

**SCHEME OF EXAMINATION
&
SYLLABI
of
MASTER OF HOTEL MANAGEMENT & CATERING
TECHNOLOGY
(MHM&CT)
(CHOICE BASED CREDIT SYSTEM)**

FROM THE ACADEMIC SESSION 2016-17



**MAHARSHI DAYANAND UNIVERSITY
ROHTAK (HARYANA)**

**SCHEME OF EXAMINATIONS FOR
TWO YEAR MHM&CT PROGRAMME**

**First Year: First Semester
Core Courses**

Course No	Title of the Course (s)	External Marks	Sessional Marks	Practical Marks	Total Marks	Credits (L-T-P)
16MHM 21C1	Hospitality & Tourism Business	80	20	-	100	4-0-0
16MHM 21C2	Front Office –I	80	20	50	150	4-0-1
16MHM 21C3	Food & Service Foundation-I	80	20	50	150	4-0-1
16MHM 21C4	Accommodation Operation-I	80	20	50	150	4-0-1
16MHM 21C5	Research in Hospitality Industry	80	20	-	100	4-0-0
16MHM 21C6	Hotel Workforce Management	80	20	-	100	4-0-0

Discipline Specific Elective Courses (Choose any one)

16MHM 21D1	Hotel Law	80	20	-	100	4-0-0
16MHM 21D2	Management Principles in Hospitality Industry	80	20	-	100	4-0-0

**First Year: Second Semester
Core Courses**

Course No	Title of the Course (s)	External Marks	Sessional Marks	Practical Marks	Total Marks	Credits (L-T-P)
16MHM 22C1	Food Production-I	80	20	50	150	4-0-1
16MHM 22C2	Food & Beverage Service Foundation-II	80	20	50	150	4-0-1
16MHM 22C3	Accommodation Operation-II	80	20	50	150	4-0-1
16MHM 22C4	Hotel Management Information Systems	80	20	50	150	4-0-1
16MHM22C5	Food & Beverage Management	80	20	-	100	4-0-0

Discipline Specific Elective Courses

Group A (Choose any one)						
16MHM 22DA1	Specialized Food & Beverage Service	80	20	50	150	4-0-1
16MHM 22DA2	Theme Event			100	100	5
Group B (Choose any one)						
16MHM 22DB1	Specialized Housekeeping Management	80	20	50	150	4-0-1
16MHM 22DB2	Field/Industry Visit			100	100	5
Foundation Elective						
To be chosen from the pool of foundation elective courses provided by the University						2
Open Elective						
To be chosen from the pool of open elective courses provided by the University						3

Second Year: Third Semester**Core Courses**

Course No	Title of the Course (s)	External Marks	Sessional Marks	Practical Marks	Total Marks	Credits (L-T-P)
17MHM 23C1	Food Production-II	80	20	50	150	4-0-1
17MHM 23C2	Front Office –II	80	20	50	150	4-0-1
17MHM 23C3	Hotel Marketing	80	20	-	100	4-0-0

Discipline Specific Elective Courses

Group A (Choose any one)						
17MHM 23DA1	Specialized Front Office Management	80	20	50	150	4-0-1
17MHM 23DA2	Advanced Culinary Skills	80	20	50	150	4-0-1
Group B (Choose any one)						
17MHM 23DB1	Personality Development and Communication Skills	80	20	-	100	4-0-0
17MHM 23DB2	Seminar			100	100	4-0-0
Open Elective						
To be chosen from the pool of open elective courses provided by the University						3

Second Year: Fourth Semester**Core Courses**

Course No	Title of the Course (s)	Training report evaluation (External)	Viva-Voce (External)	Total Marks	Credits (L-T-P)
17MHM 24C1	Front Office Practical Exposure	100	100	200	5
17MHM 24C2	Housekeeping Practical Exposure	100	100	200	5
17MHM 24C3	Food and Beverage Service Practical Exposure	100	100	200	5
17MHM24C4	Food Production Practical Exposure	100	100	200	5

NOTE:

1. Immediately after the completion of the third semester, the students shall proceed for their Internship/On-The-Job Training/Industrial Training of 20 weeks duration. The Training Report prepared after the completion of training shall be assessed in the Fourth semester on the completion of training as a compulsory course. The report will be submitted by the candidates in the manner as specified in the Ordinance.

