit - IV**

**Storing & Issuing:** Storing & issuing procedures, Storing & Issuing controls, Store Room personnel, Equipments needed for proper storing and issuing, Importance of establishing standards for each of the following: storage temperatures for foods, storage containers for foods, shelving, cleanliness of storage facilities and assigned locations for the storage of each particular food. Principle of stock rotation as applied to foodservice. Issuing procedures for direct and those for stores.

### **Suggested Readings:**

1. Arora K. 1977: Theory of cooking, Frank Bros. & Co. Delhi
2. Escoffier. 1979: The complete guide to the art of modern cookery, virtue and co. ltd. Sureey. Halliday.
3. EG and Noble I.T 1959: How's and Why's of cooking. The university & Co.
4. Hughes. D and Bannion M. 1970: Introductory Foods. The Macmillan Co. Ltd. New York Understanding cooking. Arnold. Hanemann India
5. Philip T.E 1981: modern cookery for teaching and the trade. vol-I. Orient Longman Ltd.
6. Bombay Paul R. Dittmer.2003: Principles of food, beverage and labor cost control, John Wiley & sons, Inc.
7. Saulnier L.1914: Le Repertoire de la cuisine. Leon Jaggai and sons Ltd. London.

### **18MHM206A1**

#### **Specialized Food & Beverage Services**

Theory: 4 Credits; Total Hours - 60

Practical: 2 Credits, Total Hours - 60

Marks: Theory - 75, Internal - 25

Practical - 50

**Instructions to Paper Setters:** The question paper shall be of 75 marks & the time durations of the Semester- End-Examination would be 03 hours. In all 09 questions are to be set. Question No.- 1 is compulsory, comprising Short Answer Question of equal marks each and to be set covering entire Syllabus. Further, 08 long answers questions corresponding to four units, will be set and there will be internal choice for each question for these long answer questions. Students are required to attempt one compulsory question and 4 other questions, i.e., selecting at least one from each unit. The question paper should be set in such a manner so as to cover the complete syllabus as prescribed by the University.

### **Course Contents:**

#### **Unit - I**

**Breakfast:** - Continental, English, American and Indian, Introduction, Types, layout, cover, Accompaniments and services; Latest trends in breakfast

#### **Unit - II**

**Banquet management:** Introduction, types, organizational structure, layout. Banquet booking procedure. Staff and space required for different kinds of banquet functions. Banquet menu. Banquet forms and formats. **Buffet** – introduction, types, equipments and buffet presentation techniques. Current trends in banquet and buffet operations

#### **Unit - III**

**Advance Bar Layout & Design** – Types of Bar, Design of Bar, Major Bar Equipments, Bar Accessories, Consumable Supplies Glassware – commonly used, Storage & Handling of Glassware Cocktails and Mocktails; Emerging trends in bar operations



## **Unit - IV**

**Beverage control:** Introduction, Procedure, techniques and importance of beverage control, Purpose and standards of Beverage control: purchasing, receiving, storing and issuing. BOT. Inventory control. New trends in bar and beverage control operations.

### **Practical:**

- Service and cover set up for different breakfast service.
- Banquet set up for different occasions.
- Introduction to buffet equipments
- Buffet set up, Buffet presentations, Bar setup and operations
- Cocktail - Preparation, presentation and service
- Mocktail- Preparation, presentation and service
- Conducting Briefing/De-Briefing for bar and beverage staff
- Service of beverages
- Set up a table with Prepared Menu with Wines

### **Suggested Readings:**

1. Food & Beverage Service - Dennis R. Lillicrap. & John.A. Cousins. Publisher: ELBS
2. Food & Beverage Service Management- Brian Varghese 'BHM – SYLLABUS, IHTM-MDU-Rohtak (2012 Onwards)36
3. Food & Beverage Service Training Manual - Sudhir Andrews, Tata McGraw Hill. Food & Beverage Service Lillicrap & Cousins, ELBS
4. Introduction F& B Service- Brown, Heppner & Deegan
5. Menu Planning- Jaska Kivela, Hospitality Press
6. Modern Restaurant Service – John Fuller, Hutchinson
7. Professional Food & Beverage Service Management - Brian Varghese

**18MHM207B1**  
**Specialized Housekeeping Management**

Theory: 4 Credits; Total Hours - 60  
Practical: 2 Credits, Total Hours - 60  
Marks: Theory - 75, Internal - 25  
Practical - 50

**Instructions to Paper Setters:** The question paper shall be of 75 marks & the time durations of the Semester- End-Examination would be 03 hours. In all 09 questions are to be set. Question No.- 1 is compulsory, comprising Short Answer Question of equal marks each and to be set covering entire Syllabus. Further, 08 long answers questions corresponding to four units, will be set and there will be internal choice for each question for these long answer questions. Students are required to attempt one compulsory question and 4 other questions, i.e., selecting at least one from each unit. The question paper should be set in such a manner so as to cover the complete syllabus as prescribed by the University.

