

# West Bengal University of Technology

## BF-142, Salt Lake City, Kolkata-700064

**Hospitality Mgmt Syllabus Revised (To be applicable for the students who admitted in the session 2004-2005, 2005-2006 & 2006-2007)**

### FIRST SEMESTER

#### A. THEORY:

A. THEORY							
	Code	Subjects	Contacts (Periods/week)				Credit points
			L	T	P	Total	
1.	HPM-101	Food Production & Patisserie-I	3	0	0	3	
2.	HPM-102	Food & Beverage Service -I	3	0	0	3	
3.	HPM-103	Front Office Operations	2	0	0	2	
4.	HPM-104	Accommodation Operations	2	0	0	2	
5.	HPM-105	Computer Fundamentals	1	0	0	1	
6.	HPM-106	Food Costing	2	0	0	2	
7.	HPM-107	Nutrition & Food Science	2	0	0	2	
8.	HPM-108	Hotel French – 1	2	0	0	2	
<b>Total of Theory</b>						<b>17</b>	

#### B. PRACTICAL:

B. PRACTICAL							
	Code	Subjects	Contacts (Periods/week)				Credit points
			L	T	P	Total	
1.	HPM-191	Food Production Lab	0	0	3	3	
2.	HPM-192	Food & Beverage Service Lab	0	0	3	3	
3.	HPM-193	Front Office Operation Lab	0	0	2	2	
4.	HPM-194	Accommodation Operation Lab	0	0	2	2	
5.	HPM-195	Computer Lab	0	0	2	2	
<b>Total of Practical</b>						<b>12</b>	

#### C. SESSIONAL:

C. SESSIONAL							
	Code	Subjects	Contacts (Periods/week)				Credit points
			L	T	P	Total	
1.	HPM-196	English Communication	1	0	0	1	
<b>Total of Sessional</b>						<b>1</b>	
<b>Total of 1<sup>ST</sup> Semester</b>						<b>30</b>	

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### SECOND SEMESTER

#### A. THEORY:

A. THEORY							
	Code	Subjects	Contacts (Periods/week)				Credit points
			L	T	P	Total	
1.	HPM-201	Food Production & Patisserie-II	3	0	0	3	
2.	HPM-202	Food & Beverage Service - II	2	0	0	2	
3.	HPM-203	Front Office Operations	2	0	0	2	
4.	HPM-204	Accommodation Operations	2	0	0	2	
5.	HPM-205	Computer Application	1	0	0	1	
6.	HPM-206	Hotel French – II	2	0	0	2	
7.	HPM-207	Introduction to Accounting	2	0	0	2	
8.	HPM-208	Nutrition & Food Science	2	0	0	2	
<b>Total of Theory</b>						<b>16</b>	

#### B. PRACTICAL:

B. PRACTICAL							
	Code	Subjects	Contacts (Periods/week)				Credit points
			L	T	P	Total	
1.	HPM-291	Food Production Lab	0	0	3	3	
2.	HPM-292	Food & Beverage Service Lab	0	0	3	3	
3.	HPM-293	Front Office Op Lab	0	0	2	2	
4.	HPM-294	Accommodation Operation Lab	0	0	3	3	
5.	HPM-295	Computer Lab	0	0	2	2	
<b>TOTAL OF Theory</b>						<b>13</b>	

#### C. SESSIONAL:

C. SESSIONAL							
	Code	Subjects	Contacts (Periods/week)				Credit points
			L	T	P	Total	
1.	HPM-296	English Communication	1	0	0	1	
<b>Total of Sessional</b>						<b>1</b>	
<b>Total of 2<sup>nd</sup> Semester</b>						<b>30</b>	

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**THIRD SEMESTER**

**A. THEORY:**

A. THEORY							
	Code	Subjects	Contacts (Periods/week)				Credit points
			L	T	P	Total	
1.	HPM-301	Food Production	3	0	0	3	
2.	HPM-302	Food & Beverage Service - III	3	0	0	3	
3.	HPM-303	Front Office Operations	2	0	0	2	
4.	HPM-304	Accommodation Operations	1	0	0	1	
5.	HPM-305	Hotel Accountancy	1	0	0	1	
6.	HPM-306	Hotel Maintenance/ Hotel Engineering	2	0	0	2	
7.	HPM-307	Hotel & Business Law	1	0	0	1	
8.	HPM-308	Business Communication	1	0	0	1	
<b>Total of Theory</b>						<b>14</b>	

**B. PRACTICAL:**

B. PRACTICAL							
	Code	Subjects	Contacts (Periods/week)				Credit points
			L	T	P	Total	
1.	HPM-391	Food Production Lab- Quantity Kitchen	0	0	6	6	
2.	HPM-392	Food & Beverage Service Lab	0	0	3	3	
3.	HPM-393	Front Office Lab	0	0	2	2	
4.	HPM-394	Accommodation Operation Lab	0	0	2	2	
<b>Total of Practical</b>						<b>13</b>	

**C. SESSIONAL:**

C. SESSIONAL							
	Code	Subjects	Contacts (Periods/week)				Credit points
			L	T	P	Total	
1.	HPM-395	English Communication	1	0	0	1	
<b>Total of Sessional</b>						<b>1</b>	
<b>Total of 3<sup>rd</sup> Semester</b>						<b>28</b>	

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**FOURTH SEMESTER**

**INDUSTRIAL TRAINING**

**A. THEORY:**

A. THEORY							
	Code	Subjects	Contacts (Periods/week)				Credit points
			L	T	P	Total	
<b>Total of Theory</b>						<b>0</b>	<b>0</b>

**B. PRACTICAL:**

B. PRACTICAL							
	Code	Subjects	Contacts (Periods/week)				Credit points
			L	T	P	Total	
<b>Total of Practical</b>						<b>0</b>	<b>0</b>

**C. SESSIONAL:**

C. SESSIONAL							
	Code	Subjects	Contacts (Periods/week)				Credit points
			L	T	P	Total	
1.	HPM-481	Log Book					3
2.	HPM-482	Project Work					16
3.	HPM-483	Industrial Training					9
<b>Total of Sessional</b>							<b>28</b>
<b>Total of 4<sup>th</sup> Semester</b>							<b>28</b>