16MHM21C1
Hospitality & Tourism Business

Unit-I

Tourism- Introduction, Meaning, Types, Elements, Component, Scope, Historical development of tourism. Tourism Resources and Products. Performance of tourism in India at National and International level.

Distinction between Tourist, Visitor, Excursionists and traveler.

Unit – II

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

The Hotel Industry: Organization of Hotels, Ownership structure: (Sole Proprietorship, Partnership, Franchisees and Management Contract). Major Hotel Chains in India.

Overview of major Hotel departments. Inter and Intra departmental relationships.

Unit- III

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

Unit- IV

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

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

Suggested Reading:

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

Note:

The question paper will be set by the external examiners. The external examiner will set 08 questions in all, selecting not more than two questions from each unit. If a case study is included in the question paper then it will carry marks equivalent to one question. The candidates will be required to attempt five questions in all, selecting at least one question from each unit.

16MHM21C2
Front Office –I

Unit- I Introduction to Front Office

Layout of the front office, Different section of the front office and their Importance, Qualities of Front Office staff.

Organizational set-up of Front office Department in small, medium and large hotels. Job description and Job specification of different front office personnel.

Unit- II Basic Information for Front Desk Agents

Different types of rooms. Numbering of rooms and food plan, Basis of charging a guest. Tariff and tariff fixation, Terms used at Front Desk.

Unit-III Reservation

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

Unit-IV Registration

Pre-registration activities, Methods of registration, Room & rates assignment, Handling registration of Foreigners, Room change procedure.

Telephonic etiquettes/ manners, the need for developing the telephone skills

Practical:

- Appraisal of Front Office Equipments and Furniture (Rack, counter, Bell Desk)
- Filling up of Various Performa
- Welcoming of Guests
- Telephone Handling
- Role play:
 - Reservations
 - Arrivals & Departure
 - Luggage handling
 - Message and Mail Handling
 - Paging
 - HMS Training

Suggested Reading::

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

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16MHM21C3
Food and Beverage Service foundation-1

- Unit- I Introduction to Food and Beverage Service**
Introduction, Sections and their Importance.
Types of F&B outlets.
Ancillary departments.
Qualities of F&B staff.
Organizational set-up of F&B Service department in small, medium and large hotels. Job description and Job specification of different front office personnel.
Career opportunities in F&B Industry. Latest trends in F&B Service Industry.
- Unit- II Food & Beverage Service Equipment**
Types & Usage of Equipment - Furniture, Chinaware, Silverware. Glassware, Linen & Disposables, Special Equipment. Role of Kitchen stewarding department.
Care and maintenance of F&B service equipments.
- Unit-III F&B Service Methods**
Table Service –English / Silver, American, French, Russian Self Service – Buffet & Cafeteria. **Specialized Service** – Gueridon, Tray, Trolley, Lounge, Buffet service and Banquet procedures etc.
Single Point Service – Take Away, Vending Kiosks, Food Courts & Bars, Automats. Mis-en-place & Mis-en-scene.
Room Service- Introduction, types, importance, organizational structure & service procedure.
- Unit-IV Menu:**
Introduction, types, importance.
Menu Planning, considerations and constraints
French Classical menu.
Classical Foods & its Accompaniments with Cover.
Rules for waiting at a Table.

Practical:

- Practice on Restaurant Etiquettes
- Knowledge and Handling of F&B Service Equipments and Furniture.
- Correct handling and practice of service spoons and service forks, silver service.
- Layout of various meals
- Receiving and seating the guests, presenting menu cards and taking the order from guests and writing of KOT.
- Clearing of a meal (course by course).
- Making and presentation of a bill
- Napkin folds
- Arrangement of side board
- Role play:
 - Hostess
 - Senior captain
 - Steward/ Waiter
 - Bus boy
 - Trainee

Suggested Reading:

- Food and Beverage Service, 9th Edition by John Cousins , Dennis Lillicrap, Suzanne Weekes.
- Food & Beverage Service - Dennis R.Lillicrap. & John .A. Cousins. Publisher: ELBS
- Food & Beverage Service Management- Brian Varghese
- Food & Beverage Service Training Manual - Sudhir Andrews, Tata McGraw Hill.
- Food & Beverage Service Lillicrap & Cousins, ELBS
- Introduction F& B Service- Brown, Heppner & Deegan
- Menu Planning- Jaks Kivela, Hospitality Press
- Restaurant management by Mill, Publisher Pearson publication.
- Food and Beverage Service by R. Singaravelavan
- Food and beverage service by Bruce Axler and Carol Litrides.
- Food and beverage service Bobby George and sandeep Chatterjee.
- Food and beverage service operations by Dr jagmohan Negi, S Chand Publications.
- Food and beverage service service by Dhawan

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16MHM21C4

Accommodation Operation – 1

OBJECTIVE:

The course familiarizes students with the meaning and functions of Accommodation Operations in hotels and other service industries. The course is blend of Theory and Practical to develop a professional attitude in students.