**Course Contents:**

**Unit - I**

Environment Friendly Housekeeping: Ecotels and their certifications; Energy conservation; Water conservation and waste management; Eco- friendly practices adopted by hotels

**Unit - II**

Interior Decoration: Renovation, Refurbishing, Redecoration and Regeneration; Flower arrangement- Types, basics, equipments and common flower arrangement in hotels.

**Unit - III**

Safety and Security: Potential hazards in Housekeeping; Crime prevention; Dealing with emergencies; Ergonomics in hotel housekeeping

**Unit - IV**

Changing Trends in Housekeeping: Outsourcing; Training and Motivation; Eco- friendly products; New scientific techniques; I.T. savvy housekeeping.

**Suggested Readings:**

1. Hotel and Catering Studies – Ursula Jones
2. Hotel Hostel and Hospital Housekeeping – Joan C Branson & Margaret Lennox (ELBS).
3. Hotel House Keeping – Sudhir Andrews Publisher: Tata McGrawHill.
4. Hotel Housekeeping Operations & Management – Raghobalan, Oxford University Press.
5. House Craft – Valerie Paul
6. House Keeping Management - Matt A. Casado; Wiley Publications
7. Housekeeping and Front Office – Jones
8. Housekeeping Management – Margaret M. Leappa & Aleta Nitschke

9. In House Management by A.K.Bhatiya.
10. Key of House Keeping by Dr.lal
11. Commercial Housekeeping & Maintenance – StanleyThornes
12. Management of Hotel & Motel Security (Occupational Safety and Health) By H. Burstein, Publisher: CRC
13. Managing Housekeeping Custodial Operation – Edwin B.Feldman
14. Managing Housekeeping Operations – Margaret Kappa & AletaNitschke
15. Professional Management of Housekeeping Operations (II Edn.)- Robert J. Martin & Thomas J.A. Jones, WileyPublications
16. Safety and Security for Woman Who Travel by Sheila Swan & Peter Laufer Publisher: Traveler 's Tales
17. Security Operations by Robert Mc Crie, Publisher: Butterworth-Heinemann
18. The Professional Housekeeper – Tucker Schneider; WileyPublications

# **SEMESTER**

## **III**

**18MHM301**  
**Food Production-II**

Theory: 4 Credits; Total Hours - 60  
Practical: 2 Credits, Total Hours - 60  
Marks: Theory - 75, Internal - 25  
Practical - 50

**Instructions to Paper Setters:** The question paper shall be of 75 marks & the time durations of the Semester- End-Examination would be 03 hours. In all 09 questions are to be set. Question No.- 1 is compulsory, comprising Short Answer Question of equal marks each and to be set covering entire Syllabus. Further, 08 long answers questions corresponding to four units, will be set and there will be internal choice for each question for these long answer questions. Students are required to attempt one compulsory question and 4 other questions, i.e., selecting at least one from each unit. The question paper should be set in such a manner so as to cover the complete syllabus as prescribed by the University.

**Course Contents:**

**Unit – I**

Stocks, Soups and Sauces – Introduction, classification, important considerations and recipes.

**Unit - II**

Fish, Poultry, lamb/Mutton, Beef and Pork- Introduction, cuts, selection points.

**Unit - III**

Bakery- Introduction, and importance of baking ingredients.

Cake – Cake making methods, Cake Faults- reason for faults

**Unit - IV**

Pastry – Pastry making methods, Pastry Faults- reason for faults

**Indian Cuisine:** Introduction, ingredients used, unique features and famous dishes.

**French Cuisine:** Introduction, main ingredients used, special features and famous dishes.

**Practical:**

- F&B production terminology
- Knowledge of preparation techniques.
- Knowledge of various cooking methods
- Knowledge of Types, Selection criterion, Nutritional value, and Cuts of Fish, Lamb/Mutton, Pork, and Beef/Veal.
- Preparation of Stocks.
- Preparation of Soups.
- Preparation of Sauces.
- Knowledge of preparation techniques of Cakes.
- Knowledge of preparation techniques of pastries.

