

Study Scheme & Syllabus of Bachelor of Hotel Management & Catering Technology (BHMCT)

Batch 2018 Onwards



By

Board of Study HMCT

**Department of Academics
I. K. Gujral Punjab Technical University**

I. K. Gujral Punjab Technical University
BHMCT Batch 2018 onwards

Bachelors of Hotel Management & Catering Technology (BHMCT):
It is an Under Graduate (UG) Programme of 4 years duration (8 semesters)
Eligibility for Admission: 10+2 Pass in any Stream.

Courses & Examination Scheme:

First Semester

Course Code	Course Type	Course Title	Load Allocations			Marks Distribution		Total Marks	Credits
			L*	T*	P	Internal	External		
BHMCT101-18	Core Theory	Food ProductionFoundation-I	3	0	0	40	60	100	3
BHMCT102-18	Practical	Food ProductionFoundation-I	0	0	4	60	40	100	2
BHMCT103-18	Core Theory	Food & BeverageService Foundation-I	3	0	0	40	60	100	3
BHMCT104-18	Practical	Food & BeverageService Foundation-I	0	0	4	60	40	100	2
BHMCT105-18	Core Theory	Front OfficeFoundation-I	3	0	0	40	60	100	3
BHMCT106-18	Practical	Front OfficeFoundation-I	0	0	2	60	40	100	1
BHMCT107-18	Core Theory	AccommodationOperations-I	3	0	0	40	60	100	3
BHMCT108-18	Practical	AccommodationOperations-I	0	0	2	60	40	100	1
BTHU103-18	Ability EnhancementCompulsory Course(AECC)-I	English	1	0	0	40	60	100	1
BTHU104-18	Ability EnhancementCompulsory Course(AECC)	English Practical/Laboratory	0	0	2	30	20	50	1
HVPE101-18	Ability EnhancementCompulsory Course(AECC)	Human Values, De-addiction and Traffic Rules	3	0	0	40	60	100	3
HVPE-102-18	Ability EnhancementCompulsory Course(AECC)	Human Values, De-addiction and Traffic Rules (Lab/Seminar)	0	0	1	25	--**	25	1
BMPD102-18		Mentoring and Professional Development	0	0	1	25	--**	25	1
TOTAL			16	0	16	560	540	1100	25

*A course can either have four Hrs Lecture or Three Hrs Lecture + One Hrs Tutorial as per requirement

**The Human Values, De-addiction and Traffic Rules (Lab/ Seminar) and Mentoring and Professional Development course will have internal evaluation only.

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Second Semester

Course Code	Course Type	Course Title	Load Allocations			Marks Distribution		Total Marks	Credits
			L*	T*	P	Internal	External		
BHMCT201-18	Core Theory	Food Production Foundation-II	3	0	0	40	60	100	3
BHMCT202-18	Practical	Food Production Foundation-II	0	0	4	60	40	100	2
BHMCT203-18	Core Theory	Food & Beverage Service Foundation-II	3	0	0	40	60	100	3
BHMCT204-18	Practical	Food & Beverage Service Foundation-II	0	0	4	60	40	100	2
BHMCT205-18	Core Theory	Front Office Foundation-II	3	0	0	40	60	100	3
BHMCT206-18	Practical	Front Office Foundation-II	0	0	2	60	40	100	1
BHMCT207-18	Core Theory	Accommodation Operations-II	3	0	0	40	60	100	3
BHMCT208-18	Practical	Accommodation Operations-II	0	0	2	60	40	100	1
EVS102-18	Ability Enhancement Compulsory Course (AECC) - III	Environmental Science	2	0	0	40	60	100	2
BMPD202-18		Mentoring and Professional Development	0	0	1	25	--	25	1
TOTAL			14	0	13	465	460	925	21

*A course can either have four Hrs Lecture or Three Hrs Lecture + One Hrs Tutorial as per requirement

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Third Semester

Course Code	Course Type	Course Title	Load Allocations			Marks Distribution		Total Marks	Credits
			L*	T*	P	Internal	External		
BHMCT301-18	Practical	Food Production Operations- Industry Exposure-1	0	0	12	60	40	100	6
BHMCT302-18	Practical	Food & Beverage Service Operations- Industry Exposure-1	0	0	12	60	40	100	6
BHMCT303-18	Practical	Front Office Operations- Industry Exposure-1	0	0	12	60	40	100	6
BHMCT304-18	Practical	Accommodation Operations Industry Exposure- I	0	0	12	60	40	100	6
BHMCT305-18	Practical	Log Book & Training Report on Industry Exposure	0	0	4	60	40	100	2
BMPD302-18		Mentoring and Professional Development	0	0	1	25	--	25	1
TOTAL			0	0	53	325	200	525	27

*A course can either have four Hrs Lecture or Three Hrs Lecture + One Hrs Tutorial as per requirement

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Fourth Semester

Course Code	Course Type	Course Title	Load Allocations			Marks Distribution		Total Marks	Credits
			L*	T*	P	Internal	External		
BHMCT401-18	Core Theory	Introduction to Indian Cookery	3	0	0	40	60	100	3
BHMCT402-18	Practical	Introduction to Indian Cookery	0	0	4	60	40	100	2
BHMCT403-18	Core Theory	Food & Beverage Service Operations-II	3	0	0	40	60	100	3
BHMCT404-18	Practical	Food & Beverage Service Operations-II	0	0	4	60	40	100	2
BHMCT405-18	Core Theory	Front Office Operations-II	3	0	0	40	60	100	3
BHMCT406-18	Practical	Front Office Operations-II	0	0	2	60	40	100	1
BHMCT407-18	Core Theory	Accommodation Operations-III	3	0	0	40	60	100	3
BHMCT408-18	Practical	Accommodation Operations-III	0	0	2	60	40	100	1
BHMCT409-18	Elective	Accounting Skills for Hospitality	2	0	0	40	60	100	2
BMPD402-18		Mentoring and Professional Development	0	0	1	25	--	25	1
		TOTAL	14	0	13	465	460	925	21

*A course can either have four Hrs Lecture or Three Hrs Lecture + One Hrs Tutorial as per requirement

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Fifth Semester

Course Code	Course Type	Course Title	Load Allocations			Marks Distribution		Total Marks	Credits
			L*	T*	P	Internal	External		
BHMCT501-18	Core Theory	Larder & Kitchen practices	3	0	0	40	60	100	3
BHMCT502-18	Practical	Larder & Kitchen practices	0	0	4	60	40	100	2
BHMCT503-18	Core Theory	Bar operations & Management	3	0	0	40	60	100	3
BHMCT504-18	Practical	Bar operations & Management	0	0	4	60	40	100	2
BHMCT505-18	Core Theory	Front Office Operations & Management	3	0	0	40	60	100	3
BHMCT506-18	Practical	Front Office Operations & Management	0	0	2	60	40	100	1
BHMCT507-18	Core Theory	Accommodation Operations & Management	3	0	0	40	60	100	3
BHMCT508-18	Practical	Accommodation Operations & Management	0	0	2	60	40	100	1
BHMCT509-18	Elective	Food & Beverage controls and Management	2	0	0	40	60	100	2
BMPD502-18		Mentoring and Professional Development	0	0	1	25	--	25	1
TOTAL			14	0	13	465	460	925	925

*A course can either have four Hrs Lecture or Three Hrs Lecture + One Hrs Tutorial as per requirement

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Sixth Semester

Course Code	Course Type	Course Title	Load Allocations			Marks Distribution		Total Marks	Credits
			L*	T*	P	Internal	External		
BHMCT601-18	Core Theory	International cuisine- An Exploration	3	0	0	40	60	100	3
BHMCT602-18	Practical	International cuisine- An Exploration	0	0	4	60	40	100	2
BHMCT603-18	Core Theory	Banquet and restaurant operations & Management	3	0	0	40	60	100	3
BHMCT604-18	Practical	Banquet and restaurant operations & Management	0	0	4	60	40	100	2
BHMCT605-18	Core Theory	Front Office Management	3	0	0	40	60	100	3
BHMCT606-18	Practical	Front Office Management	0	0	2	60	40	100	1
BHMCT607-18	Core Theory	Accommodation Management	3	0	0	40	60	100	3
BHMCT608-18	Practical	Accommodation Management	0	0	2	60	40	100	1
BHMCT609-18	Elective	Principles of Management	2	0	0	40	60	100	2
BMPD602-18		Mentoring and Professional Development	0	0	1	25	--	25	1
TOTAL			14	0	13	465	460	925	21

*A course can either have four Hrs Lecture or Three Hrs Lecture + One Hrs Tutorial as per requirement

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Seventh Semester

Course Code	Course Type	Course Title	Load Allocations			Marks Distribution		Total Marks	Credits
			L*	T*	P	Internal	External		
BHMCT701-18	Core Theory	Specialization-I	3	0	0	40	60	100	3
BHMCT702-18	Practical	Specialization-I	0	0	4	60	40	100	2
BHMCT703-18	Core Theory	Specialization-II	3	0	0	40	60	100	3
BHMCT704-18	Practical	Specialization-II	0	0	4	60	40	100	2
BHMCT705-18	Core Theory	Principles of Marketing	3	0	0	40	60	100	3
BHMCT706-18	Core Theory	Financial Management	3	0	0	60	40	100	3
BHMCT707-18	Core Theory	Entrepreneurship	3	0	0	40	60	100	3
BHMCT708-18	Practical	Project Report	0	0	2	00	100	100	1
BHMCT709-18	Elective	Facility Planning	2	0	0	40	60	100	2
BMPD702-18		Mentoring and Professional Development	0	0	1	25	--	25	1
		TOTAL	17	0	11	405	520	925	23

*A course can either have four Hrs Lecture or Three Hrs Lecture + One Hrs Tutorial as per requirement

NOTE: Student has to choose one group out of following as Specialization -I and Specialization-II

NOTE: Student has to choose one group out of following as Specialization -I and Specialization-II

	SPECIALIZATION – I	SPECIALIZATION-II
GROUP A –	Food Production Management	Tandoor-Principle, concept and application
GROUP B	Food& Beverage Service Management	Event Management
GROUP C	Front Office Management	Tour & Travel Management
GROUP D	Accommodation Management	Interior Decoration

Eighth Semester

Course Code	Course Type	Course Title	Load Allocations			Marks Distribution		Total Marks	Credits
			L*	T*	P	Internal	External		
BHMCT801-18	Practical	Specialized HospitalityTraining	0	0	16 week	00	200	200	8
BHMCT802-18	Practical	Project Report on emergingtrends in hospitality Industry	0	0	05	00	100	100	4
BMPD802-18		Mentoring and Professional Development	0	0	01	25	-	25	1
		TOTAL	0	0		25	300	325	13

*A course can either have four Hrs Lecture or Three Hrs Lecture + One Hrs Tutorial as per requirement

FIRST
SEMESTER

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COURSE CODE:	BHMCT-101
COURSE TITLE:	FOOD PRODUCTION FOUNDATION I (THEORY)
COURSE OBJECTIVES:	This paper will give the basic knowledge of cooking to the beginners. They will get versed with meaning, aims, objectives, kitchen organization structure, different kinds of ingredients, techniques of pre-preparation and cooking, knowledge of various stocks, sauces and soups, various cuts of vegetables.
EVALUATION:	The performance of the students will be evaluated on the basis of class participation, house tests, regularity and assignments carrying 40 percent of the total marks and rest through semester end examination of 3 hours duration.
INSTRUCTIONS FOR PAPER SETTING:	<p>The paper will be divided in three parts</p> <p>Part A: There will be ten short answer questions covering whole syllabus of course. This part will be of 20 marks.</p> <p>Part B: There will be Five questions covering whole syllabus of course and student has to attempt four questions. Each question carries Five marks each.</p> <p>Part C: There will be Three questions covering whole syllabus of course and student has to attempt Two questions. Each question carries 10 marks each.</p>
UNIT-1	<p>INTRODUCTION TO COOKERY: Levels of skills and experiences, Attitudes and behaviour in the kitchen, Personal hygiene, Uniforms & protective clothing, Safety procedure in handling equipment</p> <p>CULINARY HISTORY: Origin of modern cookery Classical and New World Cuisine, Different styles cookery: oriental, European, Continental, Pan American</p> <p>HIERARCHY AREA OF DEPARTMENT AND KITCHEN: Classical Brigade, Modern staffing in various category hotels, Roles of executive chef, Duties and responsibilities of various chefs, Co-operation with other departments General Layout Of the kitchen in organisations, layout of receiving areas, layout of service & wash up</p> <p>CULINARY TERMS: List of culinary (common and basic) terms, Explanation with examples</p> <p>AIMS & OBJECTS OF COOKING FOOD: Aims and objectives of cooking food, Various textures, Various consistencies, Techniques used in pre-preparation, Techniques used in preparation</p> <p>HACCP - Practices in food handling & storage</p> <p>CONVERSION TABLES: American, British measures and its equivalents</p>
UNIT-2	<p>Fuels used in catering industry: Types of fuel used in catering industry; calorific value; comparative study of different fuels, Calculation of amount of fuel required and cost.</p> <p>Gas: method of transfer, LPG and its properties; principles of Bunsen burner, precautions to be taken while handling gas; low and high-pressure burners, Gas bank, location, different types of manifolds</p> <p>FIRE PREVENTION AND FIRE FIGHTING SYSTEM: Classes of fire, methods of extinguishing fires (Demonstration), Fire extinguishers, portable and stationery, Fire detectors and alarm, Automatic fire detectors cum extinguishing devices, Structural protection, Legal requirements</p> <p>METHODS OF COOKING FOOD: Roasting, Grilling, Frying, Baking, Broiling, Poaching, Boiling:-Principles of each of the above, Care and precautions to be taken, Selection of food for each type of cooking.</p>
UNIT-3	<p>BASIC PRINCIPLES OF FOOD PRODUCTION</p> <p>VEGETABLE AND FRUIT COOKERY: Introduction – classification of vegetables, Pigments and colour changes, Effects of heat on vegetables, Cuts of vegetables,</p>

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	<p>Classification of fruits, Uses of fruit in cookery.</p> <p>STOCKS: Definition of stock, Types of stock, Preparation of stock, Recipes, Storage of stocks, Uses of stocks, Care and precautions</p> <p>SAUCES: Classification of sauces, Recipes for mother sauces, Storage & precautions</p> <p>SOUPS: Classification with examples, Basic recipes of Consommé with 10 Garnishes and other soups.</p> <p>EGG COOKERY: Introduction to egg cookery, Structure of an egg, Selection of egg, Uses of egg in cookery</p> <p>SALADS AND SANDWICHES: Salads & its compositions Types Of Lettuce , Types of Dressing, Emerging trends in salad making, Sandwiches History origin and its Different types</p>
UNIT-4	<p>COMMODITIES:</p> <p>i) SHORTEENINGS (Fats & Oils): Role of Shortenings, Varieties of Shortenings, Advantages and Disadvantages of using various Shortenings, Fats & Oil – Types, varieties</p> <p>ii) RAISING AGENTS: Classification of Raising Agents, Role of Raising Agents, Actions and Reactions</p> <p>iii) THICKENING AGENTS: Classification of thickening agents, Role of Thickening agents</p> <p>iv) HERBS & SPICES : Uses its Importance & it's different types</p> <p>Kitchen Organisation and Layout: General layout of Kitchen in various organisations, layout of receiving areas, layout of service and washup areas</p>
REFERENCES:	<ul style="list-style-type: none"> • The Professional Chef (4th Edition) By Le Rol A.Polsom • The Professional Pastry Chef, Fourth Edition By Bo Friberg Publisher: Wiley & Sons INC • Theory of Catering By Kinton & Cessarani • Theory of Cookery By K Arora, Publisher: Frank Brothers • Accompaniments & Garnishes from waiter; Communicate: Fuller J. Barrie & Jenkins • Bakery & Confectionery By S. C Dubey, Publisher: Society of Indian Bakers • Modern Cookery (Vol-I) By Philip E. Thangam, Publisher: Orient Longman • Practical Cookery By Kinton & Cessarani

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COURSE CODE:	BHMCT-102	
COURSE TITLE:	FOOD PRODUCTION FOUNDATION I (PRACTICALS) (PART A)	
EVALUATION:	The performance of the students will be evaluated on the basis of class participation, house tests, regularity and assignments carrying 60 percent of the total marks and rest through semester end examination of 4 hours duration.	
INSTRUCTIONS FOR PAPER EVALUATION	<p>This paper consist of two sections Part A and Part B</p> <p>Part A will be : PRACTICAL'S OF FOOD PRODUCTION OF 30 MARKS</p> <p>Part B will be: BAKERY & PATISSERIE of 10 MARKS</p>	
S.No	Topic	Method
1	<ul style="list-style-type: none"> • i) Equipments - Identification, Description, Uses & handling • ii) Hygiene - Kitchen etiquettes, Practices & knife handling • iii) Safety and security in kitchen 	Demonstrations & simple applications
2	i) Vegetables - classification ii) Cuts - julienne, jardinière, macedoines, brunoise, payssane, mignonnette, dices, cubes, shred, mirepoix iii) Preparation of salad dressings	Demonstrations & simple applications by students
3	Identification and Selection of Ingredients - Qualitative and quantitative measures.	Market survey/tour
4	i) Basic Cooking methods and pre-preparations ii) Blanching of Tomatoes and Capsicum iii) Preparation of concasse iv) Boiling (potatoes, Beans, Cauliflower, etc) v) Frying - (deep frying, shallow frying, sautéing) Aubergines, Potatoes, etc. vi) Braising - Onions, Leeks, Cabbage vii) Starch cooking (Rice, Pasta, Potatoes)	Demonstrations & simple applications by students
5	i) Stocks - Types of stocks (White and Brown stock) ii) Fish stock iii) Emergency stock iv) Fungi stock	Demonstrations & simple applications by students
6	Sauces - Basic mother sauces <ul style="list-style-type: none"> • Béchamel • Espagnole • Veloute • Hollandaise • Mayonnaise • Tomato 	Demonstrations & simple applications
7	Egg cookery - Preparation of variety of egg dishes <ul style="list-style-type: none"> • Boiled (Soft & Hard) • Fried (Sunny side up, Single fried, Bull's Eye, Double fried) • Poaches • Scrambled • Omelette (Plain, Stuffed, Spanish) • En cocotte (eggs Benedict) 	Demonstrations & simple applications by students
8	Simple Salads: <ul style="list-style-type: none"> • Cole slaw, • Potato salad, • Beet root salad, • Green salad, • Fruit salad, • Consommé 	Demonstration by instructor and applications by students

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	<p>Simple Egg preparations:</p> <ul style="list-style-type: none"> • Scotch egg, • Assorted omelettes, • Oeuf Florentine • Oeuf Benedict • Oeuf Farci • Oeuf Portugese • Oeuf Deur Mayonnaise <p>Soups Preparations:</p> <ul style="list-style-type: none"> • Cream Soups • Puree Soups • Consomme <p>Simple potato preparations</p> <ul style="list-style-type: none"> • Baked potatoes • Mashed potatoes • French fries • Roasted potatoes • Boiled potatoes • Lyonnaise potatoes • Allumettes <p>Vegetable preparations</p> <ul style="list-style-type: none"> • Boiled vegetables • Glazed vegetables • Fried vegetables • Stewed vegetables. <p>Sandwiches</p> <ul style="list-style-type: none"> • Open • Club • Closed • Canapé • Zukuskis • Pin wheel • Checkers board 	
9	Demonstration & Preparation of simple menu	Demonstrations & simple applications by students
PART B -		BAKERY & PATISSERIE (PRACTICAL)
10	<p>Equipments</p> <ul style="list-style-type: none"> • Identification • Uses and handling <p>Ingredients - Qualitative and quantitative measures</p>	Demonstration by instructor and applications by students
11	<p>BREAD MAKING</p> <ul style="list-style-type: none"> • Demonstration & Preparation of Simple and enriched bread recipes • Bread Loaf (White and Brown) • Bread Rolls (Various shapes) • French Bread • Brioche 	Demonstration by instructor and applications by students
12	<p>SIMPLE CAKES</p> <ul style="list-style-type: none"> • Demonstration & Preparation of Simple and enriched Cakes, recipes • Sponge, Genoise, Fatless, Swiss roll 	

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	<ul style="list-style-type: none"> • Fruit Cake • Rich Cakes • Dundee • Madeira 	
13	<p>SIMPLE COOKIES</p> <ul style="list-style-type: none"> • Demonstration and Preparation of simple cookies like • Nan Khatai • Golden Goodies • Melting moments • Swiss tart • Tri colour biscuits • Chocolate chip • Cookies • Chocolate Cream Fingers • Bachelor Buttons. 	Demonstration by instructor and applications by students
14	<p>HOT / COLD DESSERTS</p> <ul style="list-style-type: none"> • Caramel Custard, • Bread and Butter Pudding • Queen of Pudding • Soufflé – Lemon / Pineapple • Mousse (Chocolate Coffee) • Bavaroise • Diplomat Pudding • Apricot Pudding • Steamed Pudding - Albert Pudding, Cabinet Pudding 	Demonstration by instructor and applications by students

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COURSE CODE:	BHMCT-103
COURSE TITLE:	FOOD & BEVERAGE SERVICE FOUNDATION I (THEORY)
COURSE OBJECTIVES:	The course aims to inculcate knowledge of food service principles, functions, procedures among trainees
EVALUATION:	The performance of the students will be evaluated on the basis of class Participation, house tests, regularity and assignments carrying 40 percent of the total marks and rest through semester end examination of 3 hours duration.
INSTRUCTIONS FOR PAPER SETTING:	<p>The paper will be divided in three parts</p> <p>Part A: There will be ten short answer questions covering whole syllabus of course. This part will be of 20 marks.</p> <p>Part B: There will be Five questions covering whole syllabus of course and student has to attempt four questions. Each question carries Five marks each.</p> <p>Part C: There will be Three questions covering whole syllabus of course and student has to attempt Two questions. Each question carries 10 marks each.</p>
UNIT-1	<p>INTRODUCTION TO FOOD AND BEVERAGE INDUSTRY:-</p> <p>Introduction to Food & Beverage Service Industry, Types of catering operations– commercial, welfare, transport, others. Role of catering establishment in the hospitality industry</p>
UNIT-2	<p>FOOD SERVICE AREAS (F & B OUTLETS)</p> <p>Restaurants, Coffee Shop, Bar, Banquet, Cafeteria, Fast Food (Quick Service Restaurants), Grill Room, Vending Machines, Discothèque</p> <p>ANCILLIARY DEPARTMENTS:- Pantry, Food pick-up area, Store, Linen room, Kitchen stewarding</p>
UNIT-3	<p>DEPARTMENTAL ORGANISATION & STAFFING: Organization of F&B department of hotel, Principal staff of various types of F&B operations, Job Descriptions & Job Specifications of F& B Service Staff, French terms related to F&B staff, Attributes of F&B Personnel, Inter and Intra departmental relationship.</p>
UNIT-4	<p>F & B SERVICE EQUIPMENT:- Familiarization & Selection factors of:- Cutlery, Crockery, Glassware, Flatware, Hollowware, All other equipment used in F&B Service, French terms related to the above</p> <p>PREPARATION FOR SERVICE: Organising Mise-en-scene, Organising Mise- en-place</p> <p>NON-ALCOHOLIC BEVERAGES: Classification (Nourishing, Stimulating and Refreshing), Tea- Origin, Manufacture, Types & Brands, Coffee- Origin, Manufacture, Types & Brands, Juices and Soft Drinks, Cocoa & Malted Beverages - Origin & Manufacture</p>
REFERENCES:	<ul style="list-style-type: none"> • Food & Beverage Service- Bobby George & Sandeep Chatterjee, Jaico Publishing House • Food & Beverage Service- R. Singaravelavan, Oxford University Press, New Delhi. • Food & Beverage Service - Dennis R. Lillicrap. & John .A. Cousins. Publisher: ELBS • Food & Beverage Service Training Manual - Sudhir Andrews, Tata McGrawHill. • The Waiter Handbook By Graham Brown, Publisher: Global Books & Subscription Services New Delhi.