Unit-1

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

Unit-2

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

Unit-3

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

Unit-4

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

Practical

- Rooms layout and standard supplies. (Amenities);
- Identification of cleaning equipments both manual and Mechanical. Use of different Brushes, brooms, mops, identification of cleaning agents.
- Maids Trolley: Set Up, Stocking and usage.
- Bed making:
 - Identifying of linen.
 - Step by step procedure for making bed/ Turn down service.
- Cleaning guestrooms (Vacant occupied, departure), placing/ replacing guest supplies and soiled linen.
- Cleaning of different surfaces e.g. windows , tabletops, picture frames under beds, on carpet, metal surfaces, tiles, marble and granite tops.

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Suggested Readings:

- Hotel and Catering Studies – Ursula Jones

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

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16MHM21C5

Research in Hospitality Industry

Unit-I

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

Unit-II

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

Unit-III

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

Unit-IV

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

Suggested Reading:

1. Research Methodology (Pearson Publication) by Ranjit Kumar
2. Management Research Methodology (Pearson Publication) by Krishnaswamy, Sivakumar & Mathirajan
3. Business Research Methods (Tata McGraw Hill Publication) by Cooper & Schindler
4. Research Methodology (New Age Publishers) by C.R. Kothari
5. Methods in Social Research (Surjeet Publications) by William J. Goode & Paul K. Hatt

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16MHM21C6

Hotel Workforce Management

Unit I

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

Unit II

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

Unit III

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

Unit IV

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

Suggested Reading:

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

Note:

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16MHM21D1

Hotel Law

Unit- I Indian Contract Act

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

Unit-II Hotel Licenses & Regulations

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

Unit-III Food & Liquor Legislation

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

Unit-IV Important Acts:

Consumer Protection Act
Environment Protection Act
Hospitality law
Duties of hotelier towards guests

Suggested Readings:

- Hotel law by Amitabh Devendra, Oxford University Press.
- Hotel & Tourism Law – Jagmohan Negi
- Hotels Laws – AHL&A
- Hotel Laws – Jyotsana
- Food & Beverage Law – Jagmohan Negi

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16MHM21D12

MANAGEMENT PRINCIPLES IN HOSPITALITY INDUSTRY

UNIT-1

ROLE OF A MANAGER

Roles and Responsibilities of a Professional Manager ,Managerial Levels and Skills required in Hospitality Industry, Business ethics , Corporate Social Responsibility – Legal, Ethical, economic and Philanthropic Dimensions in Hospitality Industry.

UNIT-2

DECISION MAKING AND DIRECTING

Types of Decisions and Decision Making Process used in Hotels ,Management by Objectives (MBO) , Managerial Communication – Types , process and Barriers in Hotels , Motivation – Concept and Theories Delegation and coordination .

UNIT 3

ORGANIZATIONAL CLIMATE AND CHANGE

Reasons for conflicts in Hotels and its management strategies ,Change – Resistance to change and managing change in Hotels.

Unit 4

BEHAVIOURAL DYNAMICS

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

Suggested Readings:

- Harold Koontz & Heinz Weirich: Management, McGraw Hill, Tokyo
- Stonier & Wankel : Management, Prentice Hall India Ltd., New Delhi
- Richard M.Hodgets : Management, Academic Press, New York
- Hampton: Management, McGraw Hill, Tokyo
- Peter F.Drucker : Practice of Management, Pan Books, London

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16MHM22C1

Food Production – I

Objective

Students will be able to understand the basics of food production after learning this course. To fulfil this purpose, the theory shall be supplemented by the practical work in food production lab.

Unit- 1

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

Unit- 2

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

Unit – 3

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

Unit – 4

Pre-preparation techniques of ingredients.

Cooking methods- introduction and types.

Practical:

- Personal hygiene.
- Knowledge of cooking ingredients.
- Knowledge of basic first aid
- Knowledge of equipments & Fuels.
- Knowledge of pre-preparation techniques.
- Knowledge of various cooking methods.
- Knowledge of preparation techniques of Cakes.
- Knowledge of preparation techniques of pastries.
- Planning Kitchen for various types of hotels.

Suggested Readings:

- Theory of Cookery by Krishna Arora
- Modern Cookery (Vol. I) by Philip E. Thangam
- Larousee Gastronomique by Paul Hamlyn
- The Book of Ingredients by Jane Grigson
- The professional Chef by Le Rol A. Polsom
- Professional Cooking by Wayne Gisslen
- The complete guide to the art of modern cookery by Escoffier
- Professional cooking by Wayne Glasslen

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16MHM22C2

Food and Beverage Service Foundations –II

- Unit-I Non Alcoholic Beverages**
Introduction, Classifications and Types.
Tea- History, types, production process, service and storage.
Coffee- History, types, production process, service and storage.
- Unit-II Alcoholic Beverages:** Introduction, classifications, types- a brief detail.
Beer- History, types, production process, national and international brands, service and storage.
Spirits- History, types, production process, national and international brands, service and storage
- Unit-III Wine**
Introduction, classifications, types, production process.
Wine tasting and faults. Wine labelling.
Pairing alcohol and food. Knowledge of Wine grapes, and wine regions. International wine brands.
Old world wine and New world wine- a brief introduction.
Professional wine service and storage.
- Unit-IV Mixology**
Bar equipment
Different kinds of glassware
Techniques of Mixology
Garnish preparation
Classic and Contemporary Cocktails and mocktails

Practical:

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

Suggested Reading:

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

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16MHM22C3

Accommodation Operation-II

OBJECTIVE:

The course intends to provide the basic knowledge of Accommodation operations to understand its concepts like Housekeeping supervision, linen and uniform room, discard management, decoration and Laundry Management. The course is blend of Theory and Practical to develop a professional attitude in students.

Unit-1

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

Unit-2

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

Unit-3

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

Unit-4

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

Practical:

1. Laundry equipment handling
2. Laundry operations
3. Handling different types of fabrics in manual & mechanical laundry
4. Special decorations
5. Stain Removal: Different types of stains to be removed by hand using different chemicals.
6. Flower Arrangements

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- Hotel Housekeeping Operations & Management – Raghubalan, Oxford University Press.
- House Craft – Valerie Paul

- House Keeping Management - Matt A. Casado; Wiley Publications
- Housekeeping and Front Office – Jones
- Housekeeping Management – Margaret M. Leappa & Aleta Nitschke
- In House Management by A.K. Bhatiya.
- Key of House Keeping by Dr. Lal
- Commercial Housekeeping & Maintenance – Stanley Thornes
- Management of Hotel & Motel Security (Occupational Safety and Health) By H. Burstein, Publisher :CRC
- Managing Housekeeping Custodial Operation – Edwin B. Feldman
- Managing Housekeeping Operations – Margaret Kappa & Aleta Nitschke
- Professional Management of Housekeeping Operations (II Edn.)- Robert J. Martin & Thomas J.A. Jones, Wiley Publications
- Safety and Security for Woman Who Travel By Sheila Swan & Peter Laufer Publisher: Traveler's Tales
- Security Operations By Robert Mc Crie, Publisher: Butterworth- Heinemann
- The Professional Housekeeper – Tucker Schneider, ; Wiley Publications

Note:

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16MHM22C4
Hotel Management Information Systems

Unit I

Introduction to Computers

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

Unit II

Introduction to Computer Hardware

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

Unit II

Introduction to Computer Software's & MIS

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

Unit IV

Introduction to Internet & E-Commerce

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

Practical: In ref to Theory Syllabus

Suggested Readings:

Leon & Leon, Introduction to Computers, Vikas Publishing House, New Delhi.

June Jamrich Parsons, Computer Concepts 7th Edition, Thomson Learning, Bombay.

Comer 4e, Computer networks and Internet, Pearson Education

White, Data Communications & Computer Network, Thomson Learning, Bombay.

Hanson & Kalyanam, Internet Marketing & e-commerce, Thomson Learning, Bombay

Bharat Bhasker, Electronic Commerce, TMH, N Delhi

Note:

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16MHM22C5

Food & Beverage Management

Unit- I

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

Unit-II

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

Unit-III

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

Unit-IV

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

Suggested Readings:

Arora K. 1977: Theory of cooking, Frank Bros. & Co. Delhi

Escoffer. 1979: The complete guide to the art of modern cookery, virtue and co. ltd. Sureey.

Halliday. EG and Noble I.T 1959: How's and Why's of cooking. The university & Co.

Hughes. D and Bannion M. 1970: Introductory Foods. The Macmillan Co. Ltd. New York Understanding cooking. Arnold . Hanemann India

Philip T.E 1981: modern cookery for teaching and the trade . vol-I . Orient Longman Ltd. Bombay

Paul R. Dittmer.2003: Principles of food, beverage and labor cost control, John Wiley & sons, Inc.

Saulnier L.1914: Le Repertoire de la cuisine. Leon Jaggai and sons Ltd. London.

Note:

The question paper will be set by the external examiners. The external examiner will set 08 questions in all, selecting not more than two questions from each unit. If a case study is included in the question paper then it will carry marks equivalent to one question. The candidates will be required to attempt five questions in all, selecting at least one question from each unit.

16MHM22DA1

Specialized Food & Beverage Services

Unit-1

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

Unit-2

Banquet management:

Introduction, types, organizational structure, layout. Banquet booking procedure. Staff and space required for different kinds of banquet functions. Banquet menu. Banquet forms and formats.

Buffet – introduction, types, equipments and buffet presentation techniques. Current trends in banquet and buffet operations

Unit-3

Advance Bar Layout & Design –

Types of Bar , Design of Bar, Major Bar Equipments, Bar Accessories, Consumable Supplies

Glassware – commonly used, Storage & Handling of Glassware

Cocktails and Mocktails; Emerging trends in bar operations

Unit-4

Beverage control

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

Practical

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

.Books Recommended

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

Note:

The question paper will be set by the external examiners. The external examiner will set 08 questions in all, selecting not more than two questions from each unit. If a case study is included in the question paper then it will carry marks equivalent to one question. The candidates will be required to attempt five questions in all, selecting at least one question from each unit.

16MHM22DB1

Specialized Housekeeping Management

Unit 1 **Environment Friendly Housekeeping**

Ecotels and their certifications; Energy conservation; Water conservation and waste management; Eco- friendly practices adopted by hotels.

Unit 2 **Interior Decoration**

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

Unit 3 **Safety and Security**

Potential hazards in Housekeeping; Crime prevention; Dealing with emergencies; Ergonomics in hotel housekeeping.

Unit 4 **Changing Trends in Housekeeping**

Outsourcing; Training and Motivation; Eco- friendly products; New scientific techniques; I.T. savvy housekeeping.

Suggested Readings:

- House Keeping Management - Matt A. Casado; Wiley Publications
- Housekeeping and Front Office – Jones
- Housekeeping Management – Margaret M. Leappa & Aleta Nitschke
- In House Management by A.K. Bhatiya.
- Key of House Keeping by Dr. Lal
- Commercial Housekeeping & Maintenance – Stanley Thornes
- Management of Hotel & Motel Security (Occupational Safety and Health) By H. Burstein, Publisher :CRC
- Managing Housekeeping Custodial Operation – Edwin B. Feldman
- Managing Housekeeping Operations – Margaret Kappa & Aleta Nitschke
- Professional Management of Housekeeping Operations (II Edn.)- Robert J. Martin & Thomas J.A. Jones, Wiley Publications
- Safety and Security for Woman Who Travel By Sheila Swan & Peter Laufer Publisher: Traveler's Tales
- Security Operations By Robert Mc Crie, Publisher: Butterworth- Heinemann
- The Professional Housekeeper – Tucker Schneider, ; Wiley Publications

17MHM23C1

Food Production –II

Objective

This course is designed to provide deeper insight to the aspiring chef into the food production operations. They will learn about various stocks, soups, sauces and various non-vegetarian items. Apart from this, they also learn about cakes, and pastries. In the last, Indian and French cuisine will be discussed.

Unit- 1

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

Unit- 2

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

Unit- 3

Bakery- Introduction, and importance of baking ingredients.