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### FIFTH SEMESTER

#### A. THEORY:

A. THEORY							
	Code	Subjects	Contacts (Periods/week)				Credit points
			L	T	P	Total	
1.	HPM-501	Advanced Food Production & Patisserie	2	0	0	2	
2.	HPM-502	Food & Beverage Service	2	0	0	2	
3.	HPM-503	Front Office Operations	2	0	0	2	
4.	HPM-504	Accommodation Operations	2	0	0	2	
5.	HPM-505	H R Management & Hotel Laws	2	0	0	2	
6.	HPM-506	Financial Management	1	0	0	1	
7.	HPM-507	Facility Planning	2	0	0	2	
8.	HPM-508	F & B Management	1	0	0	1	
<b>Total of Theory</b>						<b>14</b>	

#### B. PRACTICAL:

B. PRACTICAL							
	Code	Subjects	Contacts (Periods/week)				Credit points
			L	T	P	Total	
1.	HPM-591	Food Production Lab – Advance Production Training	0	0	6	6	
2.	HPM-592	Food & Beverage Lab	0	0	3	3	
3.	HPM-593	Front Office Lab	0	0	2	2	
4.	HPM-594	Accommodation Operation Lab	0	0	2	2	
<b>Total of Practical</b>						<b>13</b>	

#### C. SESSIONAL:

C. SESSIONAL							
	Code	Subjects	Contacts (Periods/week)				Credit points
			L	T	P	Total	
1.	HPM-595	English Communication	1	0	0	1	
2.	HPM-596	Computer Practice Lab	1	0	1	2	
<b>Total of Sessional</b>						<b>3</b>	
<b>Total of 5<sup>th</sup> Semester</b>						<b>30</b>	

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### SIXTH SEMESTER

#### A. THEORY:

A. THEORY							
	Code	Subjects	Contacts (Periods/week)				Credit points
			L	T	P	Total	
1.	HPM-601	Advanced Food Production & Patisserie	2	0	0	2	
2.	HPM-602	Advanced Food & Beverage Service	2	0	0	2	
3.	HPM-603	Front Office Operations	2	0	0	2	
4.	HPM-604	Accommodation Operations	2	0	0	2	
5.	HPM-605	Facility Management	1	0	0	1	
6.	HPM-606	Marketing & Sales	1	0	0	1	
7.	HPM-607	Principles of Management	1	0	0	1	
<b>Total of Theory</b>						<b>11</b>	

#### B. PRACTICAL:

B. PRACTICAL							
	Code	Subjects	Contacts (Periods/week)				Credit points
			L	T	P	Total	
1.	HPM-691	Food Production Lab – Advanced Kitchen	0	0	9	9	
2.	HPM-692	Advance Food & Beverage Lab	0	0	3	3	
3.	HPM-693	A/O Lab	0	0	1	1	
4.	HPM-694	F/O Lab	0	0	1	1	
5.	HPM-695	Computer Lab	0	0	2	2	
<b>Total of Practical</b>						<b>16</b>	

#### C. SESSIONAL:

C. SESSIONAL							
	Code	Subjects	Contacts (Periods/week)				Credit points
			L	T	P	Total	
1.	HPM-696	English Communication	1	0	0	1	
2.	HPM-697	Research Project	2	0	0	2	
<b>Total of Sessional</b>						<b>3</b>	
<b>Total of 6<sup>th</sup> Semester</b>						<b>30</b>	

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**HPM - 101**

**FOOD PRODUCTION & PATISSERIE-1**

OBJECTIVE: To develop a comprehensive knowledge of professional cookery in the hotel & catering industries. To induce in the student professional competence as commis de cuisine in any type of food production operation with a grounding common to Indian & Other types of cookery as well as all related subjects.

1.0 INTRODUCTION TO PROFESSIONAL COOKERY.

Culinary history, Modern development in equipment & food stuff

2.0 STANDARD OF PROFESSIONALISM

Levels of skill, Attitude towards work, Behavior in the kitchen, Personal hygiene, Organization of practical work

3.0 KITCHEN ORGANIZATION

Structure of a kitchen lay out, Various sections

4.0 THE CLASSICAL KITCHEN BRIGADE

Role of the chef, Inter – departmental co-operation, Daily routine & systems

5.0 EQUIPMENTS & TOOLS

Heavy equipments, Small equipments, Cleaning & maintenance

6.0 COMMODITIES

Professional knowledge of food material, Parallel study with nutrition.

7.0 BASIC COOKERY PRINCIPLES

Aims & objective of cooking, Preparation of ingredients, Texture, Methods of cooking, Principles of invalid cookery, Principles of food storage, Menu planning, Work methods in food production  
Western culinary terms, Hindi equivalents of some English food name, Reheating of food – rechauffe cooking, Accompaniments & garnishes.

8.0 FOUNDATION OF CONTINENTAL COOKERY

Stock, Soup, Sauce, Fish, Poultry, Meat, Vegetables, Egg.

9.0 MENU BRIEFING

Standard recipes, Working & costing

10.0 BAKERY EQUIPMENTS

Selection Criteria, Maintenance

11.0 FUNDAMENTALS OF BAKERY

Methods of cake making, Methods of pastry making, Basic cream, Cookies and biscuits

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### **HPM - 191**

#### **FOOD PRODUCTION & PATISSERIE LAB -1**

Objectives – Developing at an early stage skill and interest in preparing continental and Indian style cookery and pastry. To perfect basic skills acquired in the previous module through the elaboration of application menus using the following skills.

\* **FOOD PRODUCTION**

Stock, Soup, Sauce, Fish, Poultry, Meat, Vegetables, Egg

\* **BAKERY**

Cream, Cake

### **HPM - 102**

#### **FOOD & BEVERAGE SERVICE - I**

Objectives : To develop a comprehensive knowledge of Restaurant service in the Hotel and catering Industry- to induce in the student professional competence at basic level and ensure a thorough grounding in the principles of Food Service and all its related activities.