**Suggested Readings:**

1. Theory of Cookery by Krishna Arora
2. Modern Cookery (Vol. I) by Philip E. Thangam
3. LarousseGastronomique by Paul Hamlyn
4. The Book of Ingredients by Jane Grigson
5. The professional Chef by Le Rol A. Polson
6. Professional Cooking by Wayne Gisslen
7. The complete guide to the art of modern cookery by Escoffier
8. Professional cooking by Wayne Glasslen

**18MHM302  
Front Office-II**

Theory: 4 Credits; Total Hours - 60  
Practical: 2 Credits, Total Hours - 60  
Marks: Theory - 75, Internal - 25  
Practical - 50

**Instructions to Paper Setters:** The question paper shall be of 75 marks & the time durations of the Semester- End-Examination would be 03 hours. In all 09 questions are to be set. Question No.- 1 is compulsory, comprising Short Answer Question of equal marks each and to be set covering entire Syllabus. Further, 08 long answer questions corresponding to four units, will be set and there will be internal choice for each question for these long answer questions. Students are required to attempt one compulsory question and 4 other questions, i.e., selecting at least one from each unit. The question paper should be set in such a manner so as to cover the complete syllabus as prescribed by the University.

**Course Contents:****Unit – I****Guest Accounting**

Types of Accounts maintained at the front office, Front office cashiering, Guest check out procedures, Preparation of bills- manual, mechanical & fully automated system, Express check out (ECO), Presentation & settlement – Cash & credit note, handling foreign exchange.

**Unit – II****Night Auditing, Control of cash & credit**

Concept of Night Auditing, Purpose of night audit function, Night auditor's Job, Night audit process/ procedures, preparing the night auditor reports  
Concept of cash & credit control, Objectives of credit control measures, Credit control before arrival, during stay & after departure

### **Unit – III**

#### **Yield management**

Concept of yield management, Measuring yield, Objectives & benefits of yield management, Tools & strategies of yield management.

### **Unit – IV**

**Role of Front office in hotel security.** Security Programme- Concept, developing a programme. Key control.

Handling emergency situations.

#### **Practical:**

- Billing Functions: Manual and Computerized
- Skill to handle guest departure
- Handling emergency situations
- Handling foreign exchange
- Property Management System

#### **Suggested Readings:**

1. Professional Front Office, Sue Baker, Pearson publications
2. Hotel Front Office, Tewari, Oxford Publications
3. Front office: procedures, social skills, yield and management, Abbott, Peter and Lewry, Sue, New Delhi: Butterworth- Heinemann.
4. Bhatnagar S, K., Front Office Management, Frank Brothers & Co.
5. Bardi James, Front Office Operations
6. Front office, Elsevier publications
7. Principles of hotel front office operations, Baker Sue, Huyton Jeremy, Bradley Pam, London and New York: Continuum, 2000.

**18MHM303**  
**Hotel Marketing**

Theory: 4 Credits; Total Hours - 60  
Marks: Theory - 75, Internal - 25

**Instructions to Paper Setters:** The question paper shall be of 75 marks & the time durations of the Semester- End-Examination would be 03 hours. In all 09 questions are to be set. Question No.- 1 is compulsory, comprising Short Answer Question of equal marks each and to be set covering entire Syllabus. Further, 08 long answers questions corresponding to four units, will be set and there will be internal choice for each question for these long answer questions. Students are required to attempt one compulsory question and 4 other questions, i.e., selecting at least one from each unit. The question paper should be set in such a manner so as to cover the complete syllabus as prescribed by the University.

**Course Contents:**

**Unit – I**

**Introduction to Marketing**

Needs, Wants and Demands; Products and Services; Markets; Marketing; The Production Concept, The Product Concept, The Selling Concept, The Marketing Concept, The Societal Marketing Concept in Hospitality Industry; Service Characteristic of Hospitality and Tourism Business, Marketing Challenges in Service Businesses, Customer Involvement in Hotel Services.

**Unit – II**

**Marketing Environment, Consumer Markets and Consumer Buyer Behavior**

Hospitality Marketing Environment: Characteristics, Micro and Macro Environment, SWOT Analysis of Indian Hotel Industry, Factors Affecting Guests Behaviour, The Buyer(Guest) Decision Process, Buyer(Guest) Decision process for new products.

