

**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**

Program specific outcomes –

- PSO1 This program focuses on development of employability skills required for hotels, hospitals, hospitality, restaurants and culinary management through the use of competency based course.
- PSO2 The learner shall have knowledge about specialized catering services, Food and Beverage service, Food production management and specialized front office operations with effective communication and management skills.
- PSO3 It will further open avenues for research and academics.
- PSO4 The interesting facet of the program includes study option under choice based credit system.
- PSO5 The program will give operational experience in industry through the way of industrial training.

SCHEME OF EXAMINATION

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
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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.

16MHM 21C1
Hospitality & Tourism Business

External Marks: 80
Internal Marks: 20
Time : 3 Hrs

Course Outcomes

After the completion of the course the students will be able to:

- CO1 Describe the history and structure of international travel and hospitality industry
- CO2 Appraise the positive and negative impacts of tourism destination development
- CO3 Analyze a range of tourist needs and motivations to travel
- CO4 Discuss the development and distribution of tourism products

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.

**16MHM 21C2
Front Office –I**

**External Marks: 80
Internal Marks: 20
Practical: 50
Time : 3 Hrs**

Course Outcomes:

Upon successful completion of the course, the student will be able to

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|-----|---|
| CO1 | List the role and responsibilities of Front office Personnel |
| CO2 | Understand the role of Front Office in Hotel operations |
| CO3 | Identify various Forms and Formats used in Front Office |
| CO4 | Understand their use, explain the importance of Reservation, List the steps in Registration |

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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**16MHM 21C3
Food and Beverage Service foundation-1**

**External Marks: 80
Internal Marks: 20
Practical: 50
Time : 3 Hrs**

Course Outcomes:

After the completion of the course the students will be able to:

- CO1 Develop their knowledge on origin, development, latest trends and economic impact of Food and beverage industry. Identify a variety of managerial, production, and service positions that are typical of the food service industry and describe the roles these positions play in providing food service.
- CO2 Describe the organization, structure and functional areas in commercial and institutional food service operation.
- CO3 Describe managerial responsibilities as they relate to food service functions including menu planning, purchasing, storing, preparation, and recipe development. Develop their skill in Guest receiving, order taking, serving and billing.
- CO4 Identify and describe the four types of table service and at least two other food service categories.

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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**16MHM 21C4
Accommodation Operation – 1**

**External Marks: 80
Internal Marks: 20
Practical: 50
Time : 3 Hrs**

Course outcomes:

After the completion of the course the students will be able to;

- CO1 Gain the knowledge about housekeeping meaning and importance in hotel.
- CO2 To acquire the skills about cleaning science and types of cleanings adopted by hotel housekeeping.
- CO3 Attain knowledge about public area cleaning and pest control procedures adopted by hotels.
- CO4 Students able to understand the concepts of cleaning the guest rooms and replenishment of guest supplies and amenities in hotel industry.

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.

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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16MHM 21C5 Research in Hospitality Industry

**External Marks: 80
Internal Marks: 20
Time : 3 Hrs**

Course Outcomes:

After the completion of the course students will be able to:

- CO1 To review the literature, identify the gap and formulate the research problem and also design the suitable research strategies to investigate problem related to tourism and hospitality industry.
- CO2 To adopt an appropriate research design and sampling design suitable for collecting data for the research problem related to hospitality and tourism.
- CO3 To apply proper scaling and sampling technique
- CO4 To undertake data processing and report research findings in a format appropriate for tourism and hospitality.

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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16MHM 21C6
Hotel Workforce Management

External Marks: 80
Internal Marks: 20
Time : 3 Hrs

Course Outcomes:

After the completion of the course the students will be able to:

- CO1 Use the knowledge gained regarding the concept of HRM and HRD and the various challenges faced by HRM in Hospitality Industry.
- CO2 Apply the knowledge of recruitment sources and selection methods used in Hospitality Industry and the other functions of HRM.
- CO3 Acquire the knowledge pertaining to performance appraisal methods, compensation and how to maintain a quality worklife.
- CO4 To gain the knowledge regarding importance of personnel welfare, high employee turnover reasons and various employee retention strategies.

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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16MHM 21D1
Hotel Law

External Marks: 80
Internal Marks: 20
Time : 3 Hrs

Course Outcomes:

After the completion of the course the students will be able to:

- CO1 Gain the advanced knowledge of structure and operations of aviation industry at national and global level
- CO2 To acquire the advanced skills of e-ticketing and fare calculation.
- CO3 To enhance the advanced competencies of the students regarding travel documentation and formalities
- CO4 To acquire the advanced skills for operating Global Distribution Systems like Galelio and Amadeus.