Introduction to the Hotel Industry: The growth of the catering industry in India. Career opportunities in the Hotel and catering Industry . Different types of Catering establishments.

Attributes of a Waiter; personal hygiene and appearance attitudes . Job satisfaction . Salesmanship.

Departmental Organization : Various hotel departments and their personnel. Relationship between the Food and Beverage Department and other departments . Principal staff of various types of restaurants, their duties and responsibilities .

Restaurant Organization : Food Service areas and ancillary departments- Room Services; Still Room, Stores; Linen Room; Kitchen Stewarding, Hot Sections.

Restaurant Service: Mise-en-place; Laying Tables; Forms and Methods of Service; Receiving the Guest; Service at Table; Social Skills.

Restaurant Equipment: Crockery cutlery- silverware and stainless steel; Glassware and linen .

Variety of Menus: Types of Meals and Menu, Fixed menu and a la carte, classical French menu terms; Indian Food and accompaniments ; planning a simple menu ; breakfast menus.

### **HPM - 192**

#### **FOOD & BEVERAGE SERVICE - I**

**Objectives:** To develop and perfect skills and techniques in the basic operational activities of food and beverage service of Breakfast, Lunch and Dinner.

Familiarization of Restaurant Equipment  
Method of cleaning and upkeep of silver



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Arrangement of Sideboards  
Laying of Table Linen  
Lay-out for various meals  
Folding serviettes in various designs  
Receiving guests and taking orders  
Service of Food  
Service of Breakfast

#### **HPM – 103 & HPM - 193**

#### **FRONT OFFICE OPERATIONS ( *THEORY & PRACTICAL* )**

- Classifications of hotels
- Types of rooms
- Tariff structure, rates & plans
- Organization of hotels
- Front Office staff organization
- Functional staff organization of front office
- Staff organization, duties and responsibilities.
- Functions & importance of reservation
- Furniture & equipment of reservation section
- Requirements of an efficient reservation system
- Dealing with reservation enquiries & requests
- Characteristics, modes, sources & methods of reservation
- Diary system of reservation
- Whitney system of reservation.

#### **Reference Books**

- Front Office Management by S.K. Bhatnagar
- Front Office Procedures by Kasanava / Brooks

#### **HPM – 104**

#### **ACCOMMODATION OPERATIONS (PRINCIPLES & PRACTICE)**

1. Role Of House Keeping  
In the hotel, In guest satisfaction
2. Function of house keeping department
3. Services and facilities offered by various hotels
4. Types of room
5. Organizational structure of house keeping  
DEPARTMENT  
Small hotel  
Medium hotel  
Large hotel
6. Duties & Responsibilities Of Housekeeping Staff  
Executive housekeeper, Deputy /assistant housekeeper, Floor supervisor, Desk supervisor  
Public area supervisor, Room attendants, Store keeper, House man

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7. Cleaning Equipments  
General consideration for selection, Classification & types of equipments, Methods of use and mechanism for each type, Care and maintenance
8. Cleaning Agents  
Classification, General criteria for selection, Use care & storage, Distribution and control.
9. Composition Care & Cleaning Of  
Metal brass copper, silver, EPNS, bronze, chromium, aluminum, pewter, stainless still and protective finish of various kinds.  
Glass, various types  
Leather, leatherettes, Rexene  
Plastic  
Ceramic- various types  
Wood- various types & their protective finish

#### **HPM – 194** **ACCOMMODATION OPERATIONS LAB**

Bed making  
Brass, silver, e.p.n.s., wood, glass, leather

#### **Reference Books**

- Hotel, Hostel & Housekeeping by Branson & Lennox.
- Professional Housekeeper by Jeorgina Tuccker
- AHMA Book
- Principles of Interior Decoration by Dorothy

#### **HPM – 105 & HPM - 195** **COMPUTER FUNDAMENTALS (*Theory & Practical*)**

##### **1.0 Automation in the hospitality industry**

- 1 Data processing
- 2 Electronic data processing  
Advantages of electronic data processing, Types of data, Binary coding
- 3 Types of computers  
Mainframe computers, Mini computers, Microcomputers, Portable computers
- 4 Computer & its application in the hospitality industry
- 5 The internet & the hospitality industry  
Internet application, World wide web
- 6 Networks & networked computers
- 7 Internet hardware components

##### **2.0 Essential of computer systems**

- 2.1 Input/output units  
Keyboards, Touch screen terminals, Other input devices, Monitors, Printers, Common

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i/o units in the hospitality industry

- 2.2 The central processing unit  
Read only memory (ROM), Random access memory (RAM)
- 2.3 External storage devices  
Magnetic tapes, Floppy disks, Hard drives, CD technology
- 2.4 Anatomy of a microcomputer  
Microprocessor characteristics, CPU speed, Bus system, System architecture, Computer add-ons

### 3.0 Software its classifications

- 3.1 Generic application software part-1  
Word processing software  
Working with soft copy, On-screen editing techniques, Formatting documents, Special features, Desktop publishing
- 3.2 The operating system  
Electronic spreadsheet software  
Spreadsheet design, Creating a spreadsheet, Updating data & recalculations, Common spreadsheet commands, Graphics capability Special features

### HPM – 106

#### FOOD COSTING

- Introduction of Food Costing
- Budgeting & Budgetary Controls
- Standard Purchase Specification
- Standard Recipe / Standard Yield / Standard cost / Relevance of closing stock
- Standard Portion Control
- Recipe Calculations
- Daily Food Costing Exercises

### HPM – 107

#### NUTRITION & FOOD SCIENCE

#### NUTRITION

- I. Definition of calories: Calories used in Nutrition as against those in physics, standard measures, daily requirements, factors that affect requirements.
- II. Carbohydrates: composition, classification, sources, functions, daily requirements, excess & deficiency.
- III. Proteins: composition, classification, importance, sources, daily requirements based on age groups, excess & deficiency, protein quality and supplementation of amino acids.
- IV. Fats: classification according to sources, fatty acids, difference between animal and vegetable fat, functions, daily requirements, excess and deficiency.
- V. Water: Minerals:

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- a. major -calcium, phosphorus, iron, iodine, sodium chloride (deficiency) and daily potassium magnesium sulpher requirements.
  - b. Minor – manganese, cobalt, zinc, fluorine & copper.
- VI. Vitamins in diet-fat soluble A, B, E & K water soluble, B complex & C, sources, functions, daily requirements, excess and deficiency.