**Unit – III**

**Product Pricing and Services Strategy**

Hotel Marketing Strategies - Segmentation, Targeting, Differentiation and Positioning (STP); Service Marketing Mix; Product- Concept and Meaning; Product Decisions – Product Mix, Product Life Cycle, and New Product Development; Approaches to Hospitality Service Pricing, New product pricing strategies; Customer Relationship Management: Benefits and its strategies used by Hotels

**Unit – IV**

**Integrated Marketing Communication**

The Hospitality Marketing Communications Mix, The Changing Face of Marketing Communications, Integrated Marketing Communications, Socially Responsible Hospitality Marketing Communication, Advertising, Sales Promotion, Public Relations, The Public Relation, Personnel Selling, Direct Marketing. Trends and application of marketing in different areas – Rural Marketing, Green Marketing, Cyber Marketing. Ethics in Marketing and Consumerism.



**Suggested Readings:**

1. Kotler Philip and Keller; Marketing Management; PHI, New Delhi
2. Kotler, Philip, Kevin Keller, A.Koshy and M. Jha, Marketing Management in South Asian Perspective, Pearson Education, New Delhi
3. Kerin, Hartley, Berkowitz and Rudelius, Marketing, TMH, New Delhi
4. Etzel, Michael J, Marketing: Concepts and Cases, TMH, New Delhi

**18MHM304A1****Specialized Front Office Management**

Theory: 4 Credits; Total Hours - 60

Practical: 2 Credits, Total Hours - 60

Marks: Theory - 75, Internal - 25

Practical - 50

**Instructions to Paper Setters:** The question paper shall be of 75 marks & the time durations of the Semester- End-Examination would be 03 hours. In all 09 questions are to be set. Question No.- 1 is compulsory, comprising Short Answer Question of equal marks each and to be set covering entire Syllabus. Further, 08 long answers questions corresponding to four units, will be set and there will be internal choice for each question for these long answer questions. Students are required to attempt one compulsory question and 4 other questions, i.e., selecting at least one from each unit. The question paper should be set in such a manner so as to cover the complete syllabus as prescribed by the University.

**Course Contents:****Unit – I****Planning and Evaluating Operations Front office operations**

Management Functions, establishing room rates, forecasting room availability- Forecasting data, forecast formula, forecasting forms

Budgeting for operations-Forecasting room revenue, estimating expenses. Refining budget plan

Evaluating front office operations

**Unit – II****Total Quality Management**

Quality- Meaning, Guests' Perception, Total Quality Management, Practices in Total Quality Management – Japanese 5 S Practices, Quality control Circles, Kaizen, Benchmarking, Advantages of Total Quality Management

**Unit – III****Front office Management System**

Property Management System, Selection of Front Office Management System

Rooms Management and Guest Accounting Applications, Software- Fidelio, Opera

## **Unit – IV**

### **Front office and the Law**

Overview of legal obligations, duties and standards of care, front office contracts. Legal concerns: guest safety, guest privacy, guest removal, guest property, guest nonpayment, illness and death in guestrooms.

#### **Practical:**

- Standard PMS Exercises a.
- Creating a Profile of a guest 16 Hrs.
- Creating a reservation record
- Creating a registration record
- Shortcut keys e. Manual Posting of vouchers
- Billing
- Report Generation

#### **Suggested Readings:**

1. Professional Front Office, Sue Baker, Pearson publications
2. Hotel Front Office, Tewari, Oxford Publications
3. Front office: procedures, social skills, yield and management, Abbott, Peter and Lewry, Sue, New Delhi: Butterworth- Heinemann.
4. Bhatnagar S, K., Front Office Management, Frank Brothers & Co.
5. Bardi James, Front Office Operations
6. Front office, Elsevier publications
7. Principles of hotel front office operations, Baker Sue, Huyton Jeremy, Bradley Pam, London and New York: Continuum, 2000.

**18MHM304A2**  
**Advanced Culinary Skills**

Theory: 4 Credits; Total Hours - 60  
Practical: 2 Credits, Total Hours - 60  
Marks: Theory - 75, Internal - 25  
Practical - 50

**Instructions to Paper Setters:** The question paper shall be of 75 marks & the time durations of the Semester- End-Examination would be 03 hours. In all 09 questions are to be set. Question No.- 1 is compulsory, comprising Short Answer Question of equal marks each and to be set covering entire Syllabus. Further, 08 long answers questions corresponding to four units, will be set and there will be internal choice for each question for these long answer questions. Students are required to attempt one compulsory question and 4 other questions, i.e., selecting at least one from each unit. The question paper should be set in such a manner so as to cover the complete syllabus as prescribed by the University.

