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SEMESTER-III

Food Production Operation - I (FPO -I)

Regional cuisine
A detailed study on North and South Indian regional cuisine : Goa, Kashmir, Kerala, Andhra Pradesh, Karnataka, Tamilnadu, Assam, Bengal, Ingredients used. Traditional preparation methods, Utensils and accompaniments.

Quantity food production
Introduction to Large scale commercial cooking, contract catering, Industrial catering, Institutional catering, Layout of a large quantity kitchen, staff hierarchy, production workflow
Banquet menus- planning, indenting, costing, forecasting, recipes, pre-preparation and cooking techniques.

Stores
Principles of storage, Types of stores, Layout of Dry and cold room, Staff Hierarchy, Guidelines for efficient storage, control procedures, Inventory Procedures, EOQ, Re-order levels, Bin Cards, Form and formats, Function of a store manager.

Cuts of Meat & Meat Cookery
Cutsofbeef,pork,lamb,chicken,SPS,menusexamples,methodsofcookingeachcut,Coldcuts,ham,bacon,common types of ham, preparation, menu examples, selection, storage points

Food Commodities
Classification with examples and uses in cookery : Pressed meats, Smoked Meats, classification of milk and milk products including cheese. Classification and International cheese.

Food Production Practical - III

Practical
Preparation of gravies and commonly used Indian masalas* Regional cookery of India
Karnataka, Tamilnadu, Kerala, Andhra Pradesh, Gujrathi, Lucknow, Moghlai, Punjabi, Bengali, HyderabadiandKashmiricuisineswithproperaccompanimentslikechutney,Indianbreadsrice
preparations etc,*
Tandoor cooking*
Planning elaborate Indian menus up to 40portions*

*The institutions / universities adopting this syllabus must ensure that for all Food Production practical sessions the list of names of preparations / dishes, sets of menus, recipes should be specifically mentioned for standardized teaching and evaluation. This may be done by constituting a team of experts to compile the details keeping the local conditions in mind.

Books recommended:
ATasteofIndia,MadhurJaffrey,Pavillion
Dastarkhwan-e-Awadh, SangeetaBhatnagar&R.K.Saxena, Harper Collins
Prashad,Cooking with Masters, J.lnderSingh Kalra, Allied
Zaika, SonyaAtalSapru, HarperCollins
Punjabi Cuisine, Premjit Gill
Hyderabadi   Cuisine,   PratibhaKaran,   HarperCollins

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ModernCookeryforTeaching&Trade,Ms.ThangamPhilip,OrientLongman
Wazwaan, Rocky Mohan,Roli&Janssen

Food & Beverage Service Operation -I (FBSO - I)

Theory:
Alcoholic Beverages
Introduction, definitions and classification of Wines.
Viticulture Methods
Vinification -Still, Sparkling, Aromatized &Fortified Wines Vine Diseases Wines-France, Italy, Spain, Portugal, South Africa, Australia, lndia &California
Food &Wine Harmony
Wine glasses and equipment Storage and service of wine

Beers
Introduction, Ingredients Used Production
Types and Brands, Indian and International Service, bottled, canned and draught beers

Other Fermented &Brewed Beverages
Sake
Cider
Perry

Practical:
F & B outlets Taking an Order for Beverages.
Service Of Beer, Sake and Other Fermented & Brewed Beverages
Service Of Sparkling, Aromatized, Fortified, Still Wines-
Set up a table with Prepared Menu with wines.

Reference Books:
- Food & Beverage Service Training Manual-Sudhir Andrews, Tata McGraw Hill
- Food &Beverage Service –Lillicrap &Cousins
- Modern Restaurant Service –John Fuller
- Food & Beverage Service Management-BrianVarghese
- Introduction F&B Service-Brown, Heppner & Deegan
- Professional Food &Beverage Service Management -Brian Varghese
- Food Service Operations - Peter Jones &Cassel
- Master Dictionary of Food & Wine-Joyce Rubash
- Menu planning-Jaksa Kivela, Hospitality Press
- The Restaurant (From Concept to Operation)-Lipinski
- ProfessionalFoodService-SergioAndrioli&PeterDouglas,HeinemannProfessional
- Profitable Menu Planning –John Drysale

Front Office Operation - II (FOO - II)

Lobby Operation
Importance Layout and Role of lobby. Importance of lobby managers. Functions, job description. Role, Functions, job description of guest relation executive
Layout Function Importance of Information desk, Hospitality desk / Concierge desk
Staff Organisation,

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Bell Desk

Importance Layout Role Function of bell desk. Layout and equipment used Staff Organisation, duty rota and work schedule. Various jobs performed by the bell desk

Handling VIPs

Luggage handling procedures on arrival, during stay, at departure and left luggage

Bell desk forms and formats

Car valet operations

Travel Desk

Layout, importance functions and various jobs performed by the section.