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

Unit – 4

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

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

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

Practical:

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

Suggested Reading:

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

Note:

The question paper will be set by the external examiners. The external examiner will set 08 questions in all, selecting not more than two questions from each unit. If a case study is included in the question paper then it will carry marks equivalent to one question. The candidates will be required to attempt five questions in all, selecting at least one question from each unit.

17MHM23C2

Front Office –II

- Unit-I** **Guest Accounting**
Types of Accounts maintained at the front office, Front office cashiering
Guest check out procedures, Preparation of bills- manual, mechanical & fully automated system, Express check out (ECO), Presentation & settlement – Cash & credit note, handling foreign exchange.
- Unit-II** **Night Auditing, Control of cash & credit**
Concept of Night Auditing, Purpose of night audit function, Night auditor's Job, Night audit process/ procedures, preparing the night auditor reports
Concept of cash & credit control, Objectives of credit control measures, Credit control- before arrival, during stay & after departure
- Unit-III** **Yield management**
Concept of yield management, Measuring yield, Objectives & benefits of yield management, Tools & strategies of yield management.
- Unit-IV** **Role of Front office in hotel security.** Security Programme- Concept, developing a programme. Key control.
Handling emergency situations.

Practical:

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

Suggested Reading:

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

Note:

The question paper will be set by the external examiners. The external examiner will set 08 questions in all, selecting not more than two questions from each unit. If a case study is included in the question paper then it will carry marks equivalent to one question. The candidates will be required to attempt five questions in all, selecting at least one question from each unit.

17MHM23C3

HOTEL MARKETING

Unit I

Introduction to Marketing

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

Unit II

Marketing Environment, Consumer Markets and Consumer Buyer Behavior

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

Unit III

Product Pricing and Services Strategy

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

Unit IV

Integrated Marketing Communication

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

Suggested Readings:

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

NOTE:

The question paper will be set by the external examiners. The external examiner will set 08 questions in all, selecting not more than two questions from each unit. If a case study is included in the question paper then it will carry marks equivalent to one question. The candidates will be required to attempt five questions in all, selecting at least one question from each unit.

17MHM23DA1

Specialized Front Office Management

- Unit-I** **Planning and Evaluating Operations Front office operations**
Management Functions, Establishing room rates,
Forecasting room availability- Forecasting data, forecast formula, forecasting forms
Budgeting for operations-Forecasting room revenue, estimating expenses. Refining budget plan
Evaluating front office operations
- Unit-II** **Total Quality Management**
Quality- Meaning, Guests' Perception, Total Quality Management
Practices in Total Quality Management – Japanese 5 S Practices, Quality control Circles, Kaizen, Benchmarking, Advantages of Total Quality Management
- Unit-III** **Front office Management System**
Property Management System, Selection of Front office Management System
Rooms Management and Guest Accounting Applications, Software- Fidelio, Opera
- Unit-IV** **Front office and the Law**
Overview of legal obligations, duties and standards of care, front office contracts. Legal concerns: guest safety, guest privacy, guest removal, guest property, guest non payment, illness and death in guestrooms.

Practical:

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

Suggested Reading:

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

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17MHM23DA2

Advanced Culinary Skills

Objective

This course is designed to meet needs of the students who wish to specialize in the food production operation and pursue their carrier in this field. Here, they will learn about world famous cuisine of Italy and China. They will be familiarised with the art of sugar cooking and chocolate. The last part will give insight about different types of breads and cold meat cuts.

Unit – 1

Italian Cuisine

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

Unit – 2

Chinese cuisine

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

Unit - 3

Sugar

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

Chocolate Confectionary

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

Unit – 4

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

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

Practicals

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

Suggested Readings:

- Theory of Cookery, Krishna Arora, Frank Bros. & Co.
- Food Production Operations: Parvinder S Bali, Oxford University Press
- Modern Cookery (Vol- I & II) By Philip E. Thangam, Publisher: Orient Longman
- Practical Cookery By Kinton & Cesarani
- Theory of Catering By Kinton & Cesarani
- Professional Chef: The Art of Fine Cooking by Arvind Saraswat

Note:

The question paper will be set by the external examiners. The external examiner will set 08 questions in all, selecting not more than two questions from each unit. If a case study is included in the question paper then it will carry marks equivalent to one question. The candidates will be required to attempt five questions in all, selecting at least one question from each unit.