### FOOD SCIENCE

- I. Introduction to Food Microbiology – its importance in relation to food handling, preparation and service.
- II. Bacteria, Yeast, Mould – characteristics, factors for growth. The harmful and beneficial effects of these as related to food preparation, storage and consumption.
- III. Use of disinfectants – sterilization & pasteurization of food and food handling equipment as related to the Catering Industry.
- IV. Preservation of fresh food products, canned and frozen foods, by application of high temperatures, low temperatures, irradiation and chemical preservatives.
- V. Food Adulteration as a public health hazard, prevailing food standards in India, prevention of adulteration, simple tests to detect common food adulterates in milk, cereals, beverages, pulses, masala powders, etc.
- VI. Personal hygiene.
- VII. Hygiene and sanitation of premises, kitchen area, Garbage area, etc.

### **HPM – 108**

#### **HOTEL FRENCH – 1**

*To enable the students to understand hotel and catering terminology, through simple speaking and writing exercises, developing correct pronunciation and simple grammar principles*

- La politesse et presentations; expressions et conversations usuelles
- Le client et l'hotel; les services et le personnel de l'hotel; le menu
- La prononciation Francaise
- Temps; genres; modes; attributes; elements et construction de la phrase
- Themes et versions simples

### **HPM – 196**

#### **ENGLISH COMMUNICATION**

English grammar: sentence making, preposition, synonyms, antonyms, essay writing, phonetics

Oral : reading aloud ( from the newspaper) , speech , role playing in the reception, station , market , as a tourist guide ; brainstorming .

Group Discussion : importance , **do**”s and **don**”ts of Group Discussion .

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### **HPM – 201**

#### **FOOD PRODUCTION & PATISSERIE - II**

##### Commodities

To develop an intelligent interest in basic commodities, both raw and processed, generally used in catering. Including the production and distribution by a systematic and practical study of the market. The students will have a discriminating appreciation of the qualities and standards of commodities better available in the market and their suitability for different purposes.

##### Cereals

Growth & cultivation of different types, Methods of processing, Forms in which the products are available in the market, Their vernacular and English names & uses

##### Pulses

Growth & cultivation of different types, Methods of processing, Forms in which the products are available in the market, Their vernacular and English names & uses

##### Elementary Pastas

Method of manufacturing, Range available in the market

##### Milk

Forms in which available & processing

##### Cheese

Range of cheese – an economic study of quality and use

##### Butter

Types and form in which available

##### Raising Agents

Types, constituents, market brand names

##### Fats & Oils

Sources & Processing

Vanaspati, Margarine, Refined, Double Refined, unrefined & uses

##### Herbs, Spices & Condiments

Classification, identification, vernacular & English names

##### Convenience Food

Rolls: Types & Advantages

Tea, Coffee, Cocoa cultivation, processing

Types & forms in which available in the market & the uses

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Basic Principles of Bakery

Organization duties & responsibilities  
Identifying and handling raw materials

#### **HPM – 291**

##### **FOOD PRODUCTION & PATISSERIE (Lab)**

- Preparation of three course menu
- Preparation of various types of desserts
- Pastry, Pie & Tart
- Cookies & Biscuits
- Bread rolls & Bread

#### **HPM – 202**

##### **FOOD & BEVERAGE SERVICE - II**

Objectives : To give the student an extensive understanding of the various alcoholic beverages available in India, and its common use throughout the Hotel Industry- the history, manufacture, classification, storage and service.

Non-alcoholic Beverages; Tea; Coffee; milk based drinks; juices, soft drinks .

Beer : History, manufacture, types, storage, service, Brand Names.

Spirits : Different types whisky, Gin, Brandy, Rum, Vodka, Tequila, Methods of manufacture other spirit.

Liqueurs & Bitters : History, Classification, methods of production , uses.

Cocktails and Mixed Drinks : History, Definition, Methods of mixing drinks, Developing a drink recipe, Bar measures, Mixed Drinks, Names of Classic Cocktails.

Tobacco & Cigars

#### **HPM – 292**

##### **FOOD & BEVERAGE SERVICE LAB**

Objectives : To develop skills and techniques in the operational activities of food and beverage service, particularly in relation to beers and spirits, and other alcoholic and non-alcoholic beverages and the service of continental and Indian regional dishes.

Table Laying

Food Service

Taking order for alcoholic beverages

Service of spirits, aperitifs, liqueurs and beers Preparation and service of cocktails and mixed drinks

Service of Regional dishes

Room Service tray set up

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### **HPM – 203 & HPM - 293**

#### **FRONT OFFICE OPERATION (THEORY & PRACTICAL)**

- Cancellation & amendments
- Reservation terminology and Over booking.
- Group reservation
- Reports & statistics
- Recapitulation of reservation systems & procedures
- Front desk lay out, its location in the lobby & its importance, its design, material used, various section of front desk including bell desk, equipments
- Organization section of reception section. Duties & responsibilities, qualifications of front desk staff, work schedule & duty roster of all front desk staff member.
- Pre registration- procedures for VIP, SPATT & groups etc.
- On arrival procedures---receiving, greeting, welcoming a guest, assessing the guest requirements, product knowledge of receptionists, selling techniques & tips
- Room assignment to a guest--- to individuals, group, walk in, guests with reservations
- Registration of a guest

### **HPM – 204**

#### **ACCOMODATION OPERATION**

##### 1.0 FLOOR FINISHES

Types  
Maintenance & care  
Selection

##### 2.0 WALL FINISHES & WALL COVERING

Types  
Maintenance & care  
Selection

##### 3.0 CHAMBER MAID'S SERVICE ROOM

Location  
Lay out & essentials features  
Chamber maids trolley.