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COURSE CODE:	BHMCT-104
COURSE TITLE:	FOOD & BEVERAGE SERVICE FOUNDATION I (PRACTICAL)
EVALUATION:	The performance of the students will be evaluated on the basis of class participation, house tests, regularity and assignments carrying 60 percent of the total marks and rest through semester end examination of 4 hours duration.
INSTRUCTIONS FOR EXTERNAL EXAMINER	The performance of the students will be evaluated on the basis of his performance during the examination out of 40 marks
S.No	Topic
1.	Familiarization of F&B Service equipment
2.	Basic Technical Skills Task-01: Holding Service Spoon & Fork Task-02: Carrying a Tray / Salver Task-03: Laying a Table Cloth Task-04: Changing a Table Cloth during service Task-05: Placing meal plates & Clearing soiled plates Task-06: Stocking Sideboard Task-07: Service of Water Task-08: Using Service Plate & Crumbing Down Task-09: Napkin Folds Task-10: Changing dirty ashtray Task-11: Wiping of Tableware, Chinaware, Glassware
3.	PREPARATION FOR SERVICE (RESTAURANT) A. Organizing Mise-en-scene B. Organizing Mise-en-Place C. Opening, Operating & Closing duties
4.	Briefing/debriefing
5.	Tea & Coffee Service
COURSE CODE	BHMCT – 105
COURSE TITLE	FRONT OFFICE FOUNDATION I (THEORY)
COURSE OBJECTIVES	The course is aimed at familiarizing the students with various functions of front office and to develop work ethics towards customer care and satisfaction. Special efforts will be made to inculcate practical skills.
EVALUATION	The performance of the students will be evaluated on the basis of class participation, house tests, regularity and assignments. All carrying 40 percent of the total marks and rest 60 percent through semester end examination of 3 hr duration.
INSTRUCTION FOR PAPER SETTING	The paper will be divided in three parts Part A: There will be ten short answer questions covering whole syllabus of course. This part will be of 20 marks. Part B: There will be Five questions covering whole syllabus of course and student has to attempt four questions. Each question carries Five marks each. Part C: There will be Three questions covering whole syllabus of course and student has to attempt Two questions. Each question carries 10 marks each.
UNIT - 1	INTRODUCTION TO HOSPITALITY INDUSTRY Hospitality and its origin, Tourism and hotel Industry, its importance, and scope, Evolution of Tourism and Hotel Industry, Introduction of World's leading Hotel Operators and their brands, Introduction to Indian leading

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	and emerging Hotel Operators and their brands, Role of Tourism industry in Indian economy with a special emphasis on Hotel Industry.
UNIT - 2	<p>CLASSIFICATION OF HOTELS A brief introduction to hotel core areas. Classification of Hotels on the basis of Size, Location, Type of guest, Length of stay of guest. Ownership basis :- Independent Hotels, Chain Hotels, Franchise and Management Contracts Hotels, Marketing/Retailing/Consumer's Co-operatives/Referral Groups with examples, Vacation ownership/Time share and Condominium Hotels with examples of hotel groups involved in this business concept,</p> <p>STAR CLASSIFICATION OF HOTELS Government's Classification Committee, Star ratings and Heritage Classifications adopted in India, Basis on which Star ratings are granted along with the Performa of Star Classification.</p> <p>OVERVIEW OF OTHER CONCEPTS Spa, Boutique hotels, All Suite, Budget Hotels, Green Hotels, Ecotels etc., Supplementary/Alternative Accommodations, examples of National and International Hotels with its type, category and classification.</p>
UNIT - 3	<p>FRONT OFFICE ORGANIZATION Introduction to Front Office in Hotels, Types of Rooms, Sub-sections/Function areas in Front Office Department and their functions in Front Office and hotel in details, Layout of Front Office Department.</p> <p>FRONT OFFICE PERSONNEL Personality traits, Duties and Responsibilities, Hierarchy/ Organizational chart of Front Office Department – Large, Medium and Small Hotels/Resorts/Spa.</p>
UNIT - 4	<p>VACATION OWNERSHIP AND CONDOMINIUMS Vacation Ownership/Timeshare, Condominium, How are they different from Hotel business? Deeded ownership and Right to use ownership Types of timeshares/Vacation ownerships, Examples with list of hotel operating companies offering vacation ownerships and Condominium concepts.</p> <p>Front Office Equipment:- automated, semi automated, non automated</p> <p>BELL DESK:- Functions Procedures and Formats.</p> <p>FRENCH To be taught by professional French language teacher, Understanding and uses of accents, orthographic signs and punctuation, knowledge of cardinaux and ordinaux (Ordinal and cardinal), Days, Dates, Time, Months and Seasons.</p>
References	<ul style="list-style-type: none"> • Front Office training manual- Sudhir Andrews • Front office operations and management – Jatashankar R. Tewari • Front Office Operations – Colin Dix, Chris Baird • Professional Hotel Front Office Management – Anutosh Bhakta • Hotel Front Office Management – James. A. Bardi • Front Office Operations and Management – Ahmed Ismail (Thompson Delmar) • Front Office Operation Management – S. K. Bhatnagar • Managing Front Office Operations – Micheal Kasavana and brooks

**I. K. Gujral Punjab Technical University
BHMCT Batch 2018 onwards**

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| | <ul style="list-style-type: none">• Principles of Front Office Operations – Sue Baker & Jermy Huyton |
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I. K. Gujral Punjab Technical University
BHMCT Batch 2018 onwards

COURSE CODE:	BHMCT – 106
COURSE TITLE:	FRONT OFFICE FOUNDATION I (PRACTICAL'S)
EVALUATION:	The performance of the students will be evaluated on the basis of class participation, house tests, regularity and assignments carrying 60 percent of the total marks and rest through semester end examination of 4 hours duration.
INSTRUCTIONS FOR EXTERNAL EXAMINER	The performance of the students will be evaluated on the basis of his performance during the examination out of 40 marks
S. No.	Topic
1	<ul style="list-style-type: none"> • Grooming and Hospitality etiquettes. • Personality traits of front office personnel
2	<ul style="list-style-type: none"> • Identification of equipments and furniture used in Front Office Department • Front Desk Counter and Bell Desk
3	<ul style="list-style-type: none"> • Countries, their capitals, currencies, airlines and their flags,
4	Role Play :- <ul style="list-style-type: none"> • Reservations: FIT, Corporate guest and group. • Luggage Handling: FIT, Walk-in, Scanty Baggage, regular, crew and group
5.	Great Personalities of Hotel Industry (min 3 personalities to be given as assignment)

I. K. Gujral Punjab Technical University
BHMCT Batch 2018 onwards

COURSE CODE:	BHMCT-107
COURSE TITLE:	ACCOMODATION OPERATIONS I (THEORY)
COURSE OBJECTIVES:	The course familiarizes students with the organization of housekeeping, its systems and functions. A blend of theory and practical will be used to develop sensitivity and high work ethics towards guest care and cleanliness.
EVALUATION:	The performance of the students will be evaluated on the basis of class participation, house tests, regularity and assignments carrying 40 percent of the total marks and rest through semester end examination of 3 hours duration
INSTRUCTIONS FOR PAPER SETTING:	<p>The paper will be divided in three parts</p> <p>Part A: There will be ten short answer questions covering whole syllabus of course. This part will be of 20 marks.</p> <p>Part B: There will be Five questions covering whole syllabus of course and student has to attempt four questions. Each question carries Five marks each.</p> <p>Part C: There will be Three questions covering whole syllabus of course and student has to attempt Two questions. Each question carries 10 marks each.</p>
UNIT-1	THE ROLE OF HOUSEKEEPING IN HOSPITALITY OPERATION: Role of Housekeeping in Guest Satisfaction and Repeat Business, Personality Traits of housekeeping Management Personnel, Layout of the Housekeeping Department overview of sub section of housekeeping department, Role of housekeeping in other institutes. (from 2 nd unit to 1 st)
UNIT-2	ORGANIZATION CHART OF THE HOUSEKEEPING DEPARTMENT: Hierarchy in small, medium, large and chain hotels, (from 1 st to 2 nd) Identifying Housekeeping Responsibilities, Duties and Responsibilities of Housekeeping staff, Different types of room in a hotel along with their status, standard supplies & amenities of a guest room.(New)
UNIT-3	<p>CLEANING ORGANISATION: Principles of cleaning, hygiene and safety factors in cleaning, Methods of organizing cleaning, Frequency of cleaning daily, periodic, special, Design features that simplify cleaning, Use and care of Equipment</p> <p>CLEANING OF GUEST ROOM :- type of soil, nature of soil, standard of cleaning, Cleaning of public area,</p> <p>HOUSEKEEPING INVENTORIES: equipments, agents, supplies, linen, uniform (new)</p>
UNIT-4	<p>PEST CONTROL: Areas of infestation, Preventive measures and Control measure (Sem. 2 to Sem. 1)</p> <p>WASTE DISPOSAL AND POLLUTION CONTROL: Solid and liquid waste, sullage and sewage, disposal of solid waste, Sewage treatment, Pollution related to hotel industry, Water pollution, sewage pollution, Air pollution, noise pollution, thermal pollution, Legal Requirements</p> <p>INTER DEPARTMENTAL RELATIONSHIP: With Front Office, With Maintenance, With Security, With Stores, With Accounts, With Personnel, Use of Computers in House Keeping department</p>
REFERENCES:	<ul style="list-style-type: none"> • Hotel Hostel and Hospital Housekeeping –by Joan C Branson & Margaret • Lennox, ELBS with Hodder & Stoughton Ltd. • Hotel House Keeping A Training Manual by Sudhir Andrews, Tata McGraw

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| | <ul style="list-style-type: none">• Hill publishing company limited New Delhi.• Hotel Housekeeping Operations & Management by Raghubalan, Oxford• University Press.• Management of Hotel & Motel Security (Occupational Safety and Health)• by H. Burstein, CRC Publisher.• Professional Management of Housekeeping Operations (II Edn.) by Robert• J. Martin & Thomas J.A. Jones, Wiley Publications• The Professional Housekeeper by Tucker Schneider, Wiley Publications• Professional management of Housekeeping by Manoj Madhukar, Rajat• Publications |
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BHMCT Batch 2018 onwards

COURSE CODE:	BHMCT-108
COURSE TITLE:	ACCOMODATION OPERATIONS I(PRACTICALS)
EVALUATION:	The performance of the students will be evaluated on the basis of class participation, house tests, regularity and assignments carrying 60 percent of the total Marks and rest through semester end examination of 4 hours duration.
INSTRUCTIONS FOR EXTERNAL EXAMINER	The performance of the students will be evaluated on the basis of his performance during the examination out of 40 marks
S.No.	Topic
01	<p>Cleaning Equipment-(manual and mechanical)</p> <ul style="list-style-type: none"> • Familiarization • Different parts • Function • Care and maintenance
02	<p>Cleaning Agent</p> <ul style="list-style-type: none"> • Familiarization according to classification • Function
3	<p>Maid's trolley</p> <ul style="list-style-type: none"> • Contents • Trolley setup
04	<p>Sample Layouts of Guest Rooms</p> <ul style="list-style-type: none"> • Single room • Double room • Twin room • Suite
05	<p>Guest Room Supplies and Position</p> <ul style="list-style-type: none"> • Standard room • Suite • VIP room special amenities
06	<p>Public Area Cleaning Procedure</p> <p>A. SILVER/ EPNS</p> <ul style="list-style-type: none"> • Plate powder method • Polivit method • Proprietary solution (Silvo) <p>C. BRASS</p> <ul style="list-style-type: none"> • Traditional/ domestic 1 Method • Proprietary solution 1 (brasso) <p>D. GLASS</p> <ul style="list-style-type: none"> • Glass cleanser • Economical method(newspaper) <p>E. WALL - care and maintenance of different types and parts</p> <ul style="list-style-type: none"> • Skirting • Dado • Different types of paints(distemper Emulsion, oil paint etc)

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BHMCT Batch 2018 onwards

AECC BTHU103/18 English: 1L 0T 0P 1Credit

Course Outcomes:

- ② The objective of this course is to introduce students to the theory, fundamentals and tools of communication.
- ② To help the students become the independent users of English language.
- ② To develop in them vital communication skills which are integral to their personal, social and professional interactions.
- ② The syllabus shall address the issues relating to the Language of communication.
- ② Students will become proficient in professional communication such as interviews, group discussions, office environments, important reading skills as well as writing skills such as report writing, note taking etc. The recommended readings given at the end are only suggestive; the students and teachers have the freedom to consult other materials on various units/topics given below. Similarly, the questions in the examination will be aimed towards assessing the skills learnt by the students rather than the textual content of the recommended books.

Detailed Contents:

Unit1- 1 (Introduction)

- ② Theory of Communication
- ② Types and modes of Communication

Unit- 2 (Language of Communication)

- ② Verbal and Non-verbal
- ② (Spoken and Written)
- ② Personal, Social and Business
- ② Barriers and Strategies
- ② Intra-personal, Inter-personal and Group communication

Unit-3 (Reading and Understanding)

- ② Close Reading
- ② Comprehension
- ② Summary Paraphrasing
- ② Analysis and Interpretation
- ② Translation(from Hindi/Punjabi to English and vice-versa)

OR

Precis writing /Paraphrasing (for International Students)

- ② Literary/Knowledge Texts

Unit-4 (Writing Skills)

- ② Documenting
- ② Report Writing
- ② Making notes
- ② Letter writing

Recommended Readings:

1. *Fluency in English* - Part II, Oxford University Press, 2006.
2. *Business English*, Pearson, 2008.
3. *Language, Literature and Creativity*, Orient Blackswan, 2013.
4. *Language through Literature* (forthcoming) ed. Dr. Gauri Mishra, Dr. Ranjana Kaul, Dr. Brati Biswas
5. *On Writing Well*. William Zinsser. Harper Resource Book. 2001
6. *Study Writing*. Liz Hamp-Lyons and Ben Heasly. Cambridge University Press. 2006.

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BHMCT Batch 2018 onwards

AECCBTHU104/18 English Practical/Laboratory: 0L 0T 2P1 Credit

Course Outcomes:

- ② The objective of this course is to introduce students to the theory, fundamentals and tools of communication.
- ② To help the students become the independent users of English language.
- ② To develop in them vital communication skills which are integral to personal, social and professional interactions.
- ② The syllabus shall address the issues relating to the Language of communication.
- ② Students will become proficient in professional communication such as interviews, group discussions and business office environments, important reading skills as well as writing skills such as report writing, note taking etc.

The recommended readings given at the end are only suggestive; the students and teachers have the freedom to consult other materials on various units/topics given below. Similarly, the questions in the examination will be aimed towards assessing the skills learnt by the students rather than the textual content of the recommended books.

Interactive practice sessions in Language Lab on Oral Communication

- ② Listening Comprehension
- ② Self Introduction, Group Discussion and Role Play
- ② Common Everyday Situations: Conversations and Dialogues
- ② Communication at Workplace
- ② Interviews
- ② Formal Presentations
- ② Monologue
- ② Effective Communication/ Mis- Communication
- ② Public Speaking

Recommended Readings:

1. *Fluency in English* - Part II, Oxford University Press, 2006.
2. *Business English*, Pearson, 2008.
3. Practical English Usage. Michael Swan. OUP. 1995.
4. *Communication Skills*. Sanjay Kumar and PushpLata. Oxford University Press.2011.
5. *Exercises in Spoken English*. Parts. I-III. CIEFL, Hyderabad. Oxford UniversityPress

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BHMCT Batch 2018 onwards

HVPE101-18 Ability Enhancement Compulsory
Course (AECC)
Human Values, De-addiction and TrafficRules

Course Objective

This introductory course input is intended

- a. To help the students appreciate the essential complementarily between 'VALUES' and 'SKILLS' to ensure sustained happiness and prosperity which are the core aspirations of all human beings.
- b. To facilitate the development of a Holistic perspective among students towards life, profession and happiness, based on a correct understanding of the Human reality and the rest of Existence. Such a holistic perspective forms the basis of Value based living in a natural way.
- c. To highlight plausible implications of such a Holistic understanding in terms of ethical human conduct, trustful and mutually satisfying human behavior and mutually enriching interaction with Nature.

Thus, this course is intended to provide a much needed orientational input in Value Education to the young enquiring minds.

Course Methodology

② The methodology of this course is universally adaptable, involving a systematic and rational study of the human being vis-à-vis the rest of existence.

② It is free from any dogma or value prescriptions.

② It is a process of self-investigation and self-exploration, and not of giving sermons.

Whatever is found as truth or reality is stated as proposal and the students are facilitated to verify it in their own right based on their Natural Acceptance and Experiential Validation.

② This process of self-exploration takes the form of a dialogue between the teacher and the students to begin with, and within the student himself/herself finally.

② This self-exploration also enables them to evaluate their pre-conditionings and present beliefs.

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HVPE101-18 Ability Enhancement Compulsory

Course (AECC)

Human Values, De-addiction and TrafficRules

Total no. of Lectures: 28 [L-T- P: 3-0-0]

Content for Lectures:

Module 1: Course Introduction - Need, Basic Guidelines, Content and Process for Value Education[6]

1.Understanding the need, basic guidelines, content and process for Value Education

2.SelfExploration-whatisit?-itscontentandprocess;‘NaturalAcceptance’andExperiential Validation- as the mechanism for self exploration

3.Continuous Happiness and Prosperity- A look at basic Human Aspirations

4.Right understanding, Relationship and Physical Facilities- the basic requirements for fulfillment of aspirations of every human being with their correct priority

5.Understanding Happiness and Prosperity correctly- A critical appraisal of the current scenario

6.Method to fulfillthe above human aspirations: understanding and living in harmony at various levels

Module 2: Understanding Harmony in the Human Being - Harmony in Myself![6]

7.Understanding human being as a co-existence of the sentient ‘I’ and the material ‘Body’

8.Understanding the needs of Self ('I') and 'Body' - *Sukhand Suvidha*

9.Understanding the Body as an instrument of 'I' (I being the doer, seer and enjoyer)

10. Understanding the characteristics and activities of 'I' and harmony in 'I'

11. Understanding the harmony of I with the Body: *Sanyamand Swasthya*; correct appraisal of Physical needs, meaning of Prosperity in detail

12. Programs to ensure *Sanyamand Swasthya*- Practice Exercises and Case Studies will be taken up in Practice Sessions.

Module 3: Understanding Harmony in the Family and Society- Harmony in Human- Human Relationship[6]

13. Understanding harmony in the Family- the basic unit of human interaction

14. Understanding values in human-human relationship; meaning of *Nyaya* and program for its fulfillment to ensure *Ubbhay-tripti*; Trust (*Vishwas*) and Respect (*Samman*) as the foundational values of relationship

15. Understanding the meaning of *Vishwas*; Difference between intention and competence

16. Understanding the meaning of *Samman*, Difference between respect and differentiation;the other salient values in relationship

17. Understanding the harmony in the society (society being an extension of family):*Samadhan, Samridhi, Abhay, Sah-astitva*as comprehensive Human Goals

18. Visualizing a universal harmonious order in society- Undivided Society (*AkhandSamaj*),Universal Order (*SarvabhaumVyawastha*)- from family to world family!- Practice Exercises and Case Studies will be taken up in Practice Sessions.