**Course Contents:**

**Unit – I**

**Italian Cuisine**

Introduction, History, Ingredients, Principles and Features & Regional Dishes.

**Unit – II**

**Chinese cuisine**

Introduction, History, Ingredients, Principles and Features & Regional Dishes.

**Unit – III**

**Sugar**

Introduction, Types, Cooking of Sugar, Basic Principles involved, Sugar products

**Chocolate Confectionary**

Introduction, History, Types, Basic Principles involved, & Chocolate products

**Unit – IV**

Breads: Ingredients, Basic principles, Faults, Breads of the following countries -France, Germany, Italy, & Britain

Cold cuts: Terrines, pates, galantines, ballotines, mousses, & quenelles, - types, preparation, methods of preparations, examples, charcutiere, sausages, types, preparation, storage, problems.

**Practical:**

- There will be hands on practical training for students to prepare and learn intricacy of various regional dishes from Italy and China.
- Students will learn to identify various types of sugars, its cooking stages, and learn to make different types of sugar products.
- Identification of different chocolates and to produce different chocolate products.
- Preparation of different types of breads from above mentioned countries.

- Learn about different types of cold meats.

**Suggested Readings:**

1. Theory of Cookery by Krishna Arora
2. Modern Cookery (Vol. I) by Philip E. Thangam
3. LarousseGastronomique by Paul Hamlyn
4. The Book of Ingredients by jane Grigson
5. The professional Chef by Le Rol A. Polsom
6. Professional Cooking by Wayne Gisslen
7. The complete guide to the art of modern cookery by Escoffeir
8. Professional cooking byWayneGlasslen

# **SEMESTER**

## **IV**

## **INDUSTRIAL EXPOSURE (SEMESTER – IV)**

Duration of Exposure: 15-18 weeks

Leave Formalities: One weekly off, festivals and national holidays given by the hotel and 10 days medical leave supported by a medical certificate. Leave taken must be made up by doing double shifts or working on weekly offs. Attendance in the training would be calculated on the basis of Certificate issued by Training Manager/ HR Manager/ Concerned Officer of the unit trained in. Industrial Exposure will require an input of 90-100 working days (15 weeks x 06 days = 90 days). Students who are unable to complete a minimum of 45 days of industrial training would be disallowed from appearing in the term and examinations. Students who complete more than 45 days of industrial exposure but are unable to complete minimum 90 days due to medical reasons may make good during the vacations. Such students will be treated as 'absent' in industrial training and results. The training in III semester necessarily needs to be in an approved hotel equivalent to three stars of above/ Heritage or other such good property. Prior written approval needs to be taken from the programme coordinator/ Conveyor/ H.O.D for Industrial exposure from parent Institute.

### **Training Schedule:**

#### **IV Semester**

Housekeeping: 3- 4 weeks; Front Office: 2-3 weeks; Food and Beverage Service:4- 5 weeks  
Food Production: 4-5 weeks; others (In the areas of Interest) Floating weeks may be availed  
Total weeks: 15-18 weeks. The Units imparting industrial exposure shall conduct formal induction sessions and emphasis on personality skills while acquainting the learners with skills of trade. It may please be noted that for this semester the number of credits assigned is 20. Being practical oriented the number of hours input per week comes as 40 hours per week.

#### **Academic Credits for training shall be based on following**

Log books and attendance, Appraisals, Report and presentation, as applicable

All trainees must ensure that the log books and appraisals are signed by the departmental/ sectional heads as soon as training in a particular department or section is completed. Trainees are also advised to make a report in all four departments in III semester on completion of training in that respective department. A PowerPoint presentation (based on the report) Should be make. This will be presented in front of a select panel from the institute and the industry. It should be made for duration of 10 minutes. Marks will be awarded on this. The presentation should express the student's experiences in the department and what has he learned/ observed. (*Refer to What to Observe Sheets for more details.*)

1. The Training Report will be submitted in the form specified as under:
2. The typing should be done on both sides of the paper (instead of single side printing)
3. The font size should be 12 with Times New Roman font.
4. The Training Report may be typed in 1.5 line spacing.