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

Note:

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16MHM 21D12

Management Principles in Hospitality Industry

External Marks: 80

Internal Marks: 20

Time : 3 Hrs

Course Outcomes:

After the completion of the course students will be able to:

- CO1 Apply the knowledge of skills, roles and responsibilities of managers in Hospitality and tourism Industry.
- CO2 Gain the knowledge about decision making process, communication types and barriers and the various motivation theories.
- CO3 Apply the knowledge of managing various conflicts and change which is indispensable in any industry.
- CO4 Understand the leadership types, theories, groups and their applicability in Hospitality and Tourism 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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16MHM 22C1 Food Production – I

External Marks: 80
Internal Marks: 20
Practical: 50
Time : 3 Hrs

Course Outcomes

- CO1 Students will be able to understand the art and science of cooking to the novice alongwith qualities of employees and duties and responsibilities.
- CO2 The undergraduates will acquire skills to handle emergency situations like accidents and fire; information about fuels, kitchen equipments and basics of food nutrition.
- CO3 The learners will be able to identify, classify and purchase cooking ingredients such as grains, fruits & vegetables, milk, egg, fat & oils, salt and sweeteners.
- CO4 The beginners will become capable to understand various preparation techniques and cooking methods.

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 Sweetners, 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
- 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:

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16MHM 22C2
Food and Beverage Service Foundations –II

External Marks: 80
Internal Marks: 20
Practical: 50
Time : 3 Hrs

Course Outcomes:

- CO1 Students will have an understanding of alcoholic and non alcoholic beverage.
- CO2 Students can impart their skills to apply bar setup and bar operations.
- CO3 Students will be capable of Opening & closing of wines corks (Champagne, Red & White wines)
- CO4 Students will have knowledge of various national and international brands of alcoholic and non alcoholic beverages.

Unit- 1 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.

Note:

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16MHM 22C3
Accommodation Operation-II

External Marks: 80
Internal Marks: 20
Practical: 50
Time : 3 Hrs

Course Outcomes:

After the completion of the course the students will be able to;

- CO1 Gain the knowledge of housekeeping supervision and related procedures in hotels.
- CO2 To acquire the knowledge about linen and uniform rooms in housekeeping.
- CO3 Attain knowledge about various important sections of housekeeping like linen and uniform
Gain the knowledge of Interior Decoration in Hotel Industry and attain the knowledge about elements and principles of design. To attain knowledge about color wheel and color schemes used in interior decoration.
- CO4 To attain knowledge about laundry and laundry equipment's in hotel.

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

NOTE:

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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

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.

16MHM 22C4
Hotel Management Information Systems

External Marks: 80
Internal Marks: 20
Practical: 50
Time : 3 Hrs

Course Outcomes

- CO1 Students will be capable of communicating and networking effectively within their organizations;
- CO2 Students will have an understanding of application of computers and information technology to hotel business contexts;
- CO3 Impart skills to apply information technology effectively in specific hotel business circumstances;

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 Course, Bombay.

Comer 4e, Computer networks and Internet, Pearson Education

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

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

Bharat Bhasker, Electronic Commerce, TMH, N Delhi

Note:

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16MHM 22C5
Food & Beverage Management

External Marks: 80
Internal Marks: 20
Practical: 50
Time : 3 Hrs

Course Outcomes

- CO1 Students will be able to describe the process of food and beverage management, principles and theories of management and display managerial skills;
- CO2 Students will be able to understand the concept of F&B cost and sales concept.
- CO3 Students will be able to understand the controlling process of purchasing, receiving, storing, issuing and preparation of food and beverages for final provision.
- CO4 Students will be able to exercise techniques to control the food and beverage cost in an organization.

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.

16MHM 22DA1
Specialized Food & Beverage Services

External Marks: 80
Internal Marks: 20
Practical: 50
Time : 3 Hrs

Course Outcomes

After the completion of the course the students will be able to;

- CO1 To gain the operational knowledge of various breakfast Types, layout, cover, Accompaniments and services.
- CO2 To acquire the skill to perform duties in Banquet and Buffet system in hotel industry.
- CO3 To acquire the skill to handle a Bar Operation.
- CO4 To apply the practical knowledge in Beverage cost control system in Indian Hotel Industry.

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- Jaks 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.

16MHM22DA2

Theme Event

Course Outcomes

After the completion of the course the students will be able to:

- CO1 Organize a theme event successfully.
- CO2 Learn all the steps from planning to making a blue print.
- CO3 Undertake market analysis, comparison of prices, bargaining, purchasing, catering, décor, cultural and financial aspects.

16MHM 22DB1

Specialized Housekeeping Management

External Marks: 80
Internal Marks: 20
Practical: 50
Time : 3 Hrs

Course Outcomes:

After the completion of the course the students will be able to;

- CO1 Gain the knowledge about Environment friendly hotels and importance these practices in hotel.
- CO2 To acquire the skills about Interior Decoration in hotel and gain knowledge about Flower arrangement in hotels.
- CO3 Attain knowledge about Safety and Security potential hazards in Housekeeping.
- CO4 Students able to understand the Changing Trends in Housekeeping

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

16MHM22DB2

FIELD/INDUSTRY VISIT

Course Outcomes:

- CO1 It helps students gain firsthand information regarding functioning of the industry
- CO2 Helps them to see their future place in working world.
- CO3 This will also serve as a relation building process between Institute and Industry.
- CO4 Helps to understand the do's and don'ts of the Industrial Practice.

17MHM 23C1

Food Production –II

External Marks: 80

Internal Marks: 20

Practical: 50

Time : 3 Hrs

Course Outcomes:

- CO1 The students will increase their knowledge of types and recipes of stocks, soups and sauces.
- CO2 The learners will get minute details of fish, poultry, pork, lamb/mutton and beef items.
- CO3 The pupils will be able to understand bakery section of a hotel kitchen and fundamentals of cake making i.e. methods and faults.
- CO4 The postgraduates will get to know about different types of pastry making methods, faults, and cuisine of India and France.

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:

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**17MHM 23C2
Front Office –II**

**External Marks: 80
Internal Marks: 20
Practical: 50
Time : 3 Hrs**

Course Outcome:

- CO1 Understand the importance of Cash Handling, describe the process for tracking transactions, Types of Transactions
- CO2 How to handle Foreign Exchange, Credit Card Handling List the steps in handling Credit Card
- CO3 Understand the requirements for dealing with Credit Card, Night Audit, Understand the importance of Night Audit
- CO4 Front Office Accounting, Understand the importance of Account Maintenance, List types of Accounts, Lists types of Ledgers, List types of Folios, Check out and Account Settlement

Unit-

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.

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**17MHM 23DA1
Specialized Front Office Management**

**External Marks: 80
Internal Marks: 20
Practical: 50
Time : 3 Hrs**

Course Outcomes:

- CO1 Understand the importance of Up selling
- CO2 Categorize Guests in broad categories
- CO3 Understand the requirement for different types of guests
- CO4 To identify various processes deployed through ‘front office systems’ and to maximize guest comforts, selling Techniques

Unit-

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.

Note:

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**17MHM 23DA2
Advanced Culinary Skills**

**External Marks: 80
Internal Marks: 20
Practical: 50
Time : 3 Hrs**

Course Outcomes:

- CO1 Students will be able to understand the basic cooking techniques of Italian cuisine.
- CO2 The postgraduates will acquire skills to be proficient in the cuisine of China.
- CO3 The learners will be able to understand the minute elements of use of sugar and chocolate in modern hotel kitchens.

CO4 The pupils will be able to appreciate different types of breads and cold meat cuts with the ingredients, basic principles involved.

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.

17MHM 23DB1

PERSONALITY DEVELOPMENT AND COMMUNICATION SKILLS

External Marks: 80
Internal Marks: 20
Time : 3 Hrs

Course Outcomes:

After completion of this module, the learner shall be able to:

- CO1 Develop an understanding about communication and its applications in hospitality & tourism.
- CO2 Understand skills required for personality development in hospitality & tourism and apply those skills for sector.
- CO3 Write resumes, cover letters, face interviews and develop guest handling skills.
- CO4 Apply technology for personality and utilise social media, e-tools and develop formal writing skills.

17MHM 23DB2

SEMINAR

External Practical: 100

Course Outcome:

- CO1 The students should be able to study, analyse, interpret and present their views on the burgeoning issues faced by various sub-sectors of the Hospitality Industry in front of the experts.
- CO2 The students will present the front office updations in the Industry.
- CO3 The students will present the updates in housekeeping, food production and food & beverage service departments of Hotels.

17MHM 24C1 Front Office Practical Exposure

Course Outcome:

- CO1 The student should be able to deal with guests at Front Desk.
- CO2 The students will learn customer dealing and the art of handling customer queries with a smile.
- CO3 The students will get acquainted with various reservation software's being used in the hotels.

17MHM 24C2 Housekeeping Practical Exposure

Course Outcome:

- CO1 The trainees will have knowledge of conducting hygienic cleaning at the hotel.
- CO2 The students will get acquainted with various cleaning agents and methods of using them.
- CO3 The students shall gain the knowledge regarding use of various cleaning equipments.

17MHM 24C3 Food and Beverage Service Practical Exposure

Course Outcome:

- CO1 The students will have thorough knowledge of various food and beverage equipments used in Food & Beverage Department of a hotel.
- CO2 The students will get knowledge about various serving methods used in five star hotels.
- CO3 The students will learn the coordination required between food production department and food and beverage service department.

17MHM24C4 Food Production Practical Exposure**Course Outcome:**

- CO1 The trainees shall be able to prepare food as per guest orders and requirements
- CO2 The trainees shall be able to learn various chopping methods.
- CO3 The trainees shall be acquainted with different cuisines.