Module 4: Understanding Harmony in the Nature and Existence - Whole existence as Co- existence[4]

19. Understanding the harmony in the Nature

20. Interconnectedness and mutual fulfillment among the four orders of nature- recyclability and self-regulation in nature

21. Understanding Existence as Co-existence (*Sah-astitva*) of mutually interacting units inall-pervasive space

22. Holistic perception of harmony at all levels of existence- Practice Exercises and Case Studies will be taken up in Practice Sessions.

Module 5: Implications of the above Holistic Understanding of Harmony on ProfessionalEthics[6]

23. Natural acceptance of human values

24. Definitiveness of EthicalHuman Conduct

25. Basis for Humanistic Education, Humanistic Constitution and Humanistic UniversalOrder

26. Competence in professional ethics:

a) Ability to utilize the professional competence for augmenting universal human order,

b) Ability to identify the scope and characteristics of people-friendly and eco- friendly production systems,

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c) Ability to identify and develop appropriate technologies and management patterns for above production systems.

27. Casestudiesoftypicalholistictechnologies,managementmodelsandproduction systems

28. Strategy for transition from the present state to Universal Human Order:

- a) At the level of individual: as socially and ecologically responsible engineers, technologists and managers
- b) At the level of society: as mutually enriching institutions and organizations

Text Book

R R Gaur, R Sangal, G P Bagaria, 2009, *A Foundation Course in Value Education*.

Reference Books

1. Ivan Illich, 1974, *Energy & Equity*, The Trinity Press, Worcester, and HarperCollins, USA
2. E.F. Schumacher, 1973, *Small is Beautiful: a study of economics as if people mattered*, Blond & Briggs, Britain.
3. A Nagraj, 1998, *JeevanVidyaekParichay*, Divya Path Sansthan, Amarkantak.
4. Sussan George, 1976, *How the Other Half Dies*, Penguin Press. Reprinted 1986, 1991
5. PL Dhar, RR Gaur, 1990, *Science and Humanism*, Commonwealth Publishers.
6. A.N. Tripathy, 2003, *Human Values*, New Age International Publishers.
7. Subhas Palekar, 2000, *How to practice Natural Farming*, Pracheen(Vaidik) Krishi Tantra Shodh, Amravati.
8. Donella H. Meadows, Dennis L. Meadows, Jorgen Randers, William W. Behrens III, 1972, *Limits to Growth – Club of Rome's report*, Universe Books.
9. E G Seebauer& Robert L. Berry, 2000, *Fundamentals of Ethics for Scientists & Engineers*, Oxford University Press
10. M Govindrajan, S Natrajan& V.S. Senthil Kumar, *Engineering Ethics (including HumanValues)*, Eastern Economy Edition, Prentice Hall of India Ltd.
11. B P Banerjee, 2005, *Foundations of Ethics and Management*, Excel Books.
12. B L Bajpai, 2004, *Indian Ethos and Modern Management*, New Royal Book Co., Lucknow. Reprinted 2008.

Relevant CDs, Movies, Documentaries & Other Literature:

1. Value Education website, <http://uhv.ac.in>
2. Story of Stuff, <http://www.storyofstuff.com>
3. Al Gore, *An Inconvenient Truth*, Paramount Classics, USA
4. Charlie Chaplin, *Modern Times*, United Artists, USA
5. IIT Delhi, *Modern Technology – the Untold Story*

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HVPE102-18Ability Enhancement Compulsory Course (AECC) Human Values, De-addiction and Traffic Rules (Lab/ Seminar)

One each seminar will be organized on Drug De-addiction and Traffic Rules. Eminent scholar and experts of the subject will be called for the Seminar at least once during the semester. It will be binding for all the students to attend the seminar.

Guidelines regarding Mentoring and Professional Development

The objective of mentoring will be development of:

- Overall Personality
- Aptitude (Technical and General)
- General Awareness (Current Affairs and GK)
- Communication Skills
- Presentation Skills

The course shall be split in two sections i.e. outdoor activities and class activities. For achieving the above, suggestive list of activities to be conducted are:

Part - A (Class Activities)

1. Expert and video lectures
2. Aptitude Test
3. Group Discussion
4. Quiz (General/Technical)
5. Presentations by the students
6. Team building Exercises

Part - B (Outdoor Activities)

1. Sports/NSS/NCC
2. Society Activities of various students chapter i.e. ISTE, SCIE, SAE, CSI, Cultural Club, etc.

Evaluation shall be based on rubrics for Part – A & B

Mentors/Faculty incharges shall maintain proper record student wise of each activity conducted and the same shall be submitted to the department.

SECOND
SEMESTER

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COURSE CODE:	BHMCT-201
COURSE TITLE:	FOOD PRODUCTION FOUNDATION -II (THEORY)
COURSE OBJECTIVES:	This paper will give the basic knowledge of cooking to the beginners. They will get versed with different kinds of ingredients, techniques of pre-preparation and cooking, knowledge of various stocks, sauces and soups, cereals, pulses, various cuts of vegetables and meats with their cookery.
EVALUATION:	The performance of the students will be evaluated on the basis of class participation, house tests, regularity and assignments carrying 40 percent of the total credit and rest through semester end examination of 3 hours duration.
INSTRUCTIONS FOR PAPER SETTING:	The paper will be divided in two parts Part A: There will be ten short answer questions covering whole syllabus of course. This part will be of 20 marks. Part B: Students will have to attempt four questions in total, one question from each unit with one internal choice. All questions will carry equal marks (10 marks each). Each Unit will contain two questions and there may be short notes in these questions.
UNIT-1	MENU PLANNING: Meaning Types and importance. Menu Engineering its need and Importance. INTRODUCTION TO INDIAN COOKERY BASICS. Introduction to Indian food, Spices used in Indian cookery, Role of spices in Indian cookery, Indian equivalent of spices (names) MASALAS: Blending of spices, Different masalas used in Indian cookery-Wetmasalas, Dry masalas, Composition of different masalas, Varieties of masalas available in regional areas, Special masalas blends Gravies : Different types Haryali, Makhni, Shahi/white, Chopped Masala, karahai, Yellow Gravy Basic Tandoori Preparations Indian marinades and Pastes Commodities in Indian cuisine:- Souring Agents, colouring agents, tenderizing agent, Flavouring & Aeromatic Agents, Spicing Agents RICE, CEREALS & PULSES: Introduction, Classification and identification, Cooking of rice, cereals and pulses, Varieties of rice and other cereals
UNIT-2	MEAT COOKERY: Introduction to meat cookery, Cuts of beef/veal, Cutsoflamb/mutton,Cutsofpork,Varietymeats(offal's),Poultry,(With menu examples of each) FISH COOKERY: Introduction to fish cookery, classification of fish with examples, Cuts of fish with menu examples, Selection of fish and shell fish, Cooking of fish(Effects of heat)
UNIT-3	PASTRY: Shortcrust, Laminated, Choux, Hotwater/Roughpuff, Recipes and methods of preparation, Differences, Uses of each pastry, Care to be taken while preparing pastry, Role of each ingredient, Temperature of baking pastry Flour: Structure of wheat, Types of Wheat, Types of Flour, Processing of Wheat – Flour, Uses of Flour in Food Production, Cooking of Flour (Starch) SIMPLE BREADS: Principles of bread making, Simple yeast breads, Role of each ingredient in bread making, Baking temperature and its importance PASTRY CREAMS: Basic pastry creams, Uses in confectionery, Preparation and care in production
UNIT-4	BASIC COMMODITIES: Milk-Introduction, Processing of Milk, Pasteurisation-Homogenisation, Types of Milk-Skimmed and Condensed, Nutritive Value, Cream-Introduction, Processing of Cream, Types of Cream Cheese-Introduction, Processing of Cheese, Types of Cheese, Classification of Cheese, Curing of Cheese, Uses of Cheese Butter-Introduction, Processing of Butter, Types of Butter. Sugar: Its Importance, types of sugar, cooking Of Sugar- Various Temperature
REFERENCES:	<ul style="list-style-type: none"> ② The Professional Chef (4th Edition) By Le RolA.Polsom ② The Professional Pastry Chef, Fourth Edition By Bo Friberg Publisher: Wiley & Sons INC ② Theory of Catering By Kinton&Cessarani ② Theory of Cookery By K Arora, Publisher: Frank Brothers

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	<ul style="list-style-type: none">② Accompaniments & Garnishes from waiter; Communicate: Fuller J. Barrie & Jenkins② Bakery & Confectionery By S. C Dubey, Publisher: Society of Indian Bakers② Modern Cookery (Vol-I) By Philip E. Thangam, Publisher: Orient Longman② Practical Cookery By Kinton & Cesarani
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COURSE CODE:	BHMCT-202	
COURSE TITLE:	FOOD PRODUCTION FOUNDATION-II (PRACTICAL) (PART A)	
EVALUATION:	The performance of the students will be evaluated on the basis of class participation, house tests, regularity and assignments carrying 20 percent of the total credit and rest through semester end examination of 4 hours duration.	
INSTRUCTIONS FOR PAPER EVALUATION	<p>This paper consist of two sections Part A and Part B The Paper is of 50 Marks which it will be divided into two parts Part A: PRACTICAL'S OF FOOD PRODUCTION OF 20 MARKS Part B: BAKERY & PATISSERIE of 10 MARKS</p>	
Sr.No.	Topic	Method
1	<ul style="list-style-type: none"> ❑ Meat – Identification of various cuts, Carcass demonstration ❑ Preparation of basic cuts-Lamb and Pork Chops , Tornado, Fillet, Steaks and Escalope ❑ Fish-Identification & Classification ❑ Cuts and Folds of fish 	Demonstrations & simple application
2	<ul style="list-style-type: none"> ❑ Identification, Selection and processing of Meat, Fish and poultry. ❑ Slaughtering and dressing 	Demonstrations at the site in local Area/Slaughtering house/Market
3	<p>Preparation of menu</p> <p>Salads & soups- Waldorf salad, Fruit salad,Russian salad, saladenicoise,</p> <p>Soups preparation: Chowder, Bisque, Veloute, BrothInternationalsoups</p>	Demonstration by instructor and application s by students
4	<p>Chicken, Mutton and Fish Preparations-</p> <p>Fish orly, a la anglaise, colbert, meuniere, poached, bakedEntrée-Lamb stew, hot pot, shepherd's pie, grilled steaks & lamb/Porkchops, Roast chicken, grilled chicken, Leg of Lamb, Beef</p>	Demonstration by instructor and application s by students
5	<p>Indian cookery-</p> <p>Rice dishes, Breads, Main course, Basic Vegetables, Paneer Preparations Marinades, Paste and Tandoori Preparation of Meat, fish Vegetables andPaneer</p>	Demonstration by instructor and application s by students
PART B	BAKERY & PATISSERIE (PRACTICAL)	
Sr.No.	Topic	Method
1	<p>PASTRY:</p> <p>Demonstration and Preparation of dishes using varieties of Pastry</p> <ul style="list-style-type: none"> ❑ Short Crust – Jam tarts, Turnovers ❑ Laminated – Palmiers, Khara Biscuits, Danish Pastry, CreamHorns ❑ Choux Paste – Eclairs, Profiteroles 	Demonstration by instructor and application s by students
2	<p>COLD SWEET</p> <ul style="list-style-type: none"> ❑ Honeycomb mould ❑ Butterscotch sponge ❑ Coffee mousse ❑ Lemon sponge ❑ Trifle ❑ Blancmange ❑ Chocolate mousse ❑ Lemon soufflé 	Demonstration by instructor and application s by students
3	<p>HOT SWEET</p> <ul style="list-style-type: none"> ❑ Bread & butter pudding ❑ Caramel custard 	Demonstration by instructor and application s by

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	<input type="checkbox"/> Albert pudding <input type="checkbox"/> Christmas pudding	students
4	INDIAN SWEETS Simple ones such as chicoti, gajjarhalwa, kheer	Demonstration by instructor and application s by students

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COURSE CODE:	BHMCT-203
COURSE TITLE:	FOOD & BEVERAGE SERVICETION FOUNDA -II (THEORY)
COURSE OBJECTIVES:	The course aims to inculcate knowledge of food service principles, functions, and procedures among trainees. The students will be well versed with menu planning and sale control system.
EVALUATION:	The performance of the students will be evaluated on the basis of class participation, house tests, regularity and assignments carrying 40 percent of the total credit and rest through semester end examination of 3 hours duration.
INSTRUCTIONS FOR PAPER SETTING:	The paper will be divided in two parts Part A: There will be ten short answer questions covering whole syllabus of Course. This part will be of 20 marks. Part B: Students will have to attempt four questions in total, one question from each unit with one internal choice. All questions will carry equal marks (10 marks each). Each Unit will contain two questions and there may be short notes in these questions.
UNIT-1	TYPES OF FOOD SERVICE: Silver service, American service, French service, Russian service, Gueridon service, Assisted service, Self-service, Single point service, Specialised Service.
UNIT-2	MENU PLANNING: Origin of Menu, Objectives of Menu Planning, Factors to be considered while planning a menu, Menu terminology, Types of Menu, Courses of French Classical Menu-Sequence, Examples from each course, Cover of each course, Accompaniments, French Names of dishes Types of Meals: Early Morning Tea, Breakfast (English, American, Continental, Indian), Brunch, Lunch, Afternoon/High Tea, Dinner, Supper
UNIT-3	ROOM SERVICE: Introduction, personnel, taking the order, routing the order, preparing the order, delivering the order, providing amenities, Room service menu, sequence of service, Forms & formats. SALE CONTROL SYSTEM: KOT/Bill Control System (Manual)-Triplicate Checking System, Duplicate Checking System, Check and bill system, Service with order, computerized system, circumstantial KOT, Alcoholic Beverage order, Billing
UNIT-4	TOBACCO: History, Processing for cigarettes, pipe tobacco & cigars, Cigarettes – Types and Brand names, Pipe Tobacco – Types and Brand names Cigars – shapes, sizes, colours and Brand names, Care and Storage of cigarettes & cigars

REFERENCES

- Food & Beverage Service- Bobby George & Sandeep Chatterjee, Jaico Publishing House
- Food & Beverage Service- R. Singaravelavan, Oxford University Press, New Delhi.
- Food & Beverage Service - Dennis R. Lillicrap. & John A. Cousins. Publisher: ELBS
- Food & Beverage Service Training Manual - Sudhir Andrews, Tata McGrawHill.
- The Waiter Handbook By Graham Brown, Publisher: Global Books & Subscription Services New Delhi
- Food and Beverage Service – Vijay Dhawan

I. K. Gujral Punjab Technical University
BHMCT Batch 2018 onwards

COURSE CODE:	BHMCT-204
COURSE TITLE:	FOOD & BEVERAGE SERVICE FOUNDATION-II (PRACTICAL)
EVALUATION:	The performance of the students will be evaluated on the basis of class participation, housetests, regularity and assignments carrying 20 percent of the total credit and rest through semester end examination of 4 hours duration.
INSTRUCTIONS FOR EXTERNAL EXAMINER	The performance of the students will be evaluated on the basis of his performance during the examination out of 30 marks
S.No.	TOPIC
1.	REVIEW OF SEMESTER -1
2.	<p>PROCEDURE FOR SERVICE OF A MEAL</p> <p>Task-01: Taking Guest Reservations Task-02: Receiving & Seating of Guests Task-03: Order taking & Recording Task-04: Order processing (passing orders to the kitchen) Task-05: Sequence of service Task-06: Presentation & Encashing the Bill Task-07: Presenting & collecting Guest comment cards Task-08: Seeing off the Guests</p>
3.	<p>TABLE LAY-UP & SERVICE</p> <p>Task-01: A La Carte Cover Task-02: Table d' Hote Cover Task-03: English Breakfast Cover Task-04: American Breakfast Cover Task-05: Continental Breakfast Cover Task-06: Indian Breakfast Cover Task-07: Afternoon Tea Cover Task-08: High Tea Cover</p> <p>TRAY/TROLLEY SET-UP & SERVICE</p> <p>Task-01: Room Service Tray Setup Task-02: Room Service Trolley Setup</p>
4.	<p>Social Skills</p> <p>Task-01: Handling Guest Complaints Task-02: Telephone manners Task-03: Dining & Service etiquettes</p>
5.	<p>Special Food Service - (Cover, Accompaniments & Service)</p> <p>Task-01: Classical Hors d' oeuvre- Oysters, Caviar, Smoke Salmon, Pate de Foie Gras, Snails, Melon, Grapefruit, Asparagus</p> <p>Task-02: Cheese</p> <p>Task-03: Dessert (Fresh Fruit & Nuts)</p> <p>Service of Tobacco</p> <p>Cigarettes and Cigar</p>
6.	Compiling of a menu in French, Service of Non-alcoholic beverages

I. K. Gujral Punjab Technical University
BHMCT Batch 2018 onwards

COURSE CODE:	BHMCT - 205
COURSE TITLE:	FRONT OFFICE FOUNDATION II (THEORY)
COURSE OBJECTIVES:	The course is aimed at familiarizing the students with various functions of frontoffice and to develop work ethics towards customer care and satisfaction. Special efforts will be made to inculcate practical skills.
EVALUATION:	The performanceof the students will be evaluated on the basis of classparticipation, house tests, regularity and assignments carrying 40 percent of the total credit and rest through semester end examination of 3 hours duration.
INSTRUCTION FOR PAPER SETTING:	The paper will be divided into two parts Part A: There will be ten short answer questions covering whole syllabus of course. This part will be of 20 marks. Part B: Students will have to attempt four questions in total, one question from each unit with one internal choice. All questions will carry equal marks (10 marks each). Each unit will contain two questions and there may be short notes in these questions.
UNIT - 1	TARIFF STRUCTURE Tariff Structure, Rack Rate, Discounted rates, Tariff card and its use, Hotel Day rate, Basis of Charging Room Rent, Various factors affecting Room rent, Fixing Room Tariffs through Cost based pricing & Market based pricing, Rule of Thumb, Hubbart formula Front Office Coordination, Meal Plans, and Type of Guests Role of Tour operators and Travel agents in hotel business, Meal Plans –Type, needs and use of such plans, Type of Guests – FIT, VIP, CIP, GIT, Business travellers,Specialinteresttours,domestic,foreigneretc,FrontOffice coordination with different departments in hotels.
UNIT - 2	GUEST CYCLE AND RESERVATIONS Introduction to guest cycle – Pre arrival, Arrival, During guest stay, Departure and After departure, Reservation and its importance, Basic tools of reservation – Room Status Board, ALC, DCC with formats, Handling reservation and reservation form with formats, Modes of Payment while reservation - an introduction, Sources of Reservation, Systems of Reservation, Types of Reservations, Cancellations and Amendments, , Reservation reports and statistics Overbooking, Upselling, No show, Walk-in guest, scanty baggage, stay over, over stay, under stay, early arrival, turn away, time limit, overstay etc.
UNIT - 3	REGISTRATION Registration and its importance, Types of registration records – Bound book register, loose leaf register and Guest Registration Card (GRC) and their formats GUEST HANDLING ,Preregistrationactivities,Procedure of Guest Handling – Pre arrival, On Arrival and Post Arrival procedures, Handling reserved guests, Procedure for Handling Free Individual Traveller (FIT),Chance guests, VIP, Group arrival, Foreigner guest (C-forms, Foreign currency exchange), Single Lady guest, Corporate guest, Layover passenger, Check-in for guest holding Discount voucher, Turn-away guest
UNIT - 4	FRONT DESK FUNCTIONS Procedure for Room Assignment, Room not clear, Wash and Change Room, Complimentary stay, Suite Check-in, Upgrading a guest, Downgrading a guest, Handling request for Late Check-out, Precautions for Scanty Baggage guest, Guest Stationery, Handling request for Rental Equipment, Up selling, Material Requisition,Shift Briefing, Morning and Afternoon Shift Handover, Night Shift Handover, Guest Relations, Courtesy Calls, Room amenities for Corporate/VVIP/CIP guest, Handling Awkward guests, Room Change Procedure, Handling Mails, Message and Paging, Key control procedures.
References	<ul style="list-style-type: none"> ❑ Front Office training manual- Sudhir Andrews ❑ Front office operations and management- Jatashankar R. Tewari ❑ Front Office Operations – Colin Dix, Chris Baird ❑ Professional Hotel Front Office Management- Anutosh Bhakta ❑ Hotel Front Office Management – James. A. Bardi ❑ Front Office Operations and Management – Ahmed Ismail(Thompson Delmar)

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| | <ul style="list-style-type: none">☒ Front Office Operation Management – S. K. Bhatnagar☒ Managing Front Office Operations – MichealKasavana and brooks☒ Principles of Front Office Operations – Sue Baker &JermyHuyton☒ Check-in check-out – Jerome Valley☒ A Manual of Hotel Reception – J. R. S. Beavis, S. MedlikHeinemann Professional |
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I. K. Gujral Punjab Technical University
BHMCT Batch 2018 onwards

COURSE CODE:	BHMCT - 206
COURSE TITLE:	FRONT OFFICEFOUNDATION F -II (PRACTICALS)
EVALUATION:	The performance of the students will be evaluated on the basis of class participation, house tests, regularity and assignments carrying 20 percent of the total credit and rest through semester end examination of 4 hours duration.
INSTRUCTIONS FOR EXTERNAL EXAMINER	The performance of the students will be evaluated on the basis of his performance during the examination out of 30 marks
Sr.No.	Topic
1.	<ul style="list-style-type: none"> <input type="checkbox"/> Review of Semester one
2.	<ul style="list-style-type: none"> <input type="checkbox"/> Welcoming/Greeting of guest <input type="checkbox"/> Providing Information to the Guest <input type="checkbox"/> Telephone handling, How to handle enquiries <input type="checkbox"/> Suggestive selling
3.	<ul style="list-style-type: none"> <input type="checkbox"/> Filling up of various Forms and Formats
4.	<ul style="list-style-type: none"> <input type="checkbox"/> Registrations: FIT, VIP, Corporate, Groups/Crew <input type="checkbox"/> Security Deposit Box Handling <input type="checkbox"/> Credit Card Handling Procedure <input type="checkbox"/> Foreign Currency Exchange Procedure
5	<p>Introduction to PMS</p> <ul style="list-style-type: none"> 1. Hot function keys 2. Create and update guest profiles 3. Make FIT reservation 4. Send confirmation letters 5. Printing registration cards 6. Make an Add-on reservation 7. Amend a reservation 8. Cancel a reservation-with deposit and without deposit 9. Log onto cashier code 10. Process a reservation deposit 11. Pre-register a guest 12. Put message and locator for a guest 13. Put trace for guest 14. Check in a reserved guest 15. Check in day use 16. Check -in a walk-in guest 17. Maintain guest history 18. Issue a new key 19. Verify a key 20. Cancel a key 21. Issue a duplicate key 22. Extend a key 23. Programme keys continuously 24. Re-programme keys 25. Programme one key for two rooms

I. K. Gujral Punjab Technical University

BHMCT Batch 2018 onwards

COURSE CODE: **BHMCT-207**

COURSE TITLE: **ACCOMODATION OPERATIONS-II (THEORY)**

COURSE OBJECTIVES: The course familiarizes students with the organization of housekeeping, its system and functions. A blend of theory and practical will be used to develop sensitivity and high work ethics towards guest care and cleanliness and pest control.