Front Office cash

Functions, job description and role of the Front desk cashier

Importance of front office cash and cashier. Duties and responsibilities of front desk cashier. Forms and formats relevant to the functioning. Foreign currency awareness and handling procedures

Reports and Statistics

Importance and generation of various reports. Calculating the different ratios and percentages such as bed occupancy, occupancy, foreigner etc,

Front Office Practical (FOP- III)

1) Identification of lobby layout and all equipment
2) RoleplayofLobbyManager,GuestRelationExecutive,Concierge,BellCaptainandBell Boys.
   Real Life Situations to been acted
3) Preparation of guest folio. Filling up accounting and totaling guest folios-semi automated and automated
4) Calculating of occupancy percentages
5) Making of plan grid and discount grid
6) Preparing and filling up of forms and format related to3rd semester syllabus
7) Preparation of transcript
8) Computer application of cashiering, night audit and front office accounting-in details. Actual computer lab session on IDS – PMS system.

Reference Books:

1. Professional Hotel Front Office Management, Anutosh Bhakta. Tata McGrawHill
2. Front office operations by ColinDix&ChirsBaird
3. Hotel Front office management byJamesBardi,VNR
4. Managing front office operations by Kasavana &Brooks
5. Front office training manual by SudhirAndrews,TataMcGrawHill
6. Managerial accounting and hospitality accounting byRaymondSSchmidgall
7. ManagingcomputersinhospitalityindustrybyMichaelKasavanaandCahell
8. Effective Front Office Operation, Michael Kasavana,CBI-VNR
9. AManualofHotelReception,J.R.S.Beavis&S.Medlik,HeinemannProfessional
10. Accommodation Operation - Front Office, Colin Dix,Pitman
11. PrinciplesofHotelFrontOfficeOperations,SueBaker&JeremyHuyton,Continuum
12. FrontOfficeProcedures,SocialSkillsandManagement,PeterAbott&SueLewry, Butterworth Heinemann

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Housekeeping Operations - II (HKO - II)

Theory

1. Interior decoration
   - Importance, Definition & Types
   - Classification
   - Principles of Design: Harmony, Rhythm, Balance, Proportion, Emphasis
   - Elements of Design: Line, Form, Colour, Texture

2. Colour
   - Color Wheel
   - Importance & Characteristics
   - Classification of colors
   - Color Schemes

3. Lighting
   - Classification
   - Types & Importance
   - Applications

4. Furniture arrangements
   - Principles
   - Types of joints
   - Selection

5. Floor & wall covering
   - Types and Characteristics
   - Carpets: Selection, types, Characteristics, Care and Maintenance

6. Windows, curtains and blinds

7. Soft furnishings and accessories

   - Types, use and care of Soft furnishing
   - Types of Accessories: Functional and Decorative

8. Flower arrangement
   - Concept & Importance
   - Types & Shapes
   - Principles
   - Tools, Equipments & Accessories

9. Refurbishment and redecoration
   - Definition
   - Factors
   - Procedure and task involved
   - Snagging list

10. Glossary of terms(with reference to 4th semester syllabus)

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<u>Housekeeping Practical - III (HKP - III)</u>

- Flower arrangements
- Conception and designing of guestroom including making floor plans, wall elevations and templates and finally creating three dimensional model of a guestroom/ public area with interior decoration themes

Reference books :
1. HotelHousekeeping,SudhirAndrews,TataMcGrawHill
2. The Professional Housekeeper, TuckerSchneider,VNR
3. ProfessionalManagementofHousekeepingOperations,MartinJones,Wiley
4. HouseKeepingManagementforHotels,RosemaryHurst,Heinemann
5. Hotel,Hostel&HospitalHouseKeeping,JoanC.Branson&MargaretLennox,ELBS
6. Accommodation&CleaningServices,VolI&II,David.Allen,Hutchinson
7. ManagingHouseKeepingOperation,MargaretKappa&AletaNitschke

Hotel Information System (HIS)

Theory

Management information system(MIS)
Concepts, evaluation & meaning
- MIS Designs and functions
- Managing multi process or environments.
- MIS Security issues
- MIS performance evaluation

Hotel information system
The HIS concept Software Modules.
a. Reservation
b. Guest Accounting
c. Room Management
d. Point of Sales
e. General Management

Computer based reservation system
Global distribution system, Inter sell agencies, Central reservation Systems(CRS) Affiliate and non affiliate Systems Property Level Reservation Systems
a. Reservation inquiry
b. Determination of availability
c. Creation of reservation record
d. Maintenance of reservation records
f. Generationofreports.NewDevelopmentsReservationthroughtheinternet.