5. The paper should be A-4 size.
6. Two copies meant for the purpose of evaluation may be bound in paper- and submitted to the approved authority.

**Students have to submit the following on completion of industrial training to the faculty coordinator at the institute:**

1. Logbook
2. Appraisal
3. A copy of the training certificate
4. IT Report in all four Departments
5. Power Point presentation on a CD; based on the training report.
6. Attendance sheet
7. Leave card

For distribution of marks refer to details on Course structure/ Credit Distribution during the tenure of Industrial Exposure, apart from carrying out the assigned jobs, the learners are suggested to make the following observations in the departments of internship:

**18MHM401  
Food Production Practical Exposure**

Practical: 6 Credits, Total Hours - 180

**WHAT TO OBSERVE**

**Food Production**

1. Area & Layout of the Kitchen
2. Study of Standard Recipes
3. Indenting, Receiving & Storing
4. Preparing of batters, marinations and seasonings
5. All cuts of meat and butchery items (Mutton, poultry, beef, fish etc.)
6. Daily procedure of handover from shift to shift
7. Recipes and methods of preparation of all sauces
8. Quantities of preparation, weekly preparations and time scheduling
9. Stock preparation and cooking time involved
10. Cutting of all garnishes
11. Temperatures and proper usage of all equipment
12. Plate presentations for all room service and a la cart orders
13. Cleaning and proper upkeep of hot range
14. Cleanliness and proper upkeep of the kitchen area and all equipment
15. Yield of fresh juice from sweet lime / oranges
16. Storage of different mise-en-place – (Raw, Semi-Processed)
17. Bulk preparations

18. Finishing of buffet dishes
19. Recipes of at least 10 fast moving dishes
20. Mise-en-place for: A la Carte Kitchen & Banquet Kitchen
21. Rechauffe/ Leftover Cooking

**18MHM402**  
**Front Office Practical Exposure**

Practical: 6 Credits, Total Hours - 180

**WHAT TO OBSERVE**

**Front Office**

1. Greeting, meeting & escorting the guest
2. Total capacity and tariffs of the rooms
3. Location and role of status board, different types of status's maintained
4. Special rates and discounts applicable to groups, business houses, airlines and VIP's etc.
5. Identification of kind, mode and type of reservation
6. Filing systems and follow-up on reservations
7. Types of plans and packages on offer
8. Forms and formats used in the department
9. Meaning of guaranteed, confirmed and waitlisted reservations
10. Reports taken out in the reservations department
11. Procedure of taking a reservation
12. Group reservations, discounts and correspondence
13. How to receive and room a guest
14. Room blocking
15. Size, situations and general Colour schemes of rooms and suites
16. Discounts available to travel agents, tour operators, FHRAI members etc.
17. Co-ordination of reception with lobby, front office cash, information, room service, housekeeping and telephones
18. Guest registration, types of guest folios, arrival slips, c-forms and their purpose
19. How to take check-ins and check-outs on the computer
20. Various reports prepared by reception
21. Key check policy
22. Mail & message handling procedures
23. Percentage of no-shows to calculate safe over booking
24. Group and crew rooming, pre-preparation and procedures
25. Scanty baggage policy
26. Handling of room changes / rate amendments/ date amendments/ joiners/ one-person departure/ allowances/ paid outs and all formats accompanying them
27. Requisitioning of operating supplies
28. BELL DISK / CONCIERGE FUNCTIONS: luggage handling during check-in & check- out, left luggage procedures, wake-up call procedure, scanty baggage procedure, handling of group baggage, maintenance of records, Errands made, briefings etc.



**18MHM403**  
**Housekeeping Operations Practical Exposure**

Practical: 6 Credits, Total Hours - 180

**WHAT TO OBSERVE ACCOMMODATION OPERATIONS ROOMS**

1. Number of rooms cleaned in a shift
2. Time taken in making bed
3. Thoroughly observe the cleaning equipments and detergents / any other cleaning supplies used
4. Observe all guest supplies kept in guestroom bathroom. Understand the procedure for procurement and replenishment of guest supplies.
5. Study the systematic approach in cleaning a room and bathroom and the various checks made of all guest facilities e.g. telephone, channel music, A/C and T.V. etc.
6. Study the Housekeeping cart and all items stocked in it. Note your ideas on its usefulness and efficiency
7. Observe how woodwork, brass work is kept spotlessly clean and polished
8. Observe procedure for handling soiled linen & Procurement of fresh linen
9. Observe the procedure for Freshen up and Turn down service
10. Observe room layout, color themes and furnishings used in various categories and types
11. Carpet brushing and vacuum cleaning procedure
12. Windowpanes and glass cleaning procedure and frequency
13. Observe maintenance of cleaning procedure and frequency
14. Understand policy and procedure for day-to-day cleaning
15. Observe methods of stain removal
16. Understand the room attendant's checklist and other formats used
17. Observe handling of guest laundry & other service (like shoe shine etc.)