EVALUATION: The performance of the students will be evaluated on the basis of class participation house tests, regularity and assignments carrying 40 percent of the total credit and rest through semester end examination of 3 hours duration.

INSTRUCTIONS FOR PAPER SETTING

The performance of the students will be evaluated on the basis of class participation house tests, regularity and assignments carrying 20 percent of the total credit and rest through semester end examination of 3 hours duration.

UNIT-1 CLEANING AGENTS:

General Criteria for selection, Polishes, Floor seats, Use care and Storage, Distribution and Controls,

AREA 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.

WATER SYSTEMS IN HOTEL: Water distribution system in a hotel, Cold water systems in India, Hardness of water, water softening, base exchange method (Demonstration), Cold water cisterns, swimming pools, Hot water supply system in hotels, Flushing system, water taps, traps and closets Classification, Use of Ecofriendly products in Housekeeping. (HE)

UNIT-2 COMPOSTION,CARE AND CLEANING OF DIFFERENT SURFACES

Metals, Glass, Leather, Leatherites, Rexines, Plastic, Ceramics, Wood, Wall finishes, Floor Finishes,

UNIT-3 ROUTINE SYSTEMS AND RECORDS OF HOUSE KEEPING (3rd to 2nd)

DEPARTMENT: Reporting Staff placement, Room Occupancy Report, Guest Room Inspection, Entering Checklists, Floor Register, Work Orders, Log Sheet, Lost an Found Register and Enquiry File, Maid's Report and Housekeeper's Report, Handover Records, Guest's Special Requests Register, Record of Special Cleaning Call Register, VIP Lists, Guest room layout, type of bed & mattresses

UNIT-4 KEYS:

Types of keys, Computerized key cards, Key control

OVERVIEW OF MAINTENANCE DEPARTMENT: Roll, Responsibilities, Importance of maintenance department in the hotel industry with emphasis on it, relation with other departments of the hotel. Preventive and breakdown maintenance comparisons (HE)

REFERENCES:

- Hotel Hostel and Hospital Housekeeping -by Joan C Branson& Margaret Lennox, ELBS with Holder & Stoughton Ltd.
- Hotel House Keeping a Training Manual by Sudhir Andrews, Tata McGraw Hill publishing company limited New Delhi.
- Hotel Housekeeping Operations & Management by Raghulaban, Oxford University Press.
- Management of Hotel & Motel Security (Occupational Safety and Health) by H. Burstein, CRC Publisher.
- Professional Management of Housekeeping Operations (IIEdn.) by Robert J. Martin & Thomas J.A. Jones, Wiley Publications
- The Professional Housekeeper by Tucker Schneider, Wiley Publications
- Professional management of Housekeeping by Manoj Madhukar, Rajat Publications

I. K. Gujral Punjab Technical University
BHMCT Batch 2018 onwards

COURSE CODE:	BHMCT208-18
COURSE TITLE:	ACCOMODATION OPERATIONS-II (PRACTICALS)
EVALUATION:	The performance of the students will be evaluated on the basis of class participation, house tests, regularity and assignments carrying 20 percent of the total credit and rest through semester end examination of 4 hours duration.
INSTRUCTIONS FOR EXTERNAL EXAMINER	The performance of the students will be evaluated on the basis of his performance during the examination out of 30 marks
Sr.No.	Topic
01	Review of semester 1
02	<p>Servicing guest room (checkout/ occupied and vacant)</p> <p>ROOM</p> <ul style="list-style-type: none"> Task 1- open curtain and adjust lighting . Task 2-clean ash and remove trays if any Task 3- strip and make bed Task 4- dust and clean drawers and replenish supplies Task 5-dust and clean furniture, clockwise or anticlockwise Task 6- clean mirror Task 7- replenish all supplies Task 8-clean and replenish minibar Task 9-vaccum clean carpet Task 10- check for stains and spot cleaning <p>BATHROOM</p> <ul style="list-style-type: none"> Task 1-disposed soiled linen Task 2-clean ashtray Task 3-clean WC Task 4-clean bath and bath area Task 5-wipe and clean shower curtain Task 6- clean mirror Task 7-clean tooth glass Task 8-clean vanitory unit Task 9- replenish bath supplies Task 10- mop the floor
03	<p>Bed making supplies (day bed/ night bed)</p> <ul style="list-style-type: none"> Step 1-spread the first sheet (from one side) Step 2-make miter corner (on both corner of your side) Step 3- spread second sheet (upside down) Step 4-spread blanket Step 5- Spread crinkle sheet Step 6- make two folds on head side with all three (second sheet, blanket and crinkle sheet) Step 7- tuck the folds on your side Step 8- make miter corner with all three on your side Step 9- change side and finish the bed in the same way Step 10- spread the bed spread and place pillow
04	<p>Records</p> <ul style="list-style-type: none"> ❑ Room occupancy report ❑ Checklist ❑ Floor register ❑ Work/ maintenance order] ❑ Lost and found ❑ Maid's report ❑ Housekeeper's report ❑ Log book ❑ Guest special request register

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	<input type="checkbox"/> Record of special cleaning <input type="checkbox"/> Call register <input type="checkbox"/> VIP list <input type="checkbox"/> Floor linen book/ register
05	Guest room inspection
06	Minibar management <input type="checkbox"/> Issue <input type="checkbox"/> stock taking <input type="checkbox"/> checking expiry date
07	Handling room linen/ guest supplies <input type="checkbox"/> maintaining register/ record <input type="checkbox"/> replenishing floor pantry <input type="checkbox"/> stock taking
08	Guest handling <input type="checkbox"/> Guest request <input type="checkbox"/> Guest complaints

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Ability Enhancement Compulsory Course

EVS102-18 Environmental Studies

Course Code	Course Type	Course Title	Load Allocations			Marks Distribution		Total Marks	Credits
						Internal	External		
EVS102-18	Ability Enhancement Compulsory Course(AECC)-III	Environmental Studies	2	0	0	40	60	100	2

Course Outcomes:

1. Students will enable to understand environmental problems at local and national level through literature and general awareness.
2. The students will gain practical knowledge by visiting wildlife areas, environmental institutes and various personalities who have done practical work on various environmental issues.
3. The students will apply interdisciplinary approach to understand key environmental issues and critically analyze them to explore the possibilities to mitigate these problems.
4. Reflect critically about their roles and identities as citizens, consumers and environmental actors in a complex, interconnected world

UNIT-1: Introduction to Environmental Studies

Multidisciplinary nature of Environmental Studies: Scope & Importance

Need for Public Awareness

UNIT-2: Ecosystems

Concept of an Ecosystem: Structure & functions of an ecosystem (Producers, Consumers & Decomposers)

Energy Flow in an ecosystem: Food Chain, Food web and Ecological Pyramids

Characteristic features, structure & functions of following Ecosystems:

- Forest Ecosystem
- Aquatic Ecosystem (Ponds, Lakes, River & Ocean)

UNIT-3: Natural Resources

Renewable & Non-renewable resources

Forest Resources: Their uses, functions & values (Biodiversity conservation, role in climate change, medicines) & threats (Overexploitation, Deforestation, Timber extraction, Agriculture Pressure), Forest Conservation Act

Water Resources: Their uses (Agriculture, Domestic & Industrial), functions & values, Overexploitation and Pollution of Ground & Surface water resources (Case study of Punjab), Water Conservation, Rainwater Harvesting,

Land Resources: Land as a resource; Land degradation, soil erosion and desertification

Energy Resources: Renewable & non-renewable energy resources, use of alternate energy resources (Solar, Wind, Biomass, Thermal), Urban problems related to Energy

UNIT-4: Biodiversity & its conservation

Types of Biodiversity: Species, Genetic & Ecosystem
India as a mega biodiversity nation, Biodiversity hot spots and biogeographic regions of India
Examples of Endangered & Endemic species of India, Red data book

UNIT-5: Environmental Pollution & Social Issues

Types, Causes, Effects & Control of Air, Water, Soil & Noise Pollution

Nuclear hazards and accidents & Health risks

Global Climate Change: Global warming, Ozone depletion, Acid rain, Melting of Glaciers & Ice caps, Rising sea levels

Environmental disasters: Earthquakes, Floods, Cyclones, Landslides

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UNIT-6: Field Work

Visit to a National Park, Biosphere Reserve, Wildlife Sanctuary

Documentation & preparation of a Biodiversity (flora & fauna) register of campus/river/forest

Visit to a local polluted site : Urban/Rural/Industrial/Agricultural

Identification & Photography of resident or migratory birds, insects (butterflies) Public hearing on environmental issues in a village

Suggested Readings:

- 1.Bharucha, E. Text Book for Environmental Studies. University Grants Commission, New Delhi.
- 2.Agarwal, K.C. 2001 Environmental Biology, Nidi Publ. Ltd. Bikaner.
- 3.BharuchaErach, The Biodiversity of India, Mapin Publishing Pvt. Ltd., Ahmedabad – 380 013, India, Email:mapin@icenet.net (R)
- 4.Brunner R.C, 1989, Hazardous Waste Incineration, McGraw Hill Inc. 480p
- 5.Clark R.S., Marine Pollution, Clanderson Press Oxford (TB)
- 6.Cunningham, W.P. Cooper, T.H. Gorhani, E & Hepworth, M.T. 2001, Environmental Encyclopedia, Jaico Publ. House, Mumabai, 1196p
- 7.De A.K., Environmental Chemistry, Wiley Eastern Ltd.
- 8.Down to Earth, Centre for Science and Environment (R)
- 9.Gleick, H.P. 1993. Water in crisis, Pacific Institute for Studies in Dev., Environment & Security. Stockholm Env. Institute Oxford Univ. Press. 473p
10. Hawkins R.E., Encyclopedia of Indian Natural History, Bombay Natural History Society, Bombay (R)
11. Heywood, V.H & Waston, R.T. 1995. Global Biodiversity Assessment. Cambridge Univ. Press 1140p.
12. Jadhav, H & Bhosale, V.M. 1995. Environmental Protection and Laws. Himalaya Pub. House, Delhi 284 p.
13. Mckinney, M.L. & School, R.M. 1996. Environmental Science systems & Solutions, Web enhanced edition. 639p.
14. Mhaskar A.K., Matter Hazardous, Techno-Science Publication (TB)
15. Miller T.G. Jr. Environmental Science, Wadsworth Publishing Co. (TB)
16. Odum, E.P. 1971. Fundamentals of Ecology. W.B. Saunders Co. USA, 574p
17. Rao M N. & Datta, A.K. 1987. Waste Water treatment. Oxford & IBH Publ. Co. Pvt. Ltd. 345p.
18. Sharma B.K., 2001. Environmental Chemistry. Geol Publ. House, Meerut
19. Survey of the Environment, The Hindu (M)
20. Townsend C., Harper J, and Michael Begon, Essentials of Ecology, Blackwell Science (TB)
21. Trivedi R. K. and P.K. Goel, Introduction to air pollution, Techno-Science Publication (TB)
22. Wanger K.D., 1998 Environmental Management. W.B. Saunders Co. Philadelphia, USA 499p

Guidelines regarding Mentoring and Professional Development

The objective of mentoring will be development of:

- ❑ Overall Personality
- ❑ Aptitude (Technical and General)
- ❑ General Awareness (Current Affairs and GK)
- ❑ Communication Skills
- ❑ Presentation Skills

The course shall be split in two sections i.e. outdoor activities and class activities. For achieving the above, suggestive list of activities to be conducted are:

Part - A (Class Activities)

1. Expert and video lectures
2. Aptitude Test
3. Group Discussion
4. Quiz (General/Technical)
5. Presentations by the students
6. Team building Exercises

Part - B (Outdoor Activities)

3.Sports/NSS/NCC

4.Society Activities of various students chapter i.e. ISTE, SCIE, SAE, CSI, Cultural Club, etc.

Evaluation shall be based on rubrics for Part - A & B

Mentors/Faculty incharges shall maintain proper record student wise of each activity conducted and the same shall be submitted to the department.

***THIRD
SEMESTER***

I. K. Gujral Punjab Technical University
BHMCT Batch 2018 onwards

COURSECODE:	BHMCT301-18 - to BHMCT305-18
COURSETITLE:	INDUSTRIAL TRAINING
DURATION:	Minimum 22-24 Weeks with coverage of the following operational department of a full service hotel. <input type="checkbox"/> Food production <input type="checkbox"/> Food and beverage service <input type="checkbox"/> Accommodation service
COURSEOUTCOME:	The students will gain day to day on-hand practical exposure in real life business activity under the supervision of industry experts. They will also learn to co-relate theoretical knowledge with practical realities.
INSTRUCTIONS FOR EXTERNAL EXAMINER:	The performance of the students will be evaluated on the basis of Departmental Certificate Issued by the Hotel assigned for Training and VIVA VOICE conducted in the college after the completion of training.
	<p>Documents to be submitted after successful completion of INTERNSHIP:</p> <input type="checkbox"/> Training Log – Book (To be issued by Learning Centre) <input type="checkbox"/> Departmental Appraisal Forms – to be filled and signed by the supervisor <input type="checkbox"/> Training Report <input type="checkbox"/> Training Certificate from the concerned organization

Guidelines regarding Mentoring and Professional Development

The objective of mentoring will be development of:

- Overall Personality
- Aptitude (Technical and General)
- General Awareness (Current Affairs and GK)
- Communication Skills
- Presentation Skills

The course shall be split in two sections i.e. outdoor activities and class activities. For achieving the above, suggestive list of activities to be conducted are:

Part - A (Class Activities)

1. Expert and video lectures
2. Aptitude Test
3. Group Discussion
4. Quiz (General/Technical)
5. Presentations by the students
6. Team building Exercises

Part - B (Outdoor Activities)

5. Sports/NSS/NCC

6. Society Activities of various students chapter i.e. ISTE, SCIE, SAE, CSI, Cultural Club, etc.

Evaluation shall be based on rubrics for Part – A & B

Mentors/Faculty incharges shall maintain proper record student wise of each activity conducted and the same shall be submitted to the department

***FOURTH
SEMESTER***

I. K. Gujral Punjab Technical University
BHMCT Batch 2018 onwards

COURSE CODE:	BHMCT401 - 18
COURSE TITLE:	INTRODUCTION TO INDIAN COOKERY(THEORY)
COURSE OUTCOME:	This paper will give the knowledge of Indian cooking to the students. They will get versed with Indian regional cuisine, basic Indian spices, and basic Indian gravies, traditional Indian cooking methods, cooking equipment used and required for Indian cuisine and specific cooking ingredients.
EVALUATION:	The performance of the students will be evaluated on the basis of class participation, house tests, regularity and assignments carrying 40 percent of the total credit and rest 60 percent through semester end examination of 3 hours duration.
INSTRUCTIONS FOR PAPER SETTING:	<p>The paper will be divided into three parts.</p> <p>Part A: There will be ten short answer questions (2 marks each) covering whole Syllabus. The total marks for this part will be of 20.</p> <p>Part B: There will be Five questions. The student has to attempt any 4 (5 marks each) covering the whole Syllabus. The total marks for this part will be of 20.</p> <p>Part C: There will be Three questions. The student has to attempt any 2 (10 marks each). The total marks for this part will be of 20.</p>
UNIT - 1	<p>INTRODUCTION TO INDIAN COOKERY:</p> <ul style="list-style-type: none"> ❑ Introduction to Indian Regional Cuisine ❑ History & heritage of Indian Cuisine ❑ Factors that affect eating habits in different parts of the country ❑ Geographic location ❑ Historical background ❑ Seasonal availability ❑ Special equipment ❑ Staple diets ❑ Specialty cuisine for festivals and special occasions ❑ Indian cuisine Culinary Terms
UNIT - 2	<p>INDIAN CUISINES NORTH REGION</p> <ul style="list-style-type: none"> ❑ Kashmir ❑ Mughalai ❑ Punjab ❑ Rajasthan <p>INDIAN CUISINES EAST</p> <ul style="list-style-type: none"> ❑ Bengal ❑ Seven sister states (Arunachal Pradesh, Assam, Manipur, Meghalaya, Mizoram, Nagaland & Tripura) <p>INDIAN CUISINES WEST</p> <ul style="list-style-type: none"> ❑ Gujarat ❑ Maharashtra <p>INDIAN CUISINES SOUTH</p> <ul style="list-style-type: none"> ❑ Tamil Nadu ❑ Kerala ❑ Andhra Pradesh <p>INDIAN CUISINES CENTRAL INDIA</p> <ul style="list-style-type: none"> ❑ Madhya Pradesh ❑ Chhattisgarh ❑ Uttar Pradesh/Bihar
UNIT - 3	<p>INTRODUCTION TO DUM COOKING AND TANDOOR COOKING</p> <ul style="list-style-type: none"> ❑ Introduction ❑ Origin of Dum Cooking ❑ Special Equipment and their use ❑ Classical Dishes ❑ Origin and history of tandoor

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	<ul style="list-style-type: none"> <input type="checkbox"/> Types of Tandoor and their uses <input type="checkbox"/> Installing a new tandoor <input type="checkbox"/> Marinating and making techniques for kebab <input type="checkbox"/> Basic Indian breads made in tandoor
UNIT- 4	INTRODUCTION TO INDIAN SWEETS Introduction Origin and history of Indian sweets Ingredients used in Indian Sweets Regional Influence on Indian Sweets Equipment used in preparing Indian Sweets.
REFERENCES:	Food Production Operations: Parvinder S Bali, Oxford Publication Prashad Cooking With Indian Masters, J. Inder Singh Kalra . A Taste Of India, Madur Jaffery, Great Britain Pavilion Books Ltd. Zaika Ka Safar, Jiggs Kalra Daawat, Jiggs Kalra, New Delhi, Allied Publishers The Professional Chef, Arvind Saraswat, New Delhi, Ubs Publishers

COURSE CODE:	BHMCT402 - 18
COURSE TITLE:	INTRODUCTION TO INDIAN COOKERY (PRACTICAL)
COURSE OUTCOME:	This paper will give the practical knowledge of Indian cooking to students. They will get versed with Indian regional cuisine, basic Indian spices, and basic Indian gravies, traditional Indian cooking methods, cooking equipment used and required for Indian cuisine and specific cooking ingredients.
EVALUATION:	The performance of the students will be evaluated on the basis of class participation, house tests, regularity, assessments and assignments carrying 60 percent of the total credit and rest 40 percent at semester end practical examination of 4 hours duration.
INSTRUCTIONS FOR EXTERNAL EXAMINAR	The Performance of the students will be evaluated on the basis of his performance during the practical examination @ viva voice
S. No.	Topics: INDIAN CUISINES NORTH
1.	<input type="checkbox"/> Kashmir
2.	<input type="checkbox"/> Punjab
3.	<input type="checkbox"/> Rajasthan
4.	<input type="checkbox"/> Mugalai
	INDIAN CUISINES EAST
5.	<input type="checkbox"/> Bengal
6.	<input type="checkbox"/> Seven sister states (Arunachal Pradesh, Assam, Manipur, Meghalaya, Mizoram, Nagaland & Tripura)
	INDIAN CUISINE WEST
7.	<input type="checkbox"/> Gujarat
8.	<input type="checkbox"/> Maharashtra
9.	<input type="checkbox"/> Goa
	INDIAN CUISINE SOUTH
10.	<input type="checkbox"/> Tamil Nadu <input type="checkbox"/> Kerala <input type="checkbox"/> Andhra Pradesh
11.	<input type="checkbox"/> Hyderabad
	INDIAN CUISINES CENTRAL INDIA
12.	<input type="checkbox"/> Madhya Pradesh <input type="checkbox"/> Chhattisgarh <input type="checkbox"/> Uttar Pradesh/Bihar
13.	<input type="checkbox"/> North Indian Breakfast
14.	<input type="checkbox"/> South Indian Breakfast
NOTE: - All basic gravies to be covered	