Rooms management applications
- Rooms Management Module
a. Room status.
b. Room and rate Assignment
c. In House guest Information functions.
d. Housekeeping functions.

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     e.   Generation of Reports

Guest accounting module
- Types of Accounts
- Posting entries to Accounts
- Night audit routine
- Account settlement
- Generation of reports

6. Property management system interfaces
   Point of sale Systems (POS)
   Cash Accounting Systems (CAS)
   CAS / PMS Advantages and concerns. Electronic Locking Systems.
   Energy Management Systems. Auxiliary Guest Services.
   Guest Operated Devices in room Vending Systems
   Guest Information Systems

7. Food & beverage applications POS order   -
   Entry units Key Boards and Monitors Touch
   Screen Terminals
   Immediate Character Recognition (ICR) Terminal Wireless Terminals
   POSD Printers
   Guest check Printers
   Receipt Printers
   Workstation Printers
   Consolidated reports

8. Food & beverage management applications
   - Recipe Management
   - Sales Analysis.
   - Menu Management Integrated food service software
   - Management reports from automated beverage Systems

9. Accounting applications
   - Account Receivable Module
   - Account payable module
   - Payroll module
   - Inventory module
   - Purchasing module
   - Financial reporting module

10. Selecting and implementing computer systems
    - Analyzing current information needs
    - Collection Information of computer Systems
    - Establishing system requirements
    - Proposals from vendors
    - Contract negotiations
    - Installation factors

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Suggested books

Hotel Front Office Management, James Bardi, VNR Hotel Information System,
Michael Kasavana, CBI - VNR Effective Front Office Operations, Michael
Kasavana, CBI - VNR

Food & Beverage Controls & Management (FBCM)

F&B control - overview
Introduction, Objectives of F&B Control, Problems in F&B Control, Methodology of F&B Control, Personnel Management
in F&B Control.

Cost & sales concepts
Definition of Cost, Elements of Cost, Classification of Cost, Sales defined, Ways of expressing sales concepts.
Cost/Volume/Profit Relationships (Break-even analysis).

Budgetary control
Introduction, Objectives, Kinds of Budget, Budgetary Control Process, Stages in the preparation of Budgets.Budgeting for
F&B Operations.

Beverage control
Beverage Purchasing Control, Beverage Receiving Control, Beverage Storing and Issuing Control, Beverage Production Control,
Beverage Cost Control, Beverage Sales Control.

Labour control
Labour cost considerations, Organizational plan, Job analysis, Forecasting and scheduling of Personnel, Standards of
Performance, Payroll Analysis.

Frauds in F&B control
Frauds in Purchasing, Receiving, Storing, Issuing, Preparing and Selling Stages of F&B Control, Prevention of Frauds.

F&B management - overview
Introduction, Objectives of F&B Management, Responsibilities of F&B Management, Constraints to F&B Management.

Menu management
Introduction, Types of Menu, Menu Planning Considerations & Constraints, Menu Costing and Pricing, Menu Merchandising, Menu
Engineering, Menu Fatigue, Menu as a In-House Marketing Tool.

SUGGESTED TEXT BOOKS & REFERENCES

1.   Food &Beverage Management
      By:BernardDavis&SallyStone
      Published by: Butterworth-Heinemann Ltd. UK

2.   Food &BeverageControl
      By: Richard   Kotas   and   Bernard   Davis
      Publishedby:InternationalTextbookCompanyLimited,Glassgow.

3.   Principles of Food , Beverage, and labour Cost Control
      By:PaulR.Dittmer, Published by:John Wiley &Sons

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4.   Food & Beverage Operation – Cost Control & Systems Management,
        Charles Levinson, Prentice Hall

5.   Food &Beverage Management
        By:BernardDavis&SallyStone
        Published by: Butterworth-Heinemann Ltd. UK

6.   Food &BeverageControl
        By: Richard   Kotasand   Bernard   Davis
        Publishedby:InternationalTextbookCompanyLimited,Glassgow.

3.   PrinciplesofFood,Beverage,andlabourCostControl By:
        Paul R.Dittmer
        Published by: John Wiley & Sons, INC.