##### 4.0 DAILY ROUTINE & SYSTEM OF THE HOUSE KEEPING DEPARTMENT

##### 5.0 CLERICAL AND OFFICE ROUTINES

Key control  
Maids and house keepers report  
Check list  
Work card

##### 6.0 CLEANING ROUTINE

Daily cleaning routine  
Weekly cleaning routine

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Special cleaning routine  
Public area cleaning  
Various types of machinery, their use & care  
Room inspection

#### 7.0 CLEANING OF DIFFERENT SURFACE

Flooring & floor covers  
Wood  
Marbles  
Glass  
Carpet

#### 8.0 HIGH STANDARDS OF CLEANLINESS

Public area, lobby  
Back area  
Pest control

#### 9.0 INTER/INTRA DEPARTMENTAL RELATIONSHIP

### **HPM – 294**

#### **ACCOMODATION OPERATION PRACTICAL**

Floral arrangements  
Dry cleaning  
Stain removal  
Bed making

### **HPM – 205**

#### **COMPUTER APPLICATION**

Objectives: To introduce the student to the computer keyboard and basic computer systems and how they function.

- Basic Principles of the Computer: structures of Computer Systems, Data processing functions
- Accounting in hospitality business transaction ( use spreadsheet)
- Use of word processors in preparing simple forms , Use of spreadsheet in maintaining & balancing accounts, Mechanics of double-entry accounting, General ledgers & journals, Recording changes in assets, liabilities & owners equity, Recording changes in revenue & expenses, Trial balance  
[ Students should exclusively use spreadsheet for sec 3.3 ]
- Generic application software part-2
- Database management software use of ms-access
- Files, records & fields, Database structures Input criteria & output specifications Common database management commands



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### HPM – 295 COMPUTER APPLICATIONS LAB

MS– OFFICE

- Word
- Excel
- Outlook
- Access

Front Office Systems

### HPM - 206 FRENCH – II

Objectives: To enable the students to understand and use terms and expressions used in French in Hotel and Catering Activities.

Culinary Terms: Food and beverage Terminology, Conversational dialogues relevant to the Hotel Industry.

Grammar: Tenses, negative and affirmative phrases, interrogative, possessive and demonstrative sentence construction.

Translation and Pronunciation

### HPM - 207 INTRODUCTION TO ACCOUNTING

- Introduction
- Double entry system - meanings & advantages
- Concepts & illustration
- Journal - Concepts & Illustration
- Ledger - Explanation & Illustration
- Trial balance - Explanation & Illustration
- Subsidiary books - Explanation & Illustration
- Cash book - Explanation & Illustration
- Petty cash book - Explanation & Illustration

### HPM – 208 NUTRITION & FOOD SCIENCE

#### NUTRITION

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- I. Effect of cooking on vitamins.
- II. Vitamin losses due to storage/processing etc.
- III. Percentage composition of the more commonly used foodstuffs.
- IV. Balanced Diet: Quality and Quantity depending on age, sex, occupation and climate, importance of a balanced diet, daily requirements.
- V. Menu Planning: Factors affecting meal planning, balanced diet, acceptability and providing of diet for various ethnic and cultural groups, calculation of calorie value.
- VI. Malnutrition and sub nutrition Effects-Negative effects of dietary insufficiency.

#### **FOOD SCIENCE**

- I. Carbohydrates in foods – Changes in Carbohydrates during cooking, factors affecting stiffness of starch gels in food preparation.
- II. Fats – type of fats and oils and their use. Factors causing deterioration and methods to prevent it.
- III. Proteins – their role in food preparation, use of proteins in gel formation, foam formation, effects of heat treatment of proteins.
- IV. Vegetable Pigments: Types, effects of cooking and processing on pigments.
- V. Garbage Disposal
- VI. Safe Food Handling
- VII. Cleaning of crockery, cutlery and utensils

#### **FOOD PRODUCTION : HPM - 301**

**Objectives:** To impart a full knowledge of Indian National cookery, its origin, equipment, techniques and main dishes.

To induce in the student professional competence in quantity food, preparation at medium level from planning to operating and costing .

**Classical Indian National Cookery** and modern development study of main parts of Indian staple foods + Indian spices

Main recipes used in Breakfast cookery, main meals and snacks Ethnic eating. Traditions (Muslim, traditional vegetarians).

Indian Pastry and Confectionery

Quantity Food Production – Introduction to Industrial and Institutional Catering, Staff Organization Kitchen Lay-Out, preparation , Cooking, Processing, holding and storage problems and adjustments.

Specific equipment used in Quantity Food- including food transportation equipment.

Adapting Recipes- Standardizing, Cooking Times . Indenting and Costing.

Mass Purchasing- Convenience products. Meat & Fish markets. Butchery Study of carcasses.

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Principles of Menu Planning : Study of menus for various types of quantity food outlets (Industrial, institutional & fast food services) using continental & Indian dishes in parallel with nutrition Programme

#### **FOOD PRODUCTION LAB – QUANTITY KITCHEN : HPM – 391**

##### **II A. PRACTICAL**

The objective is to train the student in producing food in large quantities in a set time and adapting recipes to quantity food production- 15 National Indian Cookery menus using the following techniques:

Methods of cooking meat and poultry  
Skewered – roast and spit-Minced  
Stewed  
Methods of cooking fish  
Roast on spit-Stewed-Fried  
Eggs-curry  
Vegetables accompaniments  
Vegetarian cookery- Paneer, Vegetables stews, purees, sauces.  
Basic massalas mixing. Red, white, brown, green, yellow  
Rice, Dals, Breads  
Chuneys, curds and raitas  
Indian Desserts: Kulfi, Halwas etc.  
Training in counter Service- after the preparation and cooking

Training in breakfast cookery- A duty roster will be established so that each group of students practices breakfast cookery during 5 early morning sessions-

##### **HPM – 302**

#### **FOOD & BEVERAGE SERVICE - III**

Objective—to develop a thorough knowledge on specialized services offered in Food & Beverage outlets in five star establishments and at supervisory levels. Impart knowledge on how to operate and supervise bar operations. To impart knowledge on wine production and their service methods.