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FORMAT OF THE MENU TO BE COMPILED: (Menu 1-12)		
1.	Starter/Soup	Any one item
2.	Meat/ Poultry/ Fish (Main Course) any one item	Any one item
3.	Lentils (Dal item)	Any one item
4.	Paneer Item	Any one item
5.	Vegetable (dry / curry / kofta / korma / kadhietc)	Any one item
6.	Rice preparation / Roti preparation	Any one item
7.	Salad / papad / pickle / raita	Any one item
8.	Sweets (Region wise)	Any one item

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BHMCT Batch 2018 onwards

COURSE CODE:	BHMCT-403 - 18
COURSE TITLE:	FOOD AND BEVERAGE SERVICE OPERATIONS-II (THEORY)
COURSE OUTCOME:	The students will be well versed with viticulture and viniculture, Beer production, types of wines and beers, brands and introduction to cheeses
EVALUATION:	The performance of the students will be evaluated on the basis of class participation, house tests, regularity and assignments carrying 40 percent of the total credit and rest 60 percent through semester end examination of 3 hours duration
INSTRUCTIONS FOR PAPER SETTING:	<p>The paper will be divided into three parts.</p> <p>Part A: There will be ten short answer questions (2 marks each) covering whole Syllabus. The total marks for this part will be of 20.</p> <p>Part B: There will be Five questions. The student has to be attempt any 4 (5 marks each) covering the whole Syllabus. The total marks for this part will be of 20.</p> <p>Part C: There will be Three questions. The student has to be attempt any 2 (10 marks each). The total marks for this part will be of 20.</p>
UNIT-I	<p>ALCOHOLIC BEVERAGE</p> <ul style="list-style-type: none"> • Introduction and definition • Production of Alcohol • Fermentation process • Distillation process • Classification with examples
UNIT-II	<p>WINES</p> <ul style="list-style-type: none"> o Definition & History o Classification with examples o Table/Still/Natural ☐ Sparkling ☐ Fortified ☐ Aromatized o Production of each classification o Old World wines (Principal wine regions, wine laws, grape varieties, production and brand names) <ul style="list-style-type: none"> ☐ France ☐ Germany ☐ Italy ☐ Spain ☐ Portugal ☐ New World Wines (Principal wine regions, wine laws, grape varieties, production and brand names) ☐ USA ☐ Australia ☐ India ☐ Chile ☐ South Africa Algeria New Zealand ☐ F. Food & Wine Harmony ☐ G. Storage of wines ☐ H. Wine terminology (English & French)
UNIT-III	<p>BEER</p> <ul style="list-style-type: none"> • Introduction & Definition • Types of Beer • Production of Beer • D. Storage
UNIT-IV	<p>TABLE CHEESE</p> <ul style="list-style-type: none"> • Introduction • Types • Production • Brands and Services • Storage
REFERENCES:	<ul style="list-style-type: none"> • Food & Beverage Service – Denis Lillicrap • Food & Beverage Service – Vijay Dhawan • Food & beverage Service- Rao J Suhas • The Waiter Handbook by Graham Brown, Publisher: Global Books&Subscription Service New Delhi • Food & Beverage Service Training Manual-Sudhir Andrew, Tata McGraw Hill

I. K. Gujral Punjab Technical University
BHMCT Batch 2018 onwards

COURSE CODE:	BHMCT404 – 18
COURSE TITLE:	FOOD AND BEVERAGE SERVICE OPERATIONS-II (PRACTICAL)
EVALUATION:	The performance of the students will be evaluated on the basis of class participation, house test, regularity and assignments carrying 20 percent of the total credit and rest through semester end examination of 4 hours duration
INSTRUCTIONS FOR EXTERNAL EXAMINAR:	The Performance of the students will be evaluated on the basis of his performance during the practical examination & viva voice
Task-01 Task-02 Task-03 Task-04 Task-05 Task- 06 Task-07	Dispense Bar – Organizing Mise-en-place Identification of Wine service equipment Identification of Beer service equipment Identification of Cocktail bar equipment Identification of Liqueur / Wine Trolley Bar stock - alcoholic & non-alcoholic beverages Preparation of Bar accompaniments & garnishes Identification of Bar accessories & disposables
Task-01 Task-02 Task-03 Task-04 Task-05	Service of Wines Service of Red Wine Service of White/Rose Wine Service of Sparkling Wines Service of Fortified Wines Service of Aromatized Wines
Task-01 Task-02 Task-03	Wine & Drinks List Comparative analysis of various Wine Bar Comparative analysis of various Beer Bar Comparative analysis of various Cocktail Bar
Task-01 Task-02 Task-03	Service of Beer Service of Bottled & canned Beers Service of Draught Beers Service of Cheese

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COURSE CODE:	BHMCT-405 - 18
COURSE TITLE:	FRONT OFFICE OPERATIONS - II (THEORY)
COURSE OUTCOME:	The course is aimed at familiarizing the students with various functions of Night Auditing & Accounting. Students will Learn about the various Software being used in the Hospitality Industry.
EVALUATION:	The performance of the students will be evaluated on the basis of class participation, house tests, regularity and assignments carrying 40 percent of the total credit and rest 60 percent through semester end examination of 3 hours duration
INSTRUCTIONS FOR PAPER SETTING :	<p>The paper will be divided into three parts.</p> <p>Part A: There will be ten short answer questions (2 marks each) covering whole Syllabus. The total marks for this part will be of 20.</p> <p>Part B: There will be Five questions. The student has to attempt any 4 (5 marks each) covering the whole Syllabus. The total marks for this part will be of 20.</p> <p>Part C: There will be Three questions. The student has to attempt any 2 (10 marks each). The total marks for this part will be of 20.</p>
UNIT - 1	<p>Computer Application and software used in FrontOffice</p> <ul style="list-style-type: none"> ❑ Role of Information Technology in Hospitality industry . ❑ Different Property Management Systems – Opera, Ids, Fidelio, ShawMan, Amadeus, Galelio ❑ Various modules of the PMS – Front Desk Module, Reservations, Rooms, Setup Module, Cashier, Night audit, Report center, Back Office Module and linking of Property Management System in Other Departments
UNIT - 2	<p>Front Office Accounting System</p> <ul style="list-style-type: none"> ❑ Front Office Accounting and its Functions, Types of Accounts, Vouchers, Folios , Ledger , Paid Out, Allowance, Credit Control. ❑ Front Office Accounting Cycle – Creation of Accounts, Maintenance of Accounts, Settlement of accounts
UNIT-3	<p>Check Out Procedure –</p> <ul style="list-style-type: none"> ❑ Guest Account Settlement – Cash, Credit, Indian Currency & Foreign Currency, Transfer of Guest Account, BTA, BTC, Express Check Out, Late Check Out
UNIT - 4	<p>NIGHT AUDITING:</p> <ul style="list-style-type: none"> ❑ Night Auditor ❑ Night Auditor Duties & Responsibilities , ❑ Night Audit Process - Establishing the End of the Day, Completing Outstanding Postings and Verifying Transactions, Reconcile Transactions, Verifying No-Shows, Preparing Reports, Updating the System
REFERENCES	<ul style="list-style-type: none"> ❑ Front Office Training manual – Sudhir Andrews. Publisher: Tata Mac Graw Hill ❑ Managing Front Office Operations – Kasavana & Brooks Educational Institution AHMA ❑ Managing Computers in Hospitality Industry – Michael Kasavana & Cahell. ❑ Front office Operation Management- S.K Bhatnagar, Publisher: Frank Brothers ❑ Managing Front Office Operations By Kasavana & Brooks ❑ Hotel Front Office Management, 4th Edition by James Socrates Bardi Wiley ❑ Hotel Front Office Operations & Management

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BHMCT Batch 2018 onwards

COURSE CODE:	BHMCT-406 - 18
COURSE TITLE:	FRONT OFFICE OPERATIONS-II (PRACTICAL)
EVALUATION:	The course is aimed at familiarizing the students with various functions of Night Auditing & Accounting. Students will Learn about the various Software being used in the Hospitality Industry.
INSTRUCTIONS FOREXTERNAL EXAMINAR:	The Performance of the students will be evaluated on the basis of his performance during the practical examination & viva voice
Sr. No.	Topic
1	How to conduct a night audit in the front office
2	Collection of samples of various voucher used in the front office How to Prepared the various reports used by Night Auditor
3	PMS Training - Hot Function keys How to print and prepare registration cards for arrivals
4	How to make a reservation How to make add on reservation How to amend a reservation How to cancel a reservation How to make group reservation How to make sharer reservation
5	How to create and update guest profiles How to update guest folio How to print guest folio
6	How to make a room change on the system How to add a sharer
7	How to log in cashier code How to close a bank at the end of each shift
8	How to check room rate variance report
9	How to process charges How to process deposit for arriving guest How to process deposit for in house guest
10	How to process a guest check out
11	How to check out a folio
12	How to feed remarks in guest history

I. K. Gujral Punjab Technical University
BHMCT Batch 2018 onwards

COURSECODE:	BHMCT-407 - 18
COURSETITLE:	ACCOMODATION OPERATIONS -III (THEORY)
COURSEOUTCOME:	The students will be well versed with the supervisory responsibility,Linen handling process, Laundry Operations, need of special cleaning and also learn about Textiles or garments.
EVALUATION:	The performance of the students will be evaluated on the basis of class participation, house tests, regularity and assignments carrying 40 percent of the total credit and rest 60 percent through semester end examination of 3 hours duration
INSTRUCTIONS FOR PAPER SETTING:	<p>The paper will be divided into three parts.</p> <p>Part A: There will be ten short answer questions (2 marks each) covering whole Syllabus. The total marks for this part will be of 20.</p> <p>Part B: There will be Five questions. The student has to be attempt any4 (5 marks each) covering the whole Syllabus. The total marks for this part will be of 20.</p> <p>Part C: There will be Three questions. The student has to be attempt any2 (10 marks each). The total marks for this part will be of 20.</p>
UNIT - 1	<p>HOUSEKEEPING SUPERVISION</p> <ul style="list-style-type: none"> • Importance of Inspection • Special Function of Supervisors • Checklist for Infection • Typical Areas usually neglected where special attention is required. • Self Supervision Techniques for Cleaning Staff • Degree of Discretion/ Delegation to Cleaning Staff
UNIT - 2	<ul style="list-style-type: none"> • 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 • Function of Tailor Room • Managing Inventory • Par Level of Linen, Uniform, guest loan items, machines and equipment cleaning supplies & guest Supplies.
UNIT - 3	<p>SPECIAL CLEANING PROGRAMME</p> <ul style="list-style-type: none"> • Daily, Weekly, Fortnightly and Monthly Cleaning • Routine cleaning, Spring cleaning, deep Cleaning. • Cleaning of different types of floor Surfaces • Special Service – baby sitting, second service, freshen up service, valet service. • Care and Cleaning of Metal – Brass, Copper, Silver, EPNS, Bronze, Gun Metal, Chromium pewter, Stainless Steel, Types of Tarnish,Cleaning Agents and their uses.
UNIT- 4	<p>TEXTILES</p> <ul style="list-style-type: none"> • Textile Terminology • Classification and Identification of Textile Fibers • Characteristic of Textile Fibers

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BHMCT Batch 2018 onwards

	<ul style="list-style-type: none">• Yarn• Fabric Construction• Blends and Unions• Textile Finishes• Use of Textile in Hotels
REFEREN CES:	<ul style="list-style-type: none">• Hotel, Hostel and Hospital Housekeeping – by Joan C Bransom& Margaret Lennox, ELBS with Hodder &StoughtenLtd.• Hotel House Keeping A Training Manual by Sudhir Andrews, Tata Mc• Hotel Housekeeping Operations & Management by Rghubalan, Oxford.• Management of Hotel & Motel Security (Occupational Safety andHealth) by H Brustein, CRC Publisher.• Professional Management of Housekeeping Operations II Edi. By Robert J. Martin & Thomas J. A. Jones, Wiley Publications• TheProfessionalHousekeeperbyTuckerSchneider,WileyPublications• Professional Management of Housekeeping by Manoj Madhukar, RajatPublications.

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BHMCT Batch 2018 onwards

COURSE CODE:	BHMCT408 - 18
COURSE TITLE:	ACCOMODATION OPERATIONS -III (PRACTICAL)
COURSEOUTCOME:	The students will be well versed with the supervisory responsibility, Linen handling process, Laundry Operations, need of special cleaning and also learn about Textiles or garments.
EVALUATION:	The performance of the students will be evaluated on the basis of class participation, house tests, regularity and assignments carrying 40 percent of the total credit and rest 60 percent through semester end examination of 3 hours duration
INSTRUCTIONS FOR EXTERNAL EXAMINER	The Performance of the students will be evaluated on the basis of his performance during the practical examination @ viva voice.
S. No.	Task
01	How to remove stains from different surface or fabrics using all relevant cleaning agents in a practical real life environment
02	How to operate Different Types Laundry Equipment
03	Daily, Weekly, Monthly and Deep Cleaning
04	Taking Inventories
05	How to repair uniform – different types of stitching
06	Embroidery practice

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BHMCT Batch 2018 onwards

COURSE CODE:	BHMCT-409 – 18
COURSE TITLE:	ACCOUNTING SKILLS FOR HOSPITALITY MANAGERS (THEORY)
COURSE OUTCOME:	The aim is to provide an understanding of the basic principles of accounting and their application in the hospitality industry. The course is designed to make the student familiar with generally accepted accounting principles of accounting and their applications.
EVALUATION:	The performance of the students will be evaluated on the basis of class participation, house tests, regularity and assignments carrying 40 percent of the total marks and rest 60 percent through semester end examination of 3 hours duration
INSTRUCTIONS FOR PAPER SETTING:	<p>The paper will be divided into three parts.</p> <p>Part A: There will be ten short answer questions (2 marks each) covering whole Syllabus. The total marks for this part will be of 20.</p> <p>Part B: There will be Five questions. The student has to attempt any 4 (5 marks each) covering the whole Syllabus. The total marks for this part will be of 20.</p> <p>Part C: There will be Three questions. The student has to attempt any 2 (10 marks each). The total marks for this part will be of 20.</p>
UNIT - 1	BASIC ACCOUNTING AND BOOK KEEPING <ul style="list-style-type: none"> • Introduction to accounting, • journal, • ledger, • cash book
UNIT - 2	UNIFORM SYSTEM OF ACCOUNTS FOR HOTELS <ul style="list-style-type: none"> • Introduction to Uniform system of accounts • Contents of the Income Statement • Practical Problems • Contents of the Balance Sheet (under uniform system) • Practical problems • Departmental Income Statements and Expense statements (Schedules 1 to 16) • Practical problems
UNIT 3	TRIAL BALANCE <ul style="list-style-type: none"> • Meaning • Methods • Advantages • Limitations • Practical
UNIT 4	FINAL ACCOUNTS <ul style="list-style-type: none"> • Meaning • Procedure for preparation of Final Accounts • Difference between Trading Accounts, Profit & Loss Accounts and Balance Sheet • Adjustments (Only four) • Closing Stock • Pre-paid Expenses • Outstanding Expenses • Depreciation
REFERENCES:	<ul style="list-style-type: none"> • An Introduction To Accountancy ; S.N. Maheshwari; Vikas Publishing House • Fundamentals Of Accounting ; Mukherjee & Hanif ; Tata McGraw-Hill • Elements Of Hotel Accountancy; Rawat G.S., Dr Negi J, Gupta. ; Aman publications.

I. K. Gujral Punjab Technical University

BHMCT Batch 2018 onwards

Guidelines regarding Mentoring and Professional Development

The objective of mentoring will be development of:

- Overall Personality
- Aptitude (Technical and General)
- General Awareness (Current Affairs and GK)
- Communication Skills
- Presentation Skills

The course shall be split in two sections i.e. outdoor activities and class activities. For achieving the above, suggestive list of activities to be conducted are:

Part - A (Class Activities)

1. Expert and video lectures
2. Aptitude Test
3. Group Discussion
4. Quiz (General/Technical)
5. Presentations by the students
6. Team building Exercises

Part - B (Outdoor Activities)

7.Sports/NSS/NCC

8.Society Activities of various students chapter i.e. ISTE, SCIE, SAE, CSI, Cultural Club, etc.

Evaluation shall be based on rubrics for Part – A & B

Mentors/Faculty incharges shall maintain proper record student wise of each activity conducted and the same shall be submitted to the department

***FIFTH
SEMESTER***

I. K. Gujral Punjab Technical University
BHMCT Batch 2018 onwards

Larder & Kitchen practices
BHMCT 501-18

<u>UNIT-1</u>	LARDER- LAYOUT & EQUIPMENT: Introduction of Larder Work, Definition, Equipment found in the larder, Layout of a typical larder with equipment and various sections. TERMS & LARDER CONTROL: Common terms used in the Larder and Larder control, Essentials of Larder Control, Importance of Larder Control, Devising Larder Control Systems, Leasing with other Departments, Yield Testing, DUTIES AND RESPONSIBILITIES OF THE LARDER CHEF: Functions of the Larder, Hierarchy of Larder Staff, Sections of the Larder, Duties & Responsibilities of a larder chef.
<u>UNIT-2</u>	CHARCUTERIE: Introduction to charcuterie, SAUSAGES: Types & Varieties, CASINGS: Types & Varieties, FILLINGS: Types & Varieties, Additives & Preservatives FORCEMEATS: Types of forcemeats, Preparation of forcemeats, Uses of forcemeats, BRINES, CURES & MARINADES: Types of Brines, Preparation of Brines, Methods of Curing, Types of Marinades, Uses of Marinades ,Difference between Brines, Cures & Marinades, HAM, BACON & GAMMON: Cuts of Ham, Bacon & Gammon, Differences between Ham, Bacon & Gammon Processing of Ham & Bacon, Green Bacon, Uses of different cuts, GALANTINES: Making of galantines, Types of Galantine Ballotines, PATES: Types of Pate, Pate de foie gras, Making of Pate, Commercial pate and Pate Maison Truffle -sources, Cultivation and uses and Types of truffle
<u>UNIT-3</u>	MOUSE & MOUSSELINE: Types of mousse, Preparation of mousse, Preparation of mousseline, Difference between mousse and mousseline. CHAUD FROID: Meaning of Chaudfroid, Making of chaudfroid&Pecautions, Types of chaudfroid ,Uses of chaudfroid . ASPIC & GELEE: Definition of Aspic and Gelee, Difference between the two, Making of Aspic and Gelee Uses of Aspic and Gelee. QUENELLES, PARFAITS, ROULADES: Preparation of Quenelles, Parfaits and Roulades. NON EDIBLE DISPLAYS: Ice carvings, Tallow sculpture, Fruit & vegetable Displays, Salt dough, Pastillage, Jelly Logo, Thermocol work
<u>UNIT-4</u>	APPETIZERS & GARNISHES- Classification of Appetizers, Examples of Appetizers, Historic importance of culinary Garnishes, Explanation of different Garnishes. SANDWICHES- Parts of Sandwiches, Types of Bread, Types of filling: Classification, Spreads and Garnishes, Types of Sandwiches, Making of Sandwiches, Storing of Sandwiches.
<u>REFERENCES:</u>	<ul style="list-style-type: none"> • Le RolA.Polsom. The Professional Chef • Bo Friberg (2002) The Professional Pastry Chef, Fourth Edition Wiley & Sons INC • Cessarani&Kinton (2007). Theory of Catering. Hodder Education Publisher • K Arora (2008), Theory of Cookery. Frank Brothers • Fuller J. Barrie & Jenkins. Accompaniments & Garnishes from waiter • S. C Dubey. Bakery & Confectionery. Socity of Indian Bakers • Philip E. Thangam (2010) Modern Cookery (Vol-I) Orient BlackSwan • Kinton R Cessarani V., Foskett D. (2000) Practical Cookery (9th edition) Hodder Education

I. K. Gujral Punjab Technical University
BHMCT Batch 2018 onwards

Larder & Kitchen practices (Practical's)
BHMCT 502-18

- MENU 01** Force meats different style.
MENU 02 Pates and Terrine
MENU 03 Galantine and ballontine
MENU 04 Different types of salads and Dressings:- meat based, fish Based, Vegetable, Chicken, fruits.
Menu 05 Quenelles, Parfaits and Roulades
MENU 06 Various types of sandwiches, canapés
MENU 07 Preparation of various accompaniments and garnishes

Plus 5 Buffets

Cold Buffet,
Hot Continental,
Hot Indian,
Buffet Desserts,
Bread Displays Demonstration of: Charcuterie Galantines, Pate, Terrines, Mousselines

I. K. Gujral Punjab Technical University
BHMCT Batch 2018 onwards

Bar operations & Management
BHMCT 503-18

UNIT-1	SPIRITS: Introduction & Definition, Production of Spirit (Pot-still method, Patent still method), Introduction to Whisky, Rum, Vodka, Brandy, Gin, Tequila its production process, various types and brands.
UNIT-2	APERITIFS: Introduction and Definition, Different types of Aperitifs Vermouth (Definition, Types & Brand names), Bitters (Definition, Types & Brand names) LIQUEURS: Definition & History, Production of Liqueurs, Broad Categories of Liqueurs (Herb, Citrus, Fruit/Egg, Bean & Kernel) , Popular Liqueurs (Name, colour, predominant flavour& country of origin)
UNIT-3	BARS: Introduction, Brief History, Bar and Beverage Industry in India, Types of Bars, Parts of Bars.Attributes of Bar Personnel. Planning of bar and its layout.
UNIT-4	BAR OPERATIONS: Bar equipment's, Alcoholic and Non Alcoholic Ingredients, Liquor supplies, Mixes, Garnishes and condiments, Service accessories, Opening & closing duties of bar. SERVICE AND SELLING TECHNIQUES: The Bartender as a Sales Person, Up selling Guidelines for Bar Attendants, Professional Hygiene and Health
REFERENCES:	<ul style="list-style-type: none"> • Dennis R. Lillicrap. & John A. Cousins. Food & Beverage Service. Edward Arnold • Sudhir Andrews . Food & Beverage Service Training Manual.Tata McGraw Hill. • John Fuller,Hutchinson. Modern Restaurant Service. Nelson Thornes • Brown G. & Hapner K. The Waiter Handbook. Hospitality Press

Bar operations & Management (Practicals)
BHMCT 504-18

SERVICE OF SPIRITS

- Service styles – neat/on-the-rocks/with appropriate mixers
- Service of Whisky
- Service of Vodka
- Service of Rum
- Service of Gin
- Service of Brandy

Service of Tequila SERVICE OF APERITIFS

- Service of Bitters
- Service of Vermouths

SERVICE OF LIQUEURS

- Service styles – neat/on-the-rocks/with cream/en frappe
- Service from the Bar
- Service from Liqueur Trolley

SETTING OF BAR

- Bar equipment's,
- Alcoholic and Non Alcoholic Ingredients,
- Liquor supplies,
- Mixes,
- Garnishes and condiments,
- Service accessories

I. K. Gujral Punjab Technical University
BHMCT Batch 2018 onwards

Front Office Operations & Management
BHMCT 505-18

UNIT-1	Bell Desk & Concierge Operations: - Introduction of Bell desk, Equipment's used in Bell desk, Functions of Bell desk, Luggage handling, Paging, Change of room etc. Functions of Concierge, Forms & Formats.
UNIT-2	FORECASTING: Forecast formula, Types of forecast, Sample forecast forms, Factors for evaluating front office operations. Forecasting techniques, Forecasting Room availability, Useful forecasting data (% of walking, % of overstaying, % of under stay)
UNIT-3	FRONT OFFICE AND GUEST SAFETY AND SECURITY: Importance of security systems, Safe deposit, Key control, Emergency situations (Accident, illness, theft, fire, bomb) Latest security measures used in hotels at the time of check-in: use of metal detectors, baggage checks, X-ray machines, bollards, collapsible gates etc.
UNIT-4	Sales Techniques for Hotel Rooms: - Offering Alternatives and Suggestive Selling Internal / In-house sales promotion. Direct sales – through intermediaries. Tailor made Package Plans according to seasons. Online- Selling: - Meta Search Engine, Hotel Apps & website, Social Media, OTA's, TA's, Airlines Network, Cruise-Liners, Railway Networks, CRS, Non- Affiliate Networks & GDS.
REFERENCES:	<ul style="list-style-type: none"> • Front Office Training manual – Sudhir Andrews. Publisher: Tata Mac Graw Hill • Managing Front Office Operations – Karsavina & Brooks Educational Institution HAMA • Front Office – operations and management – Ahmed Ismail (Thomson Delmar) • Front office Operation Management- SKI Bhavnagar, Publisher: Frank Brothers • Managing Front Office Operations By Karsavina & Brooks • Hotel Front Office Management, 4th Edition by James Socrates Bard; Wiley International

Front Office Operations & Management

BHMCT 506-18

- Handling Concierge operations
- Handing Bell desk Operations
- Forecasting reports for Room Availability with Individual Check-in, Check-Out, Overstay, under stay, Group Check-in & Group Checkout.
- Compare Room Tariffs of Hotels of cities / towns of Punjab on Indian OTA: -MakeMyTrip, Yatra, Goibibo, International OTA: - Expedia, Priceline.com, Booking.com, Agenda and write a review
- Check & use of Meta Search Hotel Website: - Google Hotel Ads, Trip Advisor, Kayak, and Trivago for Hotels in Panjab and write about 5 hotels opted by you as a guest with reasons.
- Handling of keys-situations related to loss of keys.

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BHMCT Batch 2018 onwards

Accommodation Operations and Management
BHMCT 507-18

UNIT-1	PLANNING AND ORGANISING THE HOUSE KEEPING DEPARTMENT <ul style="list-style-type: none"> • Area inventory list • Frequency schedules • Performance and productivity standards • Time and motion study in housekeeping operations • Standard operating manuals – Job procedures • Job allocation and work schedules • Calculating staff strength & planning duty rosters, team work and leadership in HK • Training in HKD, devising training programs for HK staff • Inventory level for non recycled items • Energy and water conservation in housekeeping operations
UNIT-2	BUDGETS <ul style="list-style-type: none"> • Budget and budgetary control • The budget process • Planning capital budgets • Planning operation budgets • Operating Budgets- controlling expenses- income statement • Purchasing systems- methods of buying • Stock records- issuing and control
UNIT-3	HOUSEKEEPING IN INSTITUTES OTHER THAN HOTELS <ul style="list-style-type: none"> • Hospitals • Hostels • Malls • Residential establishments • Offices • Universities • Other commercial areas
UNIT-4	CONTACT SERVICES <ul style="list-style-type: none"> • Types of contract services • Guidelines for hiring contract services • Advantages and disadvantages of contract services SAFETY AND SECURITY <ul style="list-style-type: none"> • Safety awareness and accident prevention • Fire safety and fire fighting • Crime prevention and dealing with emergency situation
REFERENCES	<ul style="list-style-type: none"> • Andrews, S. (2013). <i>Hotel Housekeeping: A Training Manual</i>. Tata McGraw-Hill Education. • Raghulanan, G., & Raghulanan, S. (2014). <i>Hotel housekeeping: operations and management</i>. Oxford University Press. • Burstein, H. (1980). <i>Management of Hotel and Motel Security</i> (Vol. 5). CRC Press. • Jones, T. J. (2007). <i>Professional management of housekeeping operations</i>. John Wiley & Sons. • Singh, M. (2012). <i>Hotel Housekeeping</i>. Tata McGraw-Hill Education. • Ghosal, S. (2011). <i>Hotel Engineering</i>. Oxford University Press.

**Accommodation Operations and Management
BHMCT 508-18**

LAYOUT OF GUEST ROOM: To the Scale, Earmark Pillars, Specification of Colors, Furniture, Fixture, Fitting, Soft Furnishing and Accessories Etc. Used

STANDARD OPERATING PROCEDURE

Skill Oriented Task (e.g. cleaning and polishing glass, brass etc)

FIRST AID: First Aid Kit, Dealing With Emergency Situation, Maintaining Records
Reporting Maintenance and Follow Ups

I. K. Gujral Punjab Technical University
BHMCT Batch 2018 onwards

Food and Beverage Control and Management
BHMCT 509-18

UNIT-1	<p>FOOD & BEVERAGE COST CONTROL: Introduction to Cost Control, Define Cost Control, The Objectives and Advantages of Cost Control, Basic Costing, Food Costing</p> <p>RECEIVING CONTROL : Aims of Receiving, Job Description of Receiving Clerk/Personnel, Equipment required for receiving, Documents by the Supplier (including format), Delivery Notes, Bills/Invoices, Credit Notes, Statements, Records maintained in the Receiving Department, Goods Received Book, Daily Receiving Report, Meat Tags, Receiving Procedure, Blind Receiving, Assessing the performance and efficiency of receiving department, Frauds in the Receiving Department, Hygiene and cleanliness of area.</p>
UNIT-2	<p>PURCHASING CONTROL: Purchasing Control, Aims of Purchasing Policy, Job Description of Purchase Manager/Personnel, Types of Food Purchase, Quality Purchasing, Food Quality Factors for different commodities, Definition of Yield, Tests to arrive at standard yield, Definition of Standard Purchase Specification, Advantages of Standard Yield and Standard Purchase Specification, Purchasing Procedure, Different Methods of Food Purchasing, Sources of Supply, Purchasing by Contract, Periodical Purchasing, Open Market Purchasing, Standing Order Purchasing, Centralized Purchasing, Methods of Purchasing in Hotels, Purchase Order Forms, Ordering Cost, Carrying Cost, Economic Order Quantity, Practical Problems.</p>
UNIT-3	<p>STORING & ISSUING CONTROL: Storing Control, Aims of Store Control, Job Description of Food Store Room Clerk/personnel, Storing Control, Conditions of Facilities and Equipment, Arrangements of Food, Location of Storage Facilities, Security, Stock Control, two types of Foods Received- direct stores (Perishables/non-perishables), Stock Records Maintained Bin Cards (Stock Record Cards/Books).</p> <p>ISSUING CONTROL: Requisitions, Transfer Notes, Perpetual Inventory Method, Monthly Inventory/Stock Taking, Pricing of Commodities, Stock taking and comparison of actual physical inventory and Book value, Stock levels, Practical Problems, Hygiene & Cleanliness of area.</p> <p>INVENTORY CONTROL: Importance, Objectives, Methods, Levels and technique, Perpetual inventory, Monthly inventory, Pricing of commodities, Comparison of physical and perpetual inventory</p>
UNIT-4	<p>PRODUCTION CONTROL: Aims and Objectives, Forecasting, Fixing of Standards, Definition of standards (Quality & Quantity), Standard Recipe (Definition, Objectives and various tests), Standard Portion Size (Definition, Objectives and equipment used), Standard Portion Cost (Objectives & Cost Cards) Computation of staff meals</p> <p>SALES CONTROL: Sales - ways of expressing selling, determining sales price, Calculation of selling price, factors to be considered while fixing selling price, Matching costs with sales, Billing procedure - cash and credit sales, Cashier's Sales summary sheet, Procedure of Cash Control, Machine System, Electronic Cash Register, National Cash Register, Preset Machines, Point of Sale, Reports, Thefts, Cash Handling,</p>
REFERENCES	<ul style="list-style-type: none"> • Food & Beverage Cost Control- Lea R Dopson, Wiley Publishers. • Hotel & Catering Costing & Budgets, RD. Boardman, Publisher: Heinemann • Introductory Foods. Hughes, D. and Bannion M., The Macmillan Co. Ltd., New York • Modern Cookery for Teaching and the Trade, Philip T.E., Vol-I, Orient Longman Ltd.,

Mentoring and Professional Development

BMPD 502-18

Guidelines regarding Mentoring and Professional Development

The objective of mentoring will be development of:

- Overall Personality
- Aptitude (Technical and General)
- General Awareness (Current Affairs and GK)
- Communication Skills
- Presentation Skills

The course shall be split in two sections i.e. outdoor activities and class activities.

For achieving the above, suggestive list of activities to be conducted are:

Part - A

(Class Activities)

1. Expert and video lectures
2. Aptitude Test
3. Group Discussion
4. Quiz (General/Technical)
5. Presentations by the students
6. Team building Exercises

Part - B

(Outdoor Activities)

7. Sports/NSS/NCC
8. Society Activities of various students chapter i.e. ISTE, SCIE, SAE, CSI, Cultural Club, etc.

Evaluation shall be based on rubrics for Part - A & B

Mentors / Faculty in charges shall maintain proper record student wise of each activity conducted and the same shall be submitted to the department.

**SIXTH
SEMESTER**

International cuisine- An Exploration
BHMCT 601-18

UNIT-1	<p>. INTERNATIONAL CUISINE</p> <p>A. Geographic location B. Historical background C. Staple food with regional Influences D. Specialities E. Recipes F. Equipment in relation to:</p> <ul style="list-style-type: none">• Great Britain• France• Italy• Spain & Portugal• Scandinavia• Germany• Middle East• Oriental• Mexican• Arabic <p>CHINESE</p> <p>A. Introduction to Chinese foods B. Historical background C. Regional cooking styles D. Methods of cooking E. Equipment and Utensils</p>
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BHMCT Batch 2018 onwards

UNIT-2	<p>PRODUCTION MANAGEMENT</p> <p>A Kitchen Organization B Allocation of Work - Job Description, Duty Rosters C Production Planning D Production Scheduling E Production Quality & Quantity Control F Forecasting & Budgeting G Yield Management</p> <p>PRODUCT & RESEARCH DEVELOPMENT</p> <p>A. Testing new equipment, B. Developing new recipes C. Food Trials D Organoleptic & Sensory Evaluation</p>
UNIT-3	FOOD PRESENTATION PRINCIPLES: Basic presentations, Modern perspectives, use of technology, Use of contemporary plates, Role and use of garnish, Unconventional garnishes, Plate Presentation techniques
UNIT-4	<p>MOLECULAR GASTRONOMY</p> <ul style="list-style-type: none"> • History and development • Chemical structure of proprietary food • Carbohydrates in MG • Equipments and Chemicals • Emulsion – theory and application • Culinary cooking process <ul style="list-style-type: none"> i) Heating ii) Conduction iii) Convection iv) Radiation v) Freezing
REFERENCES:	<ul style="list-style-type: none"> • Le Rol A.Polsom. The Professional Chef • Bo Friberg (2002) The Professional Pastry Chef, Fourth Edition Wiley & Sons INC • Cesarani & Kinton (2007). Theory of Catering. Hodder Education Publisher • K Arora (2008), Theory of Cookery. Frank Brothers • Fuller J. Barrie & Jenkins. Accompaniments & Garnishes from waiter • S. C Dubey. Bakery & Confectionery. Society of Indian Bakers • Philip E. Thangam (2010) Modern Cookery (Vol-I) Orient BlackSwan • Kinton R Cesarani V., Foskett D. (2000) Practical Cookery (9th edition) Hodder Education

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BHMCT Batch 2018 onwards

International cuisine- An Exploration
(Practical's)
BHMCT 602-18

COUNTRY	Topic
CHINESE	MENU 01 Prawn Ball Soup, Fried Wantons, Sweet & Sour Pork, Hakka Noddle's MENU 02 Hot & Sour soup, Beans Sichuan, Stir Fried Chicken & Peppers, Chinese Fried Rice MENU 03 Sweet Corn Soup, Shao Mai, Tung-Po Mutton, Yangchow Fried Rice MENU 04 Wanton Soup, Spring Rolls, Stir Fried Beef & Celery Chow Mein MENU 05 Prawns in Garlic Sauce, Fish Szechwan, Hot & Sour Cabbage, Steamed Noddle's
SPAIN	MENU 06 ,Gazpacho, Pollo En Pepitoria, Paella, Fritata De Patata, Pastel De Mazaana
ITALY	MENU 07 Minestrone, Ravioli Arabeata, Fettocine Carbonara, Pollo Alla Cacciatore, Medanzane Parmigiane
GERMANY	MENU 08 Linsensuppe, Sauerbaaten, Spatzale, German Potato Salad
U.K.	MENU 09 Scotch Broth, Roast Beef, Yorkshire Pudding , Glazed Carrots & Turnips, Roast Potato
GREECE	MENU 10 Soupe Avogolemeno, Moussaka A La Greque, Dolmas, Tzaziki Techniques of Molecular Gastronomy

Banquet and restaurant operations & Management

BHMCT 603-18

UNIT-1	PLANNING & OPERATING VARIOUS F&B OUTLET: Physical layout of functional and ancillary areas, Objective of a good layout, Steps in planning, Factors to be considered while planning, Calculating space requirement, Various set ups for seating, Planning staff requirement, Menu planning, Constraints of menu planning, Selecting and planning of heavy duty and light equipment, Requirement of quantities of equipment required like crockery, Glassware, Cutlery - steel or silver etc. Suppliers & manufacturers, Approximate cost, Planning Décor, furnishing fixture etc.
UNIT-2	FUNCTION CATERING: - BANQUETS: History, Types, and Organization of Banquet department, Duties & responsibilities, Sales, Booking procedure, Banquet menus. BANQUET PROTOCOL: Space Area requirement, Table plans/arrangement, Misc-en-place, Service, Toast & Toast procedures. INFORMAL BANQUET: Reception, Cocktail parties, Convention, Seminar, Exhibition, Fashion shows, Trade Fair, Wedding, Outdoor catering. FUNCTION CATERING:- BUFFETS: Introduction, Factors to plan buffets, Area requirement, Planning and organization, Sequence of food, Menu planning, Types of Buffet, Display, Sit down, Fork, Finger, Cold Buffet, Breakfast Buffets, Equipment, Supplies, Check list
UNIT-3	EVENT MANAGEMENT: Introduction, Characteristics, Types of Events-Cultural, festivals, religious, business etc. Need of event management, Key factors for best event management. Event management checklist. Case study of some events. MICE: Introduction, Concept of MICE, Definition of conference and the components of the conference market. The nature of conference markets and demand for conference facilities. The impact of conventions on local and national communities.
UNIT-4	KITCHEN STEWARDING A. Importance

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	<p>B. Opportunities in kitchen stewarding C. Record maintaining D. Machine used for cleaning and polishing</p> <p>Inventory</p>
REFERENCES:	<ul style="list-style-type: none">Dennis R. Lillicrap. & John A. Cousins. <i>Food & Beverage Service</i>. Edward ArnoldSudhir Andrews . <i>Food & Beverage Service Training Manual</i>. Tata McGraw Hill.John Fuller,Hutchinson. <i>Modern Restaurant Service</i>. Nelson ThornesBrown G. & Hapner K. <i>The Waiter Handbook</i>. Hospitality Press

Banquet and restaurant operations & Management

Practicals

BHMCT 604-18

1 Planning & Operating Food & Beverage Outlets

- Developing Hypothetical Business Model of Food & Beverage Outlets
- Case study of Food & Beverage outlets - Hotels & Restaurants

2 Function Catering – Banquets

- Planning & organizing Formal & Informal Banquets
- Planning & organizing Outdoor caterings

3 Function Catering – Buffets

- Planning & organizing various types of Buffet

4 Kitchen Stewarding

- Using & operating Machines
- Exercise – physical inventory

Front Office Management

BHMCT 605-18

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BHMCT Batch 2018 onwards

UNIT-1	<p>BUDGETING</p> <p>A. Types of budget & budget cycle B. Making front office budget C. Factors affecting budget planning D. Capital & operations budget for front office E. Refining budgets, budgetary control F. Forecasting room revenue Advantages & Disadvantages of budgeting</p>
UNIT-2	<p>TIMESHARE & VACATION OWNERSHIP</p> <ul style="list-style-type: none"> • Definition and types of timeshare options • Difficulties faced in marketing timeshare business • Advantages & disadvantages of timeshare business • Exchange companies -Resort Condominium International, Intervals International <p>How to improve the timeshare / referral/condominium concept in India-Government's role/industry role</p>
UNIT-3	<p>ACCOMMODATIONS MANAGEMENT ASPECTS</p> <ul style="list-style-type: none"> • Effective use of SOP's in front office department. • Establishing standards, monitoring performance, • Tariff decisions • Cost & pricing-Hubbart formula, Rule of the Thumb • Marginal/Contribution pricing • Occupancy & Revenue reports • Equipment-management & maintenance.
• UNIT-4	<p>INTRODUCTION TO AIRLINE INDUSTRY: Introduction, Structure of the Airline Industry, Major & National Carriers, Regional Carriers, Role of Regional Air Carrier. SAFETY REGULATION AND OVERSIGHT OF FLIGHT OPERATION Introduction, Safety Regulation of Flight Operations, Flight crew requirements for flight safety, Alternate arrangements by operator, In- flight Monitoring by Operator, Flight operation to a new station, security clearance for foreign pilot and Engineers, Flight safety manual, Safety Audit.</p>
• REFERENCES:	<ul style="list-style-type: none"> • Front Office Training manual – Sudhir Andrews. Publisher: Tata Mac Graw Hill • Managing Front Office Operations – Karsavina & Brooks Educational Institution HAMA • Front Office – operations and management – Ahmed Ismail (Thomson Delmar) • Front office Operation Management- SKI Bhavnagar, Publisher: Frank Brothers • Managing Front Office Operations By Karsavina & Brooks • Hotel Front Office Management, 4th Edition by James Socrates Bard; Wiley International

Front Office Management

BHMCT 606-18

1. Preparation of SOP's for guest arrival, departure, complaint handling
2. Yield Management calculations, preparing statistical data based on actual calculations
3. Role play & problem handling 4

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BHMCT Batch 2018 onwards

4. Preparation of sales letters, brochure, tariff cards & other sales documents Assignment on GDS
5. Calculation of staff requirement & making of duty rotas for front office department of small, large & medium sized hotels with different levels of occupancy
6. Preparation of operating budget for front office
7. Computer proficiency in all hotel computer applications-actual computer lab Hours.
8. Preparation of SOP's for guest arrival, departure, complaint handling

Accommodation Management

BHMCT 607-18

UNIT-1	INTERIOR DECORATION <ul style="list-style-type: none">• Elements of Design• Color and its role in decor- Types of Color Schemes• Windows and Window Treatments• Lightening and Lightening Fixtures• Floor Finishes• Carpets• Furniture and Fittings• Accessories
UNIT-2	WASTE MANAGEMENT <ul style="list-style-type: none">• 3R's of waste management• Garbage segregation• Disposal• Composting• Energy Generation
UNIT-3	ECO-FRIENDLY PRACTICES <ul style="list-style-type: none">• Housekeeping role in a green property• Guest Supplies• Cleaning Agents• System of certifying Ecotel
UNIT-4	NEW PROPERTY COUNTDOWN ENERGY AND WATER CONSERVATION IN HOUSEKEEPING OPERATIONS
REFERENCES	<ul style="list-style-type: none">• Andrews, S. (2013). <i>Hotel Housekeeping: A Training Manual</i>. Tata McGraw-Hill Education.• Raghulanan, G., & Raghulanan, S. (2014). <i>Hotel housekeeping: operations and management</i>. Oxford University Press.• Burstein, H. (1980). <i>Management of Hotel and Motel Security</i> (Vol. 5). CRC Press.• Jones, T. J. (2007). <i>Professional management of housekeeping operations</i>. John Wiley & Sons.• Singh, M. (2012). <i>Hotel Housekeeping</i>. Tata McGraw-Hill Education.

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| | <ul style="list-style-type: none">• Ghosal, S. (2011). <i>Hotel Engineering</i>. Oxford University Press. |
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Accommodation Management

BHMCT 608-18

Special decoration (theme related to hospitality industry)

- indenting
- costing
- planning with time split executing

Team cleaning

- Planning
- Organizing
- Executing
- Evaluating

Devising/ designing training module

- Refresher training(5 days)
- Induction training(2 days)
- Remedial training(5 days)

Standard operating procedure

- skill oriented task (e.g. cleaning and polishing glass, brass etc)

Principles of Management

BHMCT 609-18

UNIT-1	INTRODUCTION
	<ul style="list-style-type: none">• Concept and Nature of Management: Concept & Definitions,• Features of Management, Management as Science, Art & Profession, Levels of Management, Scope of Management,• Nature of Management Process,• Classification of Managerial Functions, Evolution of Management Thought,• Approaches to Management (Classical, Behavioral, Quantitative Contingency), Contribution Of Leading Thinkers,• Orientation to management thought process.• Role of Manager- Professional Manager and his tasks, Managerial skills, Managerial Ethics and Organization Culture, Recent Trends in Management Thought.

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BHMCT Batch 2018 onwards

UNIT-2	PLANNING & ORGANISING <ul style="list-style-type: none">• Overview of functions of management;• Concepts of POSDCORB,• Planning and Management Process, Mission- Objective- Goals, Urgent and Important Paradigms,• Planning process in Detail, Types and Levels of Plans• Problems solving and decision making,• Time Management.• Planning and Decision Making - Nature, Process and Types of Planning,• Management By Objectives (MBO), Nature & Principles Of Organization, Organizing and Organizing Structure,• Forms Of Organization Structure Line & Staff, Organization Chart, Principles of Organization;• Scalar Principle, Departmentation; Unity and Command,• Span of Control, Centralization and Decentralization,• Authority and Responsibility, Delegation
UNIT-3	CONTROLLING & DIRECTING <ul style="list-style-type: none">• Basic concepts of control- Definition, Process and Techniques.• Directing: Nature & Scope of Directing,• Motivation and Morale,• Communication,• Leadership, Concept, Theories of Leadership, styles, Successful versus effective leadership styles in travel trade and hospitality organizations, Coordination
UNIT-4	GROUP DYNAMICS <ul style="list-style-type: none">• Types of Groups,• Reason for the formation of group, Group cohesiveness, group conflicts, team building,• Individual differences: Causes of individual differences. Interpersonal Skill - Transactional analysis, Life Positions, Johari Window
REFERENCES	<ul style="list-style-type: none">• Heinz Weihrich, Cannice& Koontz, Management (A Global Perspective), Tata McGrawHill• Griffin, Management: Principle & Applications, CengageLearning• Stephen Robbins & Coulter Mary, Management, PearsonEducation• V S P Rao & V H Krishna, Management, ExcelBooks• P.Subba Rao, Principles of Management, Himalaya Publishing Mukherjee, Principles of Management and Organisationalbehaviour, Tata McGrawHill.

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BHMCT Batch 2018 onwards

Mentoring and Professional Development BMPD 602-18

Guidelines regarding Mentoring and Professional Development

The objective of mentoring will be development of:

- Overall Personality
- Aptitude (Technical and General)
- General Awareness (Current Affairs and GK)
- Communication Skills
- Presentation Skills

The course shall be split in two sections i.e. outdoor activities and class activities.

For achieving the above, suggestive list of activities to be conducted are:

Part – A

(Class Activities)

1. Expert and video lectures
2. Aptitude Test
3. Group Discussion

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BHMCT Batch 2018 onwards

- 4. Quiz (General/Technical)
- 5. Presentations by the students
- 6. Team building Exercises

Part – B

(Outdoor Activities)

- 7. Sports/NSS/NCC
- 8. Society Activities of various students chapter i.e. ISTE, SCIE, SAE, CSI, Cultural Club, etc.

Evaluation shall be based on rubrics for Part – A & B

Mentors / Faculty in charges shall maintain proper record student wise of each activity conducted and the same shall be submitted to the department.

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***SEVENTH
SEMESTER***

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BHMCT Batch 2018 onwards

BHMCT 701A-18

FOOD PRODUCTION MANAGEMENT

UNIT-1	INTRODUCTION <ul style="list-style-type: none">• Latest Trends and Concepts• Life style cooking- Gluten free, sugar free, Vegan, slow food movement, menu examples.• Sustainable Food & Beverage Production- Importance of sustainability in food operations, Farm to Fork, Organic food, sustainable culinary practices, waste disposable• Anthropology of food- Evolution of Modern Era, Food & Culture relations (Religion, Geography, Influences)
UNIT-2	<ul style="list-style-type: none">• Cloud kitchens,○ Preparation of food in centralised outlet,○ Advantages and disadvantage of centralised outlet,○ Equipments required,○ HACCP procedures,○ Transportation and logistics
UNIT-3	<ul style="list-style-type: none">• Exotic Herbs / Exotic spices /marinades / condiments○ Their types○ Importance○ Usage in cooking,○ Medicinal properties○ Therapeutic properties• Food Preservation○ Preservation methods using natural preservatives○ Preservation methods using chemical preservatives,○ Dehydration,○ Jams and jellies,○ Squash and syrups,○ Dehydrated foods,○ Chutneys, Pickles and preserve recipes.
UNIT-4	<ul style="list-style-type: none">• Presentation Art○ Plate presentation,○ Garnishes-• Buffet presentation –• Display work○ Sugar displays:<ul style="list-style-type: none">■ Pastillage,■ Gum paste■ Molding & modelling techniques,■ Marzipan○ Bread Displays■ Center pieces,■ Bread basket■ Bread Art
REFERENCES	Arora, Krishna - Theory of Cookery-, Frank Bros., New Delhi 2009 Philip, Thangam E- Modern Cookery, 5th edition, Anna Salai, Chennai 2009 Bali, Parvinder: Quantity Food Production Operations and Indian Cuisine oxford, London 2013 Aggarwal, D.K., Kitchen Equipment & Design, Aman Publications, New Delhi, 2006.

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Vikas Singh, Text Boook Of food Production (BTK), Aman Pub., N. Delhi, 2011. Mcvety, Paul J- Fundamentals of menu planning-, 3rd edition John Wiley• & Sons, New Jersey Le Rol A.Polsom. The Professional Chef Bo Friberg (2002) Cessarani• & Kinton (2007). Theory of Catering. Hodder Education Publisher Fuller J. Barrie & Jenkins. Accompaniments & Garnishes from walter Kinton R Cessarani V., Foskett D. (2000) Practical Cookery• (9th edition) Hodder Education The Professional Pastry Chef, Fourth Edition• Wiley & Sons INC

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BHMCT Batch 2018 onwards

BHMCT 702A-18 - PRACTICAL FOOD PRODUCTION MANAGEMENT

1. Practical 1: Time experiment (24 hrs., 12 hrs., 6 hrs., 2 hrs.) using sous vide or similar techniques. Output- How long meat (Lamb loin chops) should cook for the best results.
2. Practical 2: Blast freeze/ cook freeze vegetables, sauces, and cooked food for longer shelf life.
3. Practical 3: Vegan food and recipes including presentation, plating, and garnishing.
4. Practical 4: Dehydrate and preserve organic fruits/ pickling/ cocktail syrup making.
5. Practical 5: Processing Herbs and spices used in cooking.
6. Practical6: Dry rub and marinade output: which taste better/ differences and how they are done.
7. Practical 7: Bread art and presentation
8. Practical 8: Buffet presentation (Can be done during events)
9. Practical 9: Gluten Free recipes and Menus
10. Practical 10: Sugar Free Recipes and menus
11. Practical 11: Recipes and Menus as per Food and Culture relations.

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BHMCT Batch 2018 onwards

703A – 18

TANDOOR-PRINCIPLE, CONCEPT AND APPLICATION

UNIT - 1	<ul style="list-style-type: none">• Evolution of Tandoori• Cuisine History of Tandoor• Phases/Era of tandoor and tandoori cookery Influence of Mughals on tandoori cookery• Ingredients used in tandoori cookery and Identification of ingredients• Use of various spices Uses of tenderizers• Uses of herbs in tandoori cookery• Various garnishes and plate presentation in tandoori cookery• Tandoori platters• Fuels and other equipments related to tandoor Types of fuel used in tandoor• Types of tandoor• Other equipments required in tandoor cookery
UNIT - 2	<ul style="list-style-type: none">• Preparing of tandoor• Laying the base and floor of tandoor• Inserting the clay pot and insulation• Finishing, Firing and curing of the tandoor• Creating Marinades and Rubs• Various types of marinades used in tandoori cookery• Difference between marinades and Rubs Usefulness of marinades and rubs• Searing and sealing of food items• Methods of basting and sealing of food items• BASIC COMMODITIES OF TANDOOR MARINATION• Ingredients used in Tandoor cooking• Marinade: importance, types, uses• Accompaniments for Tandoor dishes,• Variety of vegetable and meat cuts required
UNIT - 3	<ul style="list-style-type: none">• Techniques to control the temperature of tandoor• Methods to control the temperature of tandoor during operational peak hours• Various techniques of controlling temperature
UNIT - 4	<ul style="list-style-type: none">• Paring of tandoori food with curries and beverages• Compatibility of various alcoholic beverages and non-alcoholic beverages with tandoori food items• Hygiene and safety standards cleanliness near tandoor and kitchen• Cleaning of tandoor and disposal of fuel residue Personal hygiene of tandoor chef• Protective clothing and gear of tandoor personal Equipment's and tools required in cleaning and safety• Location and use of fire extinguishers near tandoor and kitchen .
References	<p>https://nsdcindia.org/sites/default/files/QP_THC-Q3001_Tandoor-Cook.pdf</p> <p>Tandoor: The Great Indian Barbecue Hardcover – 12 November 2001 by Ranjit Rai</p>

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BHMCT Batch 2018 onwards

704A – 18 - PRACTICAL - . TANDOOR-PRINCIPLE, CONCEPT AND APPLICATION

Suggested Menus:

Menu 1 Tandoori roti, Kulcha Naan / Muslim Naan Paneer tikka, / Murgh Tikka Mint chutney	Menu 2 Bakharkhani Naan Shikampuri Kabab , Phaldari Kabab Mint chutney
Menu3 Roomali roti Sheekh Kabab , Vegetable Sheekh Kabab Mint and yoghurt sauce	Menu 4 Khasta roti Kakori Kebab Mint chutney
Menu 5 Sheeramal Shammi Kabab , Toonde kebab Mint chutney	Menu 6 Bhakri (Nachani, Bajra) (Rice, Jawar) Ajawain Prawns / Ajawain Mushroom Chilli sauce
Menu 7 Missi Roti Kalami / Tangdi kabab Stuffed Hariyali Fish Mint chutney	Menu 8 Stuffed parathas – vegetarian Boti kabab Mint chutney
Menu 9 Stuffed parathas – Non vegetarian Tandoori Chicken Patti Soya chaap Yoghurt sauce	Menu 10 Baida Roti Peshawari Naan Malai kabab (chicken, veg)

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BHMCT Batch 2018 onwards

BHMCT 701B-18

FOOD AND BEVERAGES SERVICE MANAGEMENT

Unit-i	<p>Supervisory Functions:</p> <ul style="list-style-type: none">• Briefing• Allocations of tables• Checking the Mise en place and Mise –en-scene• Handling Tips• Stock Taking• Indenting and maintaining par-stocks of supplies• Sales Analysis• Cost Analysis• Break Even Point calculation• Handling Complaints• Training the staff• Employee evaluating / performance appraisal. <p>Customer Relationship Management:</p> <ul style="list-style-type: none">• Importance of customer Relationship: Regular, Occasional, First timer• Guest Satisfaction: Menu, consistency in the quality of dishes & service• Food safety and Hygiene• Attitude of staff• Suggestions by guests
Unit-II	<p>Specialized form of service :</p> <ul style="list-style-type: none">• Lounge service,• Butler service,• Railway catering• Airline services.• Gueridon service :<ul style="list-style-type: none">• History & definition of Gueridon,• Types of trolley,• Various items to be prepared,• Advantages and disadvantages of Gueridon.• Carving & flambé service :<ul style="list-style-type: none">• Flambé trolleys,• Sweets trolley,• Cooking & carving at table
Unit-III	<ul style="list-style-type: none">• Food and Beverage Management in Fast Food and Popular catering- Introduction, Basic Policies- Financial, Marketing and Catering, Control and performance measurements.• Food and Beverage Management in Hotels and Quality Restaurants- Introduction, Basic Policies- Financial, Marketing and Catering, Control and performance measurements.• Food and Beverage Management in Function Catering-- Introduction, Basic Policies- Financial, Marketing and Catering, Control and performance measurements.• Food and Beverage Management in Hospital Catering-- Introduction, Basic Policies- Financial, Marketing and Catering, Control and performance measurements.
Unit-IV	Merchandising

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BHMCT Batch 2018 onwards

	<ul style="list-style-type: none">● Menu Merchandising :<ul style="list-style-type: none">○ Basic menu criteria,○ Types of food and beverage menu,○ Methods of printing menu,○ Suggestive selling and up selling,○ Emerging trends in the menu printing● Visual Merchandising<ul style="list-style-type: none">○ Floor stands,○ Posters,○ Wall displays,○ Tent cards etc.,● Apparel Merchandising● Signage Merchandising● Brand Merchandising
Text Books:	Food and beverage service by R. Singaravelavan, oxford university press, 1st edition, (2011) Text book of food and beverage service by S.N.Bagchi/Anita Sharma, Aman publications, new Delhi, 3rd edition, (2010) Bar attendant's handbook by George Ellis, global India publications pvt ltd., 2nd edition, (2002) The bar and beverage book by Costas Katsigris, Chris Thomas, John Wiley & sons, 4th Edition, (2007)

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BHMCT Batch 2018 onwards

BHMCT 702B-18- (PRACTICAL)

FOOD AND BEVERAGES SERVICE MANAGEMENT

Course Objectives:

Supervisory Skill SOP:

Conducting Briefing & Debriefing

Restaurant, Bar, Banquets & Special events

Drafting Standard Operating Systems (SOPs) for various F & B Outlets

Supervising Food & Beverage operations

Preparing Restaurant Log

F&B Staff Organization

- Class room Exercise (Case Study method)
- Developing Organization Structure of various Food & Beverage Outlets
- Determination of Staff requirements in all categories
- Making Duty Roster
- Preparing Job Description & Specification

Staff Organization

- Class room Exercise (Case Study method)
- Developing Organization Structure of various Food & Beverage Outlets
- Determination of Staff requirements in all categories
- Making Duty Roster
- Preparing Job Description & Specification

Gueridon and Flame cooking and carving at table:

- Organizing Mise-en-place for Gueridon Service
- Dishes involving work on the Gueridon
- Task-01 Crepe suzette Task-02 Banana au Rhum Task-03 Peach Flambe Task-04 Rum Omelette Task-05 Steak Diane Task-06 Pepper Steak

Developing Hypothetical Business model of food and beverage outlets:

- Popular catering,
- Quality Restaurant,
- Function catering,
- Hospital catering.

Case study of Food and Beverage outlets:

- Popular catering,
- Quality Restaurant,
- Function catering,
- Hospital catering.

I. K. Gujral Punjab Technical University

BHMCT Batch 2018 onwards

703B – 18

EVENT MANAGEMENT

OBJECTIVE: - To impart within student basic knowledge of organizing, Marketing & Promotions & Managing of Events.

LEARNING OUTCOMES:

Explain all the components and various roles involved in planning, organizing, running and evaluating an event;

Apply the theory and skills necessary to professionally plan, organize and run a business event; and Understand the importance of strategic planning for an event or festival, including monitoring and evaluating the impacts on the wider community.

UNIT - 1

Events- The Concept, Nature, Definition and scope, C's of Events, advantage and disadvantage of Events, Categories and Typologies, Skills required to be a good Event Planners

UNIT – 2

Organizing & Designing of Events, key elements of Events, Event Infrastructure, core concept, core people, core talent, core structure, Setting Objectives for the Event, Negotiating Contracts with event Organizers, Venue, Media.

UNIT – 3

Marketing & Promotion of Events: Nature of Event Marketing, Process of Event Marketing, The Marketing Mix, Sponsorship. Promotion: Image/ Branding, Advertising, Publicity and Public Relation

UNIT - 4

Managing Events: Financial Management of Events, Staffing, Leadership. Safety and Security: Occupational Safety and Health, Incident Reporting, Crowd Management and Evacuation

References:-

A.K. Bhatia, „Event Management”, Sterling Publishers Pvt. Ltd. Delhi.

Anton Shone & Bryn Parry, „Successful Event ;Management

Coleman, Lee & Frankle, Powerhouse Conferences. Educational Institute of AHMA

Hoyle, Dorf & Jones, Meaning conventions & Group business. Educational institute of AH & MA.

Joe Jeff Goldblatt, “Special Events: Best Practices in Modern Event Management (Hospitality, Travel & Tourism)”, John Willy and Sons, New York

Leonard H. Hoyle, Jr, „Event Marketing”, John Willy and Sons, New York

Lynn Van Der Wagen, Carlos, Event Management, Pearson, New Delhi.

Sanjay Singh Gaur, Sanjay V Saggere, Event Marketing Management, Vikas Publication, New Delhi

John Beech, Sebastian Kaiser, Robert Kaspar - The Business of Events Management ;Pearson Publications

I. K. Gujral Punjab Technical University

BHMCT Batch 2018 onwards

704B – 18 - PRACTICAL

EVENT MANAGEMENT

1. Understanding the various types of events
2. Preparing Requirement forms
3. Preparing and planning schedules of various events
4. Preparing Function sheet
5. Planning the staffing for an Event
6. Understanding the various legal compliances for an event
7. Preparation of Reimbursement & Honorarium, Travel arrangement worksheet
8. Developing Recordkeeping systems
9. Designing an event
10. Planning a birthday party
11. Planning a food festival
12. Planning a corporate event
13. Planning a promotion for an event

I. K. Gujral Punjab Technical University

BHMCT Batch 2018 onwards

BHMCT 701C-18

FRONT OFFICE MANAGEMENT

UNIT - 1	Cash and Credit Control: Cash Control: Introduction, frauds & internal control, cash receipt control, physical control measures. Credit Control: Meaning, objective and methods, Hotel credit policy, Control measures; during occupancy, checkout, after departure, Prevention of Skippers: on arrival/during stay/on departure day.
UNIT - 2	Quality Guest Service: Introduction, services provided by hotel front office, certification in relation to quality, relationship with other divisions, managing customer relationship through effective communication, complaint handling, latest trends and practices followed in front office.
UNIT - 3	Budgeting: Introduction, types, advantage and disadvantages of budgeting, budgetary controls, The budgeting process, Planning capital budget, Planning operation budget, Operating budget – controlling expenses – income statement, Purchasing systems – methods of buying, Stock records – issuing and control.
UNIT - 4	Revenue Management: Concept and applications, Measuring yield, elements of revenue management; using revenue Management, Economic Principles and Demand Forecasting, Reservations and Channels of Distribution, The Revenue Management Team, Strategic Management and Following the RevMAP, Tools, Tactics, and Resources. Selling Techniques Reception as a sales department Purpose of selling/the hotel product selling methods
References	Front Office training manual- Sudhir Andrews Front office operations and management– Jatashankar R. Tewari Front Office Operations – Colin Dix, Chris Baird Professional Hotel Front Office Management– Anutosh Bhakta Hotel Front Office Management – James. A. Bardi Front Office Operations and Management – Ahmed Ismail(Thompson Delmar) Front Office Operation Management – S. K. Bhatnagar Managing Front Office Operations – Micheal Kasavana and brooks Principles of Front Office Operations – Sue Baker & Jermy Huyton Check-in check-out – Jerome Valley A Manual of Hotel Reception – J. R. S. Beavis, S. Medlik Heinemann Professional

I. K. Gujral Punjab Technical University

BHMCT Batch 2018 onwards

BHMCT 702C-18 - PRACTICAL FRONT OFFICE MANAGEMENT

S. No.	Topic
1	Handling Guest Complaints
2	Handling various modes of payment: Cash, Foreign currency, Travellers Cheques, Travel vouchers, Credit/Debit Cards, Bill to company, etc.
3	Front Office Management Jargons
4	Role Play :- <ul style="list-style-type: none">• Customer relationship management via effective communication
5.	Hands on preparation of Front Office Budget
6.	Latest Trends in Front Office (Assignment as PPT Presentation)
7	Mock Report Generation
8	A week as a front office manager-mock session.

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BHMCT Batch 2018 onwards

703C – 18

TOUR & TRAVEL MANAGEMENT

UNIT - 1	Organised Travel Defining Tourist & Tourism viz: inbound, outbound, domestic, maintenance of tourism products, Alternative tourism, Mass tourism, Special Interest Tourism. Itinerary Development Introduction, meaning and definition, types of itineraries, how to develop an effective itinerary, functions of tour managers and planning tools for an itinerary.
UNIT - 2	Tour Packaging Management Concept, Origin and development of Tour Packaging, Types of Tour, Component of a Standard Package Tour, Factors affecting Tour Formulation, Tour Designing Process, Significance of Package Tour, Tour Brochure.
UNIT - 3	Travel Agency Marketing, Marketing Concept, unique features of Travel Marketing, Significance of Travel Agency Marketing, Developing a Tour Marketing Plan, Marketing Strategy of Inbound & Outbound tours.
UNIT - 4	Travel Trade Organizations/Associations Need and Significance of Travel Trade Association, Role and Contribution of UNWTO, IATA, PATA, IATO and TAAI.
References	Chand, Mohinder Travel Agency Management, Anmol: Delhi Chunk, James, Dexter & Boberg, Professional Travel Agency Management. Prentice Hall Publication Fay Betsy, Essentials of Tour Management, New Jersey: Prentice Hall Publication. Negi J.M., Travel Agency and Tour Operation: Concepts and Principles, New Delhi: Kanishka Publishers & Distributors.

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BHMCT Batch 2018 onwards

704C – 18 - PRACTICAL TOUR & TRAVEL MANAGEMENT

- To prepare different Itineraries
- Prepare different tour packages
- Develop Tour Brochures
- Develop Tour Marketing plans
- Field visit of six to ten days duration specific destination during the semester period duly approved by the Director. All students are required to submit the field study tour reports of their field visits in the department 15 days before the second semester Viva-voce examination. The Viva-voce shall be conducted on the basis of theory papers and field visits and marks shall be awarded both by Internal and External examiners. The aggregate of both the examiners shall be awarded to the candidates there upon.

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BHMCT Batch 2018 onwards

BHMCT 701D-18

ACCOMMODATION MANAGEMENT

OBJECTIVE: - The students will get knowledge about Planning and organizing housekeeping department Store and stock control, Renovation of Rooms, contract Cleaning & crisis Management

LEARNING OUTCOME:

- a) Students will get an insight about purchase and stock control
- b) Along with that students also learn about managing contractual services and crisis situation.
- c) Students also learn about renovation
- d) Contract Cleaning concepts & Managerial Handling

UNIT - 1	Flower Arrangements: Introduction, Flower arrangements in hotels, Flower arrangements basics, Designing flower arrangements, Japanese/Oriental Flower arrangements, common Flowers and Foliage
UNIT - 2	Horticulture: Introduction, Essential components of horticulture, Landscaping, Indoor plants, Bonsai in hotels
UNIT - 3	Changing Trends in Housekeeping: Introduction, Outsourcing, Training and Motivation, New trends, Eco-friendly amenities & products, New scientific techniques, use of information technology in housekeeping
UNIT - 4	CRISIS MANAGEMENT <ul style="list-style-type: none">a. Emergencies<ul style="list-style-type: none">• Medical (respiration / burns/wounds/hemorrhage / first aid etc• During facility breakdown• Fire / natural disasters etc• Evacuation proceduresb. Security aspects<ul style="list-style-type: none">• Importance,• Details of security in public area,• Monitoring of Activities in public areas.• Monitoring in Accommodation Operation Area – Floor, Lobby & Rooms• Loss prevention• loss and found department - roles and procedures)• Managerial handling of the VIPs, CIPS and Travel Agent Groups• Complaint handling at the desk
References	Simple Flower Arranging Hardcover by Mark Welford (Author), Stephen Wicks (Author). Penguin The Art of Flower Arranging Hardcover – by Paula Pryke , Rizzoli Flower Arranging: The Complete Guide for Beginners Hardcover –by Judith Blacklock c&C offset Flower School: A Practical Guide to the Art of Flower Arranging by Calvert Crary Running Press Book Publishers Flower Color Guide by Darroch Putnam, Michael Putnam Phaidon Press Textbook of Horticulture By K Manibhushan Rao · 2005 Macmillan Disaster Planning and Preparedness in the Hotel Industry By Ahmad Rasmi Albattat, Ahmad Puad Mat Som ; , Emerald Five Star Crisis Management - Examples of Best Practice from the Hotel Industry By Outi Niininen , INtech Open

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BHMCT Batch 2018 onwards

BHMCT 702D-18 - PRACTICAL ACCOMMODATION MANAGEMENT

S. No.	Topic
1	Flower Arrangements: Identify various flowers used for various arrangements, Identify various basic ingredients used for flower arrangements, Learn different types of Flower arrangements, Learn different styles of Japanese and Oriental flower arrangements. Horticulture: Understand essential components of horticulture; understand the elements of landscaping, To know about indoor plants, Elements of Bonsai.
2	First Aid <ul style="list-style-type: none">• First aid kit• Dealing with emergency situation• Maintaining records
3	Fire safety fire fighting <ul style="list-style-type: none">• Safety measures• Fire drill (demonstration)• Evacuation procedures
4	Raising indents and ordering for Special decorations (<i>Theme related to hospitality industry</i>) <ul style="list-style-type: none">• Indenting• Costing• Planning with time split along with execution
5.	Preparing rooms for special occasions/guests/VIP/CIP/Travel Agent guests Inter departmental coordination Situation handling at the desk in housekeeping
6	Trends and latest Energy Conservation & eco-friendly concept

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BHMCT Batch 2018 onwards

BHMCT 703D-18 - INTERIOR DECORATION

UNIT - 1	Interior Designing <ul style="list-style-type: none">• Introduction• Significance of Interior Design• Types of Interiors• Fundamentals of Interior Design• Principles & Elements of Design• Designing for the physically challenged
UNIT - 2	Colour Designing <ul style="list-style-type: none">• Introduction• Dimensions of colour• Prang's colour system• Munsell colour system• Colour scheme for Lobby & Public area• Chromo Therapy
UNIT - 3	Floor Covering <ul style="list-style-type: none">• Selection of floor covering• Cleaning of floor covering• Types of floor covering• Importance of floor maintenance• Modern trends of Flooring
UNIT - 4	Wall Covering <ul style="list-style-type: none">• Introduction• Practical Consideration• Types of Walls• Types of wall covering• Selection of wall covering• Maintenance of wall and wall coverings
References	<ul style="list-style-type: none">• Andrews, S. (2013). <i>Hotel Housekeeping: A Training Manual</i>. Tata McGraw-Hill Education.• Raghulanan, G., & Raghulanan, S. (2014). <i>Hotel housekeeping: operations and management</i>. Oxford University Press.• Burstein, H. (1980). <i>Management of Hotel and Motel Security</i> (Vol. 5). CRC Press.• Jones, T. J. (2007). <i>Professional management of housekeeping operations</i>. John Wiley & Sons.• Singh, M. (2012). <i>Hotel Housekeeping</i>. Tata McGraw-Hill Education.• Ghosal, S. (2011). <i>Hotel Engineering</i>. Oxford University Press.

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BHMCT Batch 2018 onwards

BHMCT 704D-18 - PRACTICAL INTERIOR DECORATION

Conception and designing of guest room

Making floor plans,

Wall elevations

Creating 3d models of guestroom/public area

Special decorations

- Theme
- Contrast
- Merged

Practical knowledge about the following

- Carpentry joints.
- Concept of furniture Layout.
- Concept of Colour and Lights.
- Paints, Varnishes, Distemper.
- Concept of False Ceiling.
- General Plumbing system.
- General Sanitary fittings.
- General layout of kitchen and toilets.
- Concept of Showroom, Shop, Classroom, Residence etc.

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BHMCT Batch 2018 onwards

BHMCT 705- PRINCIPLES OF MARKETING

Course Objective: Marketing is one of the foremost functions of Management in present day corporate world, its understanding results in developing best products in terms of goods and services that brings consumer satisfaction. This course will imbibe the basic understanding among the students to become successful marketers.

Course Outcomes (COs): After completion of the course, the students shall be able to:

CO1: Explain the basics of marketing, selling, marketing mix and its core concepts.

CO2: Describe the intricacies of the marketing environment and marketing information systems for effective marketing planning and strategies.

CO3: Develop necessary skills for effective market segmentation, targeting and positioning. **CO4 –** Illustrate various components of product mix, product life cycle and comprehend the new product development process.

CO5– Develop an understanding of promotion mix and strategies for successful promotion

Unit I

Marketing: Nature and Scope of Marketing, customer needs, wants and demand. Various Marketing Concepts: production, product, selling, marketing and societal marketing, Analyzing marketing environment: micro, macro environment

Unit II

Market segmentation: Need, concept, nature, basis and strategies, mass marketing vs. Segmentation.

Marketing mix: 4Ps of products and 7Ps of services, components and factors affecting mix.

Unit III

Product decisions: Product definition, new product development process, and product life cycle, positioning, branding, packaging and labeling decisions.

Pricing decisions: importance, objectives, designing strategies, Pricing Techniques

Unit IV

Distribution: Types of channel, factors affecting decision, Designing and Managing Marketing Channel, Managing Retailing, physical distribution system and its components. **Product Promotion:** promotion mix-introduction, importance, advantages and disadvantages of various components and factors affecting. Designing and managing Integrated Marketing Communications.

Suggested Readings:

1. Kotler, P., Keller, K.L. Koshy, A. and Jha, M., Marketing Management: A South Asian Perspective, Pearson Education.
2. Etzel, M., Walker, B., Stanton, W. and Pandit, A Marketing Management, Tata McGraw Hill.
3. Ramaswamy, V.S and Namakumari, S. Marketing Management: Global Perspective Indian Context, Macmillan Publishers India Ltd.
4. Saxena, Rajan, Marketing Management, Fourth Edition, Tata McGraw Hill Education Pvt. Ltd.

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BHMCT Batch 2018 onwards

BHMCT 706-FINANCIAL MANAGEMENT

Course Objective: To develop a conceptual clarity and basic understanding of the fundamentals of corporate finance among the students. Further help them comprehend its practical applicability in the corporate world.

Course Outcomes (COs): After completion of the course, the students shall be able to:

CO1: Apply financial data for use in decision making by applying financial theory to problems faced by business enterprises.

CO3: Apply time value of money to various pricing and money value.

CO4: Apply modern techniques in capital budgeting analysis.

CO5: Assess dividend policy's impacts on share prices

UNIT - 1	Financial management -Introduction: Meaning, nature and Scope, Goals of Financial Management-Profit Maximization vs. Wealth Maximization; Finance functions-investment, Financing, Liquidity and dividend decisions. Sources of finance -Long term and short term. Concept of Time Value of Money -present value, future value
UNIT - 2	Financial statement : Analysis and interpretation Meaning, Techniques, Limitations of financial analysis Cost of Capital: Meaning and significance of cost of capital; cost of equity shares; cost of preference shares; cost of debt, weighted average cost of capital. Financial planning : Meaning & scope, Capitalization
UNIT - 3	Investment Decision Making: Meaning, importance, nature of investment decisions. Investment evaluation criteria, Capital budgeting - Meaning, significance, types, techniques CASH FLOW ANALYSIS Meaning of cash flow statement, Preparation of cash flow statement, Difference between cash flow and funds flow analysis , Practical problems
UNIT - 4	Working Capital: Meaning, significance, types, approaches, Factors affecting working capital management capital. Dividend Policies: Meaning, significance, types
References	I. Khan, M. Y. and Jain P. K.(2011),"Financial Management, Text, Problems & Cases", Tata McGraw Hill Company, New Delhi. II. Pandey, I.M.(2015), "Essentials of Financial Management", 4th Edition, Vikas Publishing House Pvt. Ltd., New Delhi. III. Maheshwari, S.N.(2019), "Financial Management – Principles & Practice", 15th Edition, Sultan Chand & Sons, New Delhi. IV. Rustagi,Dr.R.P.(2017), "Basic Financial Management", 8th Edition, Sultan Chand & Sons, New Delhi. V. Patel, Bhavesh(2014)," Fundamentals of Financial Management", Vikas Publishing House Pvt. Ltd., New Delhi.

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BHMCT Batch 2018 onwards

BHMCT 707-ENTREPRENEURSHIP

Course Objective: The objective of the course is to make the student understand the concept and importance of entrepreneurship and facilitate generation of young entrepreneurs.

Course Outcomes (COs): After completion of the course, the students shall be able to:

CO1: Describe the concept and theories of entrepreneurship and its role in economic development of nation.

CO2: Develop business plan and identify the reasons of failure of business plans.

CO3: Illustrate the steps in starting MSME.

CO4: Comprehend government policies and regulatory framework available in India to facilitate the process of entrepreneurial development.

CO5: Identify different sources of finance for new enterprises and assess the role of financial institutions and various government schemes in entrepreneurial development.

UNIT - 1	Definition and Concept of Entrepreneurship, Myths about Entrepreneurship, Entrepreneurial Traits and Motivation, Role of Entrepreneurship in economic development. Types of Entrepreneurs. Barriers in the way of Entrepreneurship. Entrepreneurship Development (ED) Cycle.
UNIT - 2	The Start-up Process Project Identification Selection of the Project Project Formulation Evaluation Feasibility Analysis ,Project Report Business Plans and reasons of failure of business plans. Micro-Small-Medium (MSME) Enterprise – Definition – Characteristics- Objectives- Advantages- Disadvantages-Role in developing countries- Problems- steps for starting- – Government Policies
UNIT - 3	Entrepreneurial Development Programmes (EDP) Role, Relevance and Achievements Role of Government in organizing EDPs ,Critical Evaluation
UNIT - 4	An overview on the roles of institutions/schemes in entrepreneurial development- e.g. IDBI< SIDBI, Commercial Banks.
References	Kumar,Arya(2018), “Entrepreneurship”, Pearson, New Delhi. Gopal,V.P.Nanda (2015), “Entrepreneurial Development”, Vikas Publishing, New Delhi. Desai, Vasant, “Dynamics of Entrepreneurial Development & Management”, Himalaya Publishing House. Khanka,S S, Entrepreneurial Development, S.Chand & Co.,New Delhi.

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BHMCT 708-PROJECT REPORT

Proposed

GUIDELINES: Each student shall write a project report on the topic based on the elective course under the guidance of an internal Teacher and submit the same. This project should be based on a field study leading to the identification of a site or a proposed new hotel/resort project (3, 4, 5 Star category). The student should then establish the market feasibility of this proposed hotel based on

- Types of clienteles
- Tourism infrastructure **FORMULATION**

The length of the report may be 50-60 double spaced pages (excluding Appendices & Annexure)
10% variation in either side is permitted.

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BHMCT 709-FACILITY PLANNING

Course Objective: The objective of the course is to make the student understand the classification of hotels as per the physical layout, importance of facilities and their maintenance, as well as cover important aspects of design to make the employee comfortable to work and the guest stay comfortable and convenient.

Course Outcomes (COs): After completion of the course, the students shall be able to:

CO1: Classify hotels (Five, four, three, two, one & heritage).

CO2: Understand the importance of design and implement it.

CO3: Prepare a layout of the main service areas of a hotel

CO4: Comprehend new trends and methods for management of infrastructure..

UNIT - 1	<p>STAR CLASSIFICATION OF HOTEL Criteria for star classification of hotel (Five, four, three, two, one & heritage)</p> <p>HOTEL DESIGN</p> <ol style="list-style-type: none">1) Design Consideration2) Attractive Appearance3) Efficient Plan4) Good location5) Suitable material6) Good workmanship7) Sound financing8) Competent Management
UNIT - 2	<p>FACILITIES PLANNING</p> <ol style="list-style-type: none">1) The systematic layout planning pattern (SLP) Planning consideration<ol style="list-style-type: none">A. Flow process & Flow diagramB. Procedure for determining space considering the guiding factors for guest room/ public facilities, support facilities & services, hotel administration, internal roads/budget hotel/5 star hotel <p>ARCHITECTURAL CONSIDERATION</p> <ol style="list-style-type: none">1) Difference between carpet area plinth area and super built area, their relationships, reading of blue print (plumbing, electrical, AC, ventilation, FSI, FAR, public Areas)2) Approximate cost of construction estimation3) Approximate operating areas in budget type/5 star type hotel approximate other operating areas per guest room4) Approximate requirement and Estimation of water/electrical load gas, ventilation.
UNIT - 3	<p>KITCHEN EQUIPMENT</p> <ol style="list-style-type: none">1) Equipment requirement for commercial kitchen Heating - gas/electrical Cooling (for various catering establishment)2) Developing Specification for various Kitchen equipments3) Planning of various support services (pot wash, wet grinding, chef room, larder, store & other staff facilities) <p>KITCHEN LAY OUT & DESIGN</p> <ol style="list-style-type: none">1) Principles of kitchen layout and design2) Areas of the various kitchens with recommended dimension3) Factors that affect kitchen design4) Placement of equipment5) Flow of work6) Space allocation7) Kitchen equipment, manufacturers and selection8) Layout of commercial kitchen (types, drawing a layout of

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	<p>Commercial kitchen)</p> <p>9) Budgeting for kitchen equipment</p> <p>KITCHEN STEWARDING</p> <p>1) Importance of kitchen stewarding</p> <p>2) Kitchen stewarding department layout and design</p> <p>3) Equipment found in kitchen stewarding department</p> <p>STORES – LAYOUT AND DESIGN</p> <p>1) Stores layout and planning (dry, cold and bar)</p> <p>2) Various equipment of the stores</p> <p>3) Work flow in stores</p>
UNIT - 4	<p>ENERGY CONSERVATION</p> <p>1) Necessity for energy conservation</p> <p>2) Methods of conserving energy in different area of operation of a hotel</p> <p>3) Developing and implementing energy conservation program for a hotel</p> <p>CAR PARKING</p> <p>1) Calculation of car park area for different types of hotels</p> <p>PLANNING FOR PHYSICALLY CHALLENGED</p> <p>PROJECT MANAGEMENT</p> <p>1) Introduction to Network analysis</p> <p>2) Basic rules and procedure for network analysis</p> <p>3) C.P.M. and PERT</p> <p>4) Comparison of CPM and PERT</p> <p>5) Classroom exercises</p> <p>6) Network crashing determining crash cost, normal cost</p>
References	<p>Management of maintenance & Engineering System in Hospitality, Frank D.Borsenik, John Willey & Sons</p> <p>Industrial engineering and Management, O.P Khanna, dhampat rai publications</p> <p>Refrigeration and Air Conditioning By Arora Ramesh Chandra, Ramesh Chandra Arora , PHI learning</p> <p>Hotel Maintenance, K. C. Arora</p> <p>Hospitality Facilities management and Design, David M.Stipanuk, Harold Roffmann, Amer Hotel & Motel Assn</p> <p>Air Conditioning Engineering, W. P. Jones, routledge</p> <p>Facility Planning, Tarun bansal, OUP india</p>

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BMPD 702-18

MENTORING AND PROFESSIONAL DEVELOPMENT

Guidelines regarding Mentoring and Professional Development

The objective of mentoring will be development of:

- Overall Personality
- Aptitude (Technical and General)
- General Awareness (Current Affairs and GK)
- Communication Skills
- Presentation Skills

The course shall be split in two sections i.e. outdoor activities and class activities.

For achieving the above, suggestive list of activities to be conducted are:

Part – A

(Class Activities)

1. Expert and video lectures
2. Aptitude Test
3. Group Discussion
4. Quiz (General/Technical)
5. Presentations by the students
6. Team building Exercises

Part – B

(Outdoor Activities)

7. Sports/NSS/NCC
8. Society Activities of various students chapter i.e. ISTE, SCIE, SAE, CSI, Cultural Club, etc.

Evaluation shall be based on rubrics for Part – A & B

Mentors / Faculty incharges shall maintain proper record student wise of each activity conducted and the same shall be submitted to the department

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EIGHTH SEMESTER

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BHMCT801-18 SPECIALIZED HOSPITALITY TRAINING

Outcome

The students will gain day to day on-hand practical exposure in real life business activity under the supervision of industry experts. They will also learn to co-relate theoretical knowledge with practical realities.

Duration:

Minimum 16 weeks with coverage of in the chosen department of a full service hotel.(Can be substituted with training in reputed similar organisation be it Airlines, Resorts, any industry in accordance with operations in the chosen specialization).

Documents to be submitted after successful completion of IET:

- . Training Log - Book
- . Departmental Appraisal Forms
- . Project Report
- . Training Certificate from the concerned Authority.

INSTRUCTIONS FOR EXTERNAL EXAMINER

The performance of the students will be evaluated on the basis of Departmental Certificate Issued by the Hotel assigned for Training and VIVA VOICE conducted in the college after the completion of training.

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BMPD 802-18

MENTORING AND PROFESSIONAL DEVELOPMENT

Guidelines regarding Mentoring and Professional Development

The objective of mentoring will be development of:

- Overall Personality
- Aptitude (Technical and General)
- General Awareness (Current Affairs and GK)
- Communication Skills
- Presentation Skills