**THE CONTROL DESK**

1. Maintenance of Log Book
2. Understand the functions in different shifts
3. Observe the coordination with other departments
4. Observe the area & span of control
5. Observe the handing of work during peak hours
6. Observe the formats used by department and study various records maintained

**PUBLIC AREA**

1. Observe the duty and staff allocation, scheduling of work and daily briefing
2. What to look for while inspecting and checking Public Area
3. Importance of Banquets function prospectus
4. Observes tasks carried out by the carpet crew, window cleaners and polishers
5. Note Maintenance Order procedure
6. Study the fire prevention and safety systems built into the department

7. Observe coordination with Lobby Manager, Security and other departments
8. Observe the pest control procedure and its frequency
9. Study the equipment and operating supplies used the procedure for its procurement
10. Observe Policy and procedures followed for various cleaning

**18MHM404**  
**Food and Beverage Service Practical Exposure**

Practical: 6 Credits, Total Hours - 180

**Food & Beverage Service**

**BANQUETS**

1. What is banqueting – the need to have banquet facilities, scope purpose, menus and price structures
2. Types of banquet layouts
3. Types of banquet equipment, furniture and fixtures
4. Types of menus and promotional material maintained
5. Types of functions and services
6. To study staffing i.e. number of service personnel required for various functions.
7. Safety practices built into departmental working
8. Cost control by reducing breakage, spoilage and pilferage
9. To study different promotional ideas carried out to maximize business
10. Types of chaffing dish used- their different makes sizes
11. Par stock maintained (glasses, cutlery, crockery etc.)
12. Store room – stacking and functioning

**RESTAURANTS**

1. Taking orders, placing orders, service and clearing
2. Taking handover form the previous shift
3. Laying covers, preparation of mise-en-place and arrangement and setting up of station
4. Par stocks maintained at each side station
5. Functions performed while holding a station
6. Method and procedure of taking a guest order
7. Service of wines, champagnes and especially food items
8. Service equipment used and its maintenance
9. Coordination with housekeeping for soil linen exchange
10. Physical inventory monthly of crockery, cutlery, linen etc.
11. Equipment, furniture and fixtures used in the restaurant and their use and maintenance
12. Method of folding napkins
13. Note proprietary sauces, cutlery, crockery and the timely pickup

## **BAR**

1. Bar setup, Mise-en-place preparation, Storage facilities inside the bar, Decorative arrangement to liquor bottles
2. Types of glasses used in bar service and types of drinks served in each glass
3. Liaison with f & b controls for daily inventory
4. Spoilage and breakage procedures
5. Handling of empty bottles
6. Requisitioning procedures
7. Recipes of different cocktails and mixed drinks
8. Provisions of different types of garnish with different drinks
9. Dry days and handling of customers during the same
10. Handling of complimentary drinks
11. Bar cleaning and closing
12. Guest relations and managing of drunk guests
13. Inter bar transfer and service accessories maintained, and preparation of the same before the bar opens
14. Types of garnishes and service accessories maintained, and preparation of the same before the bar opens
15. To know the different brands of imported and local alcoholic and non-alcoholic beverages
16. Bar salesmanship
17. KOT/BOT control
18. Coordination with kitchen for warm snacks
19. Using of draught beer machine
20. Innovative drink made by the bar tender

## **ROOM SERVICE/INROOM DINNING**

1. Identifying Room Service Equipment
2. Importance of Menu Knowledge for Order-taking (RSOT functions/procedures)
3. Food Pickup Procedure
4. Room service Layout Knowledge
5. Laying of trays for various orders
6. Pantry Elevator Operations
7. Clearance Procedure in Dishwashing area
8. Room service Inventories and store requisitions
9. Floor Plan of the guest floors
10. Serving Food and Beverages in rooms
11. Operating dispense Bars