Buffets--- Introduction, Space Requirements, Aspect affecting a successful Buffet--- number of guests, aspiration of host, depth of hosts pocket, planning and organizing, sequence of food, principles of Merchandising.  
Types of Buffets--- Display, Breakfast, Full / Sit down, Fork Buffet, Finger Buffet, Cold Buffet.  
Essential Equipments for Buffet  
Buffet Menu Planning  
Buffet Check list.

Wines--- Introduction to wines, History of viticulture, Vines, Needs of wine, composition of grapes & effect of nature of wine. Wine makers calendar

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Vinification--- Harvesting, destalking, crushing, pressing, fermentation, care of wine, racking, fining, filtering, ageing, bottles and bottling, corking.

Definition of wines --- Wine categories--- table, fortified, & sparkling, Wine colour--- red, white, rose, characteristic of wines---- still, natural, sweet, vintage & non—vintage.

Principle wine producing countries----- France, Italy, Germany, Portugal, Spain, Australia, U.S.A., India. Sherry, port & Madeira to be dealt with.

Champagne. --- Origin, areas of production, grape varieties, method of production, types, label language, size of bottles, champagne shippers.

Food & wine harmony

Bar—The Bar, Types of Bar, Clientele, Researching, Customer's Taste, defining your identity, Atmosphere Decor Layout, Parts of the Bar, Equipments, Staffing a Bar, and supervising a bar, bar stock and Inventory.

#### **HPM – 392**

#### **FOOD & BEVERAGE SERVICE LAB**

To develop skills and techniques in the operational activities of Food and Beverage service particularly in reference to buffet service, service of continental and regional dishes and Bar supervision.

Setting up and operating Bar.

Demonstration of Cocktail and Mock tail preparations

Buffet Service, Service of Regional Dishes. Silver Service.

#### **HPM 303 & 393**

#### **FRONT OFFICE OPERATIONS THEORY & LAB**

Objective: to enable the students to effectively handle the routines of reception procedures

Front desk layout : Reception & Staff , Preparation of guest arrival & receiving & registration of guests , methods of room assignments , luggage handling and arrival records

- Handling Special situations : group arrival & Departures, Room changes , VIP's over booking , complains
- Departure Procedures
- Cooperation with other departments & particularly Housekeeping
- Computerised room management system ( should be called Property management system )
- Compilation of reports & statistics

Budgeting and monthly expenditure reports.

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### **HPM - 304**

#### **ACCOMMODATION OPERATION**

##### **OBJECTIVE :**

To provide knowledge of textile, fibers and weaves with relation to purchasing linen, laundering procedures and stain removal : inventory taking and record keeping : issuing and receiving technique. To emphasize the necessity of being able to identify and deal with damages.

##### **PUBLIC AREAS:**

Cleaning of lobbies (nightly, weekly and monthly), Elevators, Restaurant, Food service areas, and employees areas.

##### **LAUNDRY:**

Use of laundry agents and equipments. Detergents, Effects of detergents on materials, washing machine and its principles, care and precautions.

##### **STAIN REMOVAL:**

Identifying stains, identifying fabrics, preparing fabrics, Applying stain removal techniques.

##### **LINEN CONTROL:**

Selection and buying linen, receiving, inspecting, counting, checking and recording for damages, sending used linen to laundry, Inspecting, counting and recording cleaned linen received from laundry . Recording discrepancies. Coring and rotating linen. Condemning linen, stock taking .

### **ACCOMMODATION OPERATION PRACTICAL : HPM - 394**

Cleaning and polishing of metals-brass, silver, copper .

Cleaning and polishing of wood and laminated surfaces.

Cleaning of public areas.

Laundering linen –synthetic, cotton.

Bed making practice.

Setting up of chambermaid's trolley.

### **HOTEL ACCOUNTANCY : HPM - 305**

**Objectives:** The student should be able to prepare record books of accounts of a hotel in accordance with accepted systems of hotel accounts and also preparation of final accounts and balance sheet. An approach to financial analysis of the operation of an hotel should be developed.

Basic principles of uniform system of accounting, uses and advantages of uniform systems of accounting, percentage analysis of operating statement for periodical and interfirm comparison.

- Departmental sales records and departmentalisation of hotel revenue including operating costs.
- Night Audit - Basic Principles.
- Daily Report
- Different types of accounting machines and their uses, application of computers in accountancy.

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**HPM - 306**

**HOTEL MAINTENANCE/ HOTEL ENGINEERING**

**FUELS : GAS & ELECTRICITY – GAS LEAKAGE & DETECTION**

- I. Voltage, Current, Resistance, Ohms law power energy units and simple conversation.
- II. Conductors, Insulators Properties and application.
- III. Wiring system – Battle wiring, conduct wiring, wiring fittings and accessories – Cable switches fuses and lamp holders.
- IV. Types of supply – Single phase, three phase, light and fan circuits, single phase power circuits.
- V. Importance of Earthing – Safety precautions, use of Meggar, Maintenance of electrical equipment.
- VI. Study of different lamps – Incandescent, fluorescent, mercury – utility and specifications.
- VII. Use of thermostat in electrical equipments.
- VIII. Calculation of power requirements, bill calculations and Meter reading.

**REFRIGERATION AND AIRCONDITIONER**

- I. Care and maintenance of refrigerators.
- II. Care and maintenance of water coolers and air conditioners

**WATER & SANITATION**

- I. Hard and Soft water – Use of water softeners.
- II. Construction and working of various types of flushing cisterns.
- III. Study of traps and water control taps, Bibcock and stop Cock.
- IV. Function of Waste Pipe and anticyphon pipe.
- V. Inspection chambers, sewer blockings, Leakages and their remedies.

**BUILDING**

- I. Paints and their uses.
- II. Repairs and redecoration programmes.
- III. Dampness – Causes and water proofing.

**FIRE**

- I. Classification of fires – Uses of fire extinguishers.

**COMMUNICATION SYSTEM (Basic Principles)**

- I. working of a public address system.
- II. Intercom system.
- III. Music system.
- IV. Television system.
- V. Time clock and Date control system.

**HOTEL & BUSINESS LAW: HPM – 307**

Objective: To understand the legal responsibility of business in respect of various licenses and permits to be obtained and safeguard the interest of business by adopting appropriate procedures and policies.

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**Revised Syllabus of Hospitality Mgmt (To be applicable for the students who admitted in the session 2004-2005, 2005-2006 & 2006-2007)**

Introduction: Need for Law, Sources of Indian Law, Types and Application of Law in Hotel Operations, Basic Principles of Criminal and Civil Liberties, Understanding of Indian Evidence Act.

Licenses and Permits: Procedure for procurement by-laws of hotels and restaurants under Municipal Corporation, renewal, suspension and termination of licenses.

Mercantile Law: Importance of industrial Law, Shops and Establishments Act, Factories Act, Effective procedure for employment, discharge and dismissal of an employee, employer-employee relation role of the State.

**BUSINESS COMMUNICATION: HPM – 308**

Objective: To develop in the students the power to communicate formally for the purposes of business .

Business Correspondence- Quotations – Official Orders – Records of Disputes – Notices & Circulars

Writing a biodata for Job Interviews, Job Descriptions, Letters of Applications & Resignations

Interviews – Role Playing , techniques

Debates & Group discussions

Telephone etiquettes

**HPM – 395**

**ENGLISH COMMUNICATION**

Communication: significance , need , Communication model , types ( upward, downward , lateral , verbal , nonverbal ) network , listening , proxemics , paralanguage , kinesics , role of **wit and humor** in communication .  
communication art or science?

interview : types , techniques

Questionnaire : significance , drafting a Questionnaire

**INDUSTRIAL TRAINING – 4<sup>TH</sup> SEMESTER**

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### **HPM – 501**

#### **ADVANCED FOOD PRODUCTION & PATISSERIE**

**Objectives :** To impart to the students skills, knowledge and attitudes required to plan, organize, produce and cost Indian (regional), Continental and Chinese food in any type of food production operation ( table d'hole buffet or a la cartle).

**Organization and miseen place** for extended meal service, buffet and banqueting. Menu planning will be covered by the Food and Beverage Service programme.

**Larder Work-** Cold food presentation. Aspics and chaud froid-sandwiches and canapés- Cold starters- Charcuterie ( Terrines, galantines, pate, etc.)

**Hot Cookery-** Regional Indian cookery (according to location)- principles of Chinese cookery-classical and modern garnishes in continental cookery-cooking using left-overs-hot starters.

**Pastry & Bakery-** Ice cream and sorbets. Frozen desserts Bakeshop production – faults in making rolled in doughs- cake formulas & cake making Icings-sugar and chocolate basic work

### **HPM – 591**

#### **FOOD PRODUCTION LAB – ADV. PRODUCTION TRAINING**

##### **PRACTICAL**

**Objectives:** To impart perfect skills in the preparation of regional Indian, National, Chinese and advanced Continental cookery.

To develop perfect skills & technique for formal banquet service, functions, gueridon and flambé work and induce supervisory responsibilities in the students.

Some international specialties will be introduced in continental Cooking specially during Buffets. The F & B service syllabus will follow this programme for various types of services corresponding to the type of menu.

### **HPM - 502**

#### **FOOD & BEVERAGE SERVICE**

**Objectives—**To Develop a thorough Knowledge of all Food and beverage service and particularly of all Specialized services offered in a five star establishment.

Restaurant Layout--- Staff Requirement, Duty Roaster, Restaurant Etiquettes.

Gueridon Service--- History, Defination, Various types, Advantages and Disadvantages of Gueridon Service, General points to be remembered during Gueridon service, Gueridon Equipments, Gueridon Ingredients, and Staffing.

### **HPM – 592**

#### **FOOD & BEVERAGE SERVICE LAB**



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### Revised Syllabus of Hospitality Mgmt (To be applicable for the students who admitted in the session 2004-2005, 2005-2006 & 2006-2007)

Objectives--- To develop perfect skill and techniques in Gueridon and Flambe services and induce supervisory responsibilities in the students.

Preparing of Flambe dishes.  
Silver service  
Supervision of meal service.

### **FRONT OFFICE THEORY & LAB: HPM – 503 & HPM - 593**

Objectives: That the student understands the role and function of the Front Office supporting services for a complete understanding of the Front Office management procedures.

Information Service: Bell Captain, area layout and staff, luggage handling procedures, paging, door and car parking services.

Telephone Operating: Telephone, procedure, Telephone manners.  
Yield Management.

### **ACCOMODATION OPERATIONS: HPM - 504**

Objectives: For the student to view the housekeeping department through a management perspective.

- Training and hiring of staff
- Job description, Rotas and manuals
- Induction programmes
- Purchasing and Budgeting
- Contract cleaning
- Emergencies, fire prevention & fire fighting
- Safety awareness, procedures concerning first aid boxes
- Dealing with sick guests & sanitation
- Special arrangements & facilities for Handicapped guests ( physically challenged guests)

### **ACCOMODATION OPERATIONS LAB: HPM – 594**

Same as Semester I, II & III

### **H R MANAGEMENT & HOTEL LAWS : HPM – 505**

**OBJECTIVE:** To familiarise the students with the human resource management in the Hotel industry. To give the students a thorough knowledge of the legal aspects governing the hotel and food service industry.

1. Introduction to personnel department and role of personnel manager.
2. Definition and role of HRD.

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3. Manpower planning: Definition, Systems - Manning ratio, personal record, personal dossier, employment requisition, engagement form, strength returns, payroll analysis. Staff/ labour turnover analysis, age and service analysis, manpower audit. Other forms like E.S.I., medical leave, gratuity, provident fund etc.

Organising manpower through:- market technology, organisational objectives, size and diversity, span of control, product services.

4. Job Design – Job Analysis, job Description, job enlargement/ rotation, job enrichment
5. Job Specification:- Definition, and formats.
6. Job evaluation:- Meaning, types and uses.
7. Recruitment:- sources of recruitment.
8. Selection:- Application, interviews:- types, tests - types, group selection procedures, references.
9. Induction and training:- Meaning and advantages, purpose of training, types and methods of training, aids used while training.
10. Performance Appraisal:- Definition and importance, types of performance appraisal formats.
11. Promotion:- Promotion policy, essentials of sound promotion policies, Merit vs. seniority.
12. Industrial Relations - Trade unionism - definition, role of trade union in the Indian scenario, collective bargaining, concept of collective bargaining, concept of collective bargaining and barriers, grievance handling (procedures), employee participation in management in relation to good industrial relation, labour welfare measures, disciplinary procedures.

#### **FOOD LEGISLATION:**

Introduction. The Central Committee for Food Standards. Central Food Laboratory. Food Inspectors, their powers and duties. Procedures to be followed by Food Inspectors.

Report of public analyst. Notification of Food poisoning and penalties. Purchaser's Right-Guarantee and Warranty.

#### **SPECIAL CONTRACTS:** Contract of Insurance.

Nature of contract of Insurance. Principles. Reinsurance. Double Insurance. Principles. Subrogation, Contribution.

Bailment-Bailer. Bailee. Duties of Innkeeper. Bailee's lien.

#### **INDUSTRIAL LAW**

Workman's Compensation Act 1923-Nature and scope of the Act. Partial Disablement. Total Disablement. Employee's liability in case of partial and total disablement arising out of and in the course of the employment.

Trade Union Act 1926-Scope. Eligibility. Fund. Register. Rights on the part of the employer and employees.

Disciplinary Action-Offenses. Show cause notice. Charge sheet. Domestic inquiry. Discharge and dismissal of employees.

#### **FINANCIAL MANAGEMENT : HPM – 506**

1. Cost & Cost Control, Types of cost, Breakeven Analysis.

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2. FINANCIAL MANAGEMENT MEANING & SCOPE
  - a. Meaning of business finance
  - b. Meaning of financial management
  - c. Objectives of financial management
  
3. FINANCIAL STATEMENT ANALYSIS AND INTERPRETATION
  - a. Meaning and types of financial statements
  - b. Techniques of financial analysis
  - c. Limitation of financial analysis
  - d. Practical problems
  
4. RATIO ANALYSIS
  - a. Meaning of ratio
  - b. Classification of ratios
  - c. Turnover ratios
  - d. Financial ratios
  - e. Du Pont Control Chart
  - f. Practical Problems
  
5. FUNDS FLOW ANALYSIS
  - a. Meaning of funds flow statement
  - b. Uses of funds flow statement
  - c. Preparation of funds flow statement
  - d. Treatment of provision for taxation and proposed dividends ( as non-current liabilities)
  - e. Practical problems
  
6. CASH FLOW ANALYSIS
  - a. Meaning of Financial Planning
  - b. Meaning of Financial Plan
  - c. Capitalisation
  - d. Practical problems
  
7. FINANCIAL PLANNING MEANING & SCOPE
  - a. Meaning of Financial Planning
  - b. Meaning of Financial Plan
  - c. Capitalisation
  - d. Practical problems
  
8. CAPITAL EXPENDITURE
  - a. Meaning of Capital Structure
  - b. Factors determining capital structure
  - c. Point of indifference
  - d. Practical problems
  
9. WORKING CAPITAL MANAGEMENT
  - a. Concept of working capital
  - b. Factors determining working capital needs

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- c. Over trading and under trading

10. BASICS OF CAPITAL BUDGETING

- a. Importance of Capital Budgeting
- b. Capital Budgeting appraising methods
- c. Payback period
- d. Average rate of return
- e. Net Present Value
- f. Profitability index
- g. Internal rate of return
- h. Practical problems

**FACILITY PLANNING : HPM – 507**

1. Hotel Design :

A. Design Consideration

- Attractive Appearance
- Efficient plan
- Good location
- Suitable material
- Good workmanship
- Sound financing
- Competent Management

B. Evaluation of accommodational needs thumb rules

- C. Ensuring that the hotel must combine the integrated function of housing feeding, entertainment, rentals, services, maintenance and light manufacturers

2. Facilities Planning

- The systematic layout planning pattern (SLP); Planning consideration
- Flow Process & Flow diagram
- Procedure for determining space, ways of determining space requirements space relationship
- Architectural consideration
- Difference between carpet area and plinth area
- Approximate cost of construction estimation
- Approximate operating areas in budget type/ 5 star type hotel. Approximate other operating areas per guest room
- Approximate water / electrical load requirement – estimation

3. Star Classification of Hotel

- Criteria for star classification of hotel

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**F&B MANAGEMENT – HPM – 508**

Objectives--- That the student comprehends, the nature and function of Food and Beverage purchasing, production and service, costs and controls, pricing, and budgeting.

Food and beverage Management--- Definition, Different stages of management process, Factors effecting F&B Management, Problems and solutions.

Controls---- Food and Beverage control definition, Necessity of control, Problems and their solution, Limitation of controls, Reality of controls, Different phases of controls, Control techniques.

Pricing---- Definition & Types

Budgeting---- Definition, types, Outline of Revenue & Expenditure.

**HPM – 595**

**ENGLISH COMMUNICATION**

Notices :

Circulars:

Memorandum: importance , types :

letter writing : formal , types ( sales , product promotion , regret , refusal , thank you , appointment ) techniques

Performance appraisal: types of appraisal , different methods of appraising ex . ( MBO , 360 degree , self and etc )

Questionnaire : significance , drafting a Questionnaire ex . ( questionnaire framed for feedback of tourists leaving a tourist destination ex . Delhi )

Audio Visual Presentation

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### **ADVANCED FOOD PRODUCTION & PATISSERIE : HPM - 601**

**Objectives :** To impart to the students skills, knowledge and attitudes required to plan, organize, produce and cost Indian (regional), Continental and Chinese food in any type of food production operation ( table d'hote buffet or a la cartle).

**Food Production Cost Control-** Establishing purchase specification- Dealing with supplier-receiving methods-stores organization and stock control-stock levels and rotation speed- yield testