

# **FRONT OFFICE OPERATION - I**

## **INTRODUCTION TO HOTEL AND FRONT OFFICE**

### **(THEORY – 1<sup>ST</sup> SEMESTER)**

#### **UNIT-I INTRODUCTION TO HOTEL & CATERING INDUSTRY**

- Evolution of Hotel Industry in India & Abroad.
- Growth and development of Hotels in India.
- Inter relationship between Travel, Tourism and Hospitality
- Role of Travel Agents and Airlines
- Types of Hotels, Lodging – Ownership, affiliation & management contracts
- Classifying hotels and levels of service

#### **UNIT-II ORGANISATIONAL CHART OF HOTELS**

- Hotel Organisational chart of small, medium and large hotels
- Hierarchy chart of front office department of small, medium and large hotel
- Role & functions of front office
- Guest Cycle
- F.O. co-ordination with other departments
- Job description and job specification with examples

#### **UNIT – III CLASSIFICATION OF HOTELS.**

- Star classification.
- Classification based on size, clientele and Location.

#### **UNIT- IV ACCOMMODATION AS A PRODUCT**

- Types of rooms & guests
- Product selling tools – Brochures, tariff cards
- Basis of charging – Fixed Time basis, 24hrs basis, night basis, food plans
- Room Tariff, Rates, Discounts.

#### **UNIT- V LAYOUT & EQUIPMENT**

- Layout of the front office.
- F.O. Equipments

#### **UNIT- VI Glossary of Terms**

#### **UNIT- VII Abbreviations**

#### **PRACTICAL**

1. Importance of communication in Front office
2. Types of Communication – Oral, written and non-verbal
3. Telephone manners
4. Forms, brochures, tariff cards
5. Identification of equipments
6. Basic Knowledge of city and knowledge of historical places in India

# **FRONT OFFICE OPERATIONS - II**

## **(THEORY – 2ND SEMESTER)**

Course Code - bhct - 104

L -3 T/P-0

Credits -3

### **UNIT-I RESERVATION SECTION**

- Reservation/ prearrival phase & Guest Cycle
- Importance and definition of reservation
- Sources and modes of Reservation.
- Systems of reservations – Manual and Automated
- Processing a reservation – Booking, blocking, availability, confirmation and storage of information
- Processing reservation – FIT, Group
- Amendment and cancellation
- Types of reservation – guaranteed, non-guaranteed
- Over booking policy.

### **UNIT- II REGISTRATION SECTION**

- Registration form and legal implication
- Registration process – pre-arrival, check-in, room allotment, issuing key
- Handling guaranteed reservation and walk-ins
- Handling FIT and Groups
- Registration of foreigners: C-Forms.

### **UNIT-III POST REGISTRATION ACTIVITIES**

- Rooming & handling C-forms.
- Travel agents voucher.
- Luggage handling.
- Amenities and special arrangements.

### **PRACTICAL**

1. Identification of related forms and formats
2. Role-play of reservation and registration process
3. Case studies

# **FOOD & BEVERAGE PRODUCTION – I**

## **First Semestre**

### **UNIT-I**

Introduction to cookery/evolution. Aims and objectives of cooking-Fond de cuisine. Raw materials-introduction, classification and uses according to their functions. Principle of Food storage. Preparation of ingredients, Mis-en-Place and methods of mixing. Texture-faults and remedies. Effects of heat on food. Methods of cooking/time and temperature. Culinary terms (common).

### **UNIT-II**

Kitchen organisation- brigade- liaison of kitchen with other departments. Duties of kitchen staff/functions of various sections of kitchens.

### **UNIT - III**

Kitchen equipment and tools/cleaning and maintenance. Kitchen, layout, receiving and preparing areas. Cooking areas, serving areas and wash-up areas. Safety precautions. Weights and measures.

### **UNIT-IV**

Vegetables and fruits-classification and their different cuts. Lamb & Poultry - selection, cuts and their uses.

### **UNIT-V**

Stocks, soups-classification and types. Soup garnishes and accompaniments. Thickening agents, binding agents and clarifying agents. Sauces-classification of mother sauces with derivatives. Proprietary sauces and compound butters. Accompaniment and garnishes.

### **UNIT-VI**

Bakery flour-types, uses and storage, different doughs used in bakery (pastry). Methods of cake making-different methods, faults and their remedies.

### **UNIT-VI**

Bread making-role of flour, yeast in bread making, methods of bread making. Faults in making. Types of dough. Factors affecting quality of flour.

Different temperatures used in bakery for different products. Role of egg, fat and leavening agents in bakery products.

### **TEXT BOOKS**

THEORY OF COOKERY - K. ARORA

# **FOOD & BEVERAGE PRODUCTION - II**

## **Second Semestre**

### **UNIT - I**

Commodities- purchasing-selection-storage and uses. Cereals and pulses- kinds and their uses. Egg cookery- structure and uses of egg. Fats and oils-saturated and unsaturated fats, hydrogenation of fats, clarification of fats, smoking point, effect of heat on oil and fats. Condiments and spices, Milk and milk products, cheese.

### **UNIT - II**

Flavouring agents and colouring pigments, Sugar-types, uses and storage, different stages of sugar when melted and its application in bakery.

### **UNIT - III**

Fuels-Types-Electricity, gas, oil, fire high pressure steam and coal.

### **UNIT-IV**

Fish-Classification, selection, storage, cuts & uses, seafood and shellfish

Beef- Classification, selection, storage, cuts & uses

Lamb/Mutton- Classification, selection, storage, cuts & uses

Feathered Game-classification, selection, storage, cuts & uses

### **UNIT-VI**

Bread making-role of flour, yeast in bread making, methods of bread making. Faults in making. Types of dough. Factors affecting quality of flour.

Different temperatures used in bakery for different products. Role of egg, fat and leavening agents in bakery products.

# **FOOD & BEVERAGE SERVICE – I**

## **First Semestre**

### **UNIT - I**

**Introduction & Growth of Hotel Industry in India.** - Introduction to the hotel industry and growth of hotel industry in India, role of catering establishment in the travel and tourism industry, Types of F & B Operations. (Classification), Types of Catering Establishments - Commercial (Non Residential/Residential), Welfare (Industrial/Institutional), Transport (Air, Road, Rail, Sea)

### **UNIT - II**

**Departmental Organisation & Staffing** - Organisation of F & B Department of a Hotel, Duties and Responsibilities of F & B Staff, Attributes of F & B staff with the steps involved in order of service, Intra & Inter departmental relative with F & B Service

### **UNIT - III**

**Layout of Food Service Area** - Important points to be considered while planning a layout, layout of coffee shop, fast food restaurant, specialty restaurant. Banquets operations, Room Service, Vending Machines- Importance, Advantage and Disadvantage.

### **UNIT - IV**

**Introduction of Restaurant Equipment.** - Classification of equipment (familiarisation), Criteria for selection and requirement. Quantity and Types of - Crockery, Tableware, Glassware, Linen, Furniture. Care & Maintenance of these equipments, Sideboard - its uses.

### **UNIT - V**

**Menu** - Origin of menu & menu planning objectives, types of menu, menu planning - consideration & constraints, menu designing, courses of menu - French: classical and modified, Indian courses; Planning menus, Accompaniments, Garnishing & Cover for each course.

## **TEXT BOOK**

F & B SERVICE - DENNIS LILYCRAP

# **FOOD & BEVERAGE SERVICE - II**

## **SECOND SEMESTER**

### **UNIT - I**

Types of Meals - Breakfast (English, American, Continental, Indian) Lunch, Brunch, Dinner, Supper, Afternoon Tea, High Tea.

### **UNIT - II**

Types of Service - Service-its importance in Catering Establishment, Suitability of Service to Catering Establishment, Different types of Services (American, Russian, French, Guerion) Buffet, Banquet, Cafeteria. Room Service, Hospital Tray, Airline Tray, Coffee Shop, Rail Service, Home Delivery, Lounge Service

### **UNIT - III**

Control System - Necessity and function of Control System, F & B Control Cycle, Role of Cashier in F & B Controls, Cash handling equipment, Theft control procedures - Single K.O.T, Double K. O. T, Triplicate K.O.T & four copies K.O.T, Introduction of Micros in F & B - its role and importance.

### **UNIT -IV**

Non Alcoholic Beverages -

Classification (Nourishing/ Stimulating / Refreshing)

- i. Stimulating
  - a. Tea - Origin & Manufacture, Types of Brands, Preparation & Service
  - b. Coffee - Origin & Manufacture, Types of Brands, Preparation.
- ii. Nourishing
  - a. Cocoa & malted beverage - Origin & Manufacture, Types of Brands
- iii. Refreshing
  - a. Juices
  - b. Aerated Drinks
  - c. Mixers (Tonic/ Lemonade/ Bitter Lemon), Squashes
  - d. Syrups

# **HOUSEKEEPING - I**

## **UNIT - I**

Housekeeping - The Scope in Lodging Industry - Overview. Housekeeping as a business. Housekeeping for different institutions - Airlines, Hospitals, Hostels, Corporates, Industrial etc.

## **UNIT - II**

Hierarchy, organization structure, duties and responsibilities of the housekeeping personnel.

## **UNIT - III**

Housekeeping control desk, Coordination within department and with other departments, files and registers maintained at control desk. Coordination & control (inter & intra). Guest priorities and handling guest requests.

## **UNIT - IV**

Cleaning routines of guest rooms, public area. Daily, periodic & spring cleaning procedure. Basic cleaning agent, their uses and control measures. Cleaning equipments, maintenance of equipment & storage. Contract Cleaning.

## **UNIT - V**

Environment friendly cleanliness. Hygienic cleaning skills. Importance of different cleaning agents in maintenance of standards.

## **TEXT BOOK**

**HOTEL HOSTEL & HOSPITAL HOUSEKEEPING - LENNEX, BRANSON**

# **HOUSEKEEPING - II**

Course Code - bhct - 108

L - 3 T/P-0 Credits

-3

## **UNIT - 1**

Institutional housekeeping with related functions within housekeeping (Flexible pattern)  
Personality traits and appearances. Efficient department of the hotel aiming at ultimate guest satisfaction.

## **UNIT - II**

Staff allocation & Duty Roaster in Housekeeping Departments of different kinds of Hotel. Turn Down service. Night shift duties and responsibilities.

## **UNIT - III**

P.A. cleaning-lobby, elevator, office, restaurants lockers, PA. Toilet cleaning & know how's. Weekly, monthly, spring-cleaning of public areas, cloak rooms, lobby elevators, restaurants and staff areas.

## **UNIT - IV**

Different kinds of floors and its maintenance. Cleaning of various surfaces.

## **UNIT - V**

Lost and found reporting and their handling procedures. Kinds of keys used in Housekeeping and their control, issue and receiving

## **UNIT - VI**

Linen-criteria for selection of linen, types of linen, linen sizes, calculations of linen needs and procedure, inventory controls, issuing & receiving, storage, linen rooms and layout, Discard procedure, uniform planning, selection & calculating needs, uniform control, stocking and storage procedures.

# **BASIC COMMUNICATION**

## **First Semestre**

### **UNIT – I**

Communication-introduction, definitions, process of communication, types of communication upward, downward, horizontal, vertical and diagonal, verbal, nonverbal and oral and written. Interpersonal communication – one way / two ways. Barriers to communication and mediums of communication.

### **UNIT – II**

Remedial English-Common errors and their correction in English usage with emphasis concord, tense sequence, use of propositions, phrasal verbs, reference and dictionary skills, Linkers and cohesive device, Expressing the same idea/though in different ways.

### **UNIT – III**

Pronunciation and Body language – Pronunciation, stress, invocation, rhythm. Greetings, First name, handshakes, some polite expressions, apologies, remarks, etiquette and manners.

### **UNIT – IV**

Oral skills for effective communication-Note taking, preparing summaries and abstracts for oral presentation, Restaurant and hotel English, polite and effective enquires and responses.

# **BUSINESS COMMUNICATION**

## **Second Semestre**

### **UNIT-I**

Communication-introduction, definitions, process of communication, types of communication, upward, downward, horizontal, vertical and diagonal, verbal, nonverbal and oral and written. Interpersonal communication - one way/ two way. Barriers to communication and mediums of communication.

### **UNIT-II**

Written Communication - Business report, business representation, formal letter. Drafting effective letter, formats, style of writing, use of jargons.

### **UNIT-III**

Interviews - Types and uses. Techniques of handling interviews of different types. Group discussion, stress interview. Aptitude tests. Traits of a good interviewee, Resume and Job applications.

### **UNIT-IV**

Pronunciation and Body language - Pronunciation, stress, invocation, rhythm. Greetings, First name, handshakes, some polite expressions, apologies, remarks, etiquette and manners.

### **UNIT-V**

Speeches, drafting, a speech, presentation, personal grooming, paragraphs and creative writing, extempore speaking.

### **UNIT - VI**

Group Presentation- Realizing the difference between a team and a group. Audience orientation, group projects. Planning a presentation - Mind Mapping, Theme, Subject, Handling question and feed back.

### **UNIT - VII**

#### **COMMUNICATIONS**

Importance-Message Component, Communication and Information, Conflict and its Resolution, Communication and Empathy, Communication Process, Aids and Harries to Communication, Verbal and Non-Verbal Communication, Listening

# **NUTRITION AND FOOD SCIENCE**

## **(THEORY – Second SEMESTER)**

- Unit I** Definition, objective in study of nutrition  
Definition of food, its relation to health  
Functions of food- Physiological, psychological and social
- Unit II** Macro Nutrients- Carbohydrates, fats, protein and energy their characteristics, functions and deficiency.  
Micro Nutrients- Fat soluble and water soluble, their characteristics, functions, sources and deficiency.  
Minerals- Classification, functions, sources and deficiency
- Unit III** Water, Water balance,  
Dehydration and its treatment (ORS)
- Unit IV** Food laws and standard  
Prevention and food adulteration Act  
Essential commodities Act 1954  
Bureau of Indian standards, AGMARK, Codex Alimentarius  
HACCP
- Unit V** Balance diet- Definition, importance, factors affecting balance diet  
RDA of various nutrients  
Menu planning- 5 food groups- Factors affecting meal planning.
- Unit VI** Newer trends in restaurants with special emphasis on nutrition
- Unit VII** Food processing – Definition, objective  
Nutritional losses upon cooking and ways to prevent it.

# **APPLICATION OF COMPUTERS**

## **(THEORY – FIRST SEMESTER)**

### **UNIT 1: INTRODUCTION TO COMPUTERS**

What is a computer, Block Diagram, components of a computer system, generation of computers, programming language, generation of languages, storage devices and floppy disks, CD ROM's.

### **UNIT II: OPERATING SYSTEM**

Introduction, Functions, types, components, Case Studies-DOS ROM'S

### **UNIT III: INTRODUCTION TO DBMS**

Data, Data types, Advantages, Introduction to FOXPRO, creating a database, searching, storing, indexing, writing simple, programmes, overview of MS Access

### **UNIT IV: WORD PROCESSING, SPREAD SHEETS AND PRESENTATIONS**

What is word processing, features of MS DOS, Editing Commands and Mail merge, what is spreadsheet, Features, formulae and functions? If statement, preparing sample worksheets, different graphs, features of POWERPOINT. Preparing a presentation, preparing an organisational chart.

### **UNIT V: INTRODUCTION TO INTERNET**

What is Internet, Network and WWW, Search English, e mail, and websites, introduction to e-commerce?

Course Code	Credit		SUBJECT FIRST SEMESTER	Contact Hours		
	T	P		L	T	P
	4	4	Food Production Operation - I	4		4
	2	2	Food & Beverage Service-I	3		2
	2	2	Front Office Operation-I	3		2
	2	2	Housekeeping Operation-I	3		2
	2	1	Basic Communication	3		2
	2	1	Fundamentals in Computers Application	3		2
	14	12		19		14
26				<b>Total Contact Hours 33</b>		

Course Code	Credit		SUBJECT SECOND SEMESTER	Contact Hours		
	T	P		L	T	P
	4	4	Food Production Operation - II	4		4
	2	2	Food & Beverage Service - II	3		2
	2	2	Front Office Operation - II	3		2
	2	2	Housekeeping Operation - II	3		2
	2	1	Business Communication	2		2
	2		Food & Nutrition	2		
	14	11		19		12
25				31		

Course Code	Credit		SUBJECT <b>THIRD SEMESTER</b>	Contact Hour		
	T	P		L	T	P
	4	4	Advanced Course in Food Production-I	3	1	4
	3	2	Advanced Course in Food & Beverage Service-I	3	1	2
	3	2	Advanced Course in Front Office Operation-I	3		2
	3	2	Advanced Course in Housekeeping-I	3		2
	2		Basic Accounts	3		
	3		Travel & Tourism Management	3		
	18	10		18	2	10
	28			30		

Course Code	Credit		SUBJECT <b>FIFTH SEMESTER</b>	Contact Hour		
	T	P		L	T	P
	4	4	Advanced Course in Food Production-II	3	1	4
	3	2	Advanced Course in Food & Beverage Service-II	3	1	2
	3		Principles of Management	3		2
	3	2	Advanced Course in Housekeeping-II	3		2
	4	4	Front Office Management	3	1	4
	3		Managerial Hospitality Accounting	3		
	19	8		18	2	10
	27			30		

Course Code	Credit		SUBJECT <b>SIXTH SEMESTER</b>	Contact Hour		
	T	P		L	T	P
	3		Organisational Behaviour	3		
	4	4	Practical Bakery & Patisserie	3	1	4
	3		Facility Planning	3	1	
	3		Food & Beverage Control	3	1	
	3		Hospitality Marketing	3	y	
	3		Human Resource Management	3		
	20	8		18	4	8
	28			30		

Course Code	Credit		SUBJECT <b>SEVENTH SEMESTER</b>	Contact Hour		
	T	P		L	T	P
	4	4	Revenue Management	3	1	4
	3	2	Electives Any One	3	1	2
	3	2	Selection ,Procurement & Supply Management	3	1	2
	3	2	Hospitality Law	3		2
	4		Research Project in any four core areas	3		
	2		Personality Development	2		
	16	11		17	3	10
	27			30		

Course Code	Credits		SUBJECT <b>EIGHTH SEMESTER</b>	Contact Hour		
	T	P		L	T	P
	4	4	Hotel Information System	3	1	4
	3		Food Safety -HACCP	3		
	3		Entrepreneurship in Hospitality Industry	3	1	
	4		Professional Elective	4		
	4		Open Elective	4		
	3		Project on aspects of Hospitality/Tourism/Retail Industry	3		
	21	4		20	2	4
	25			26		

**Total Credit**

**189 + 16 credits for Industrial Exposure in the Fourth Semester = 205**

**Total Contact Hours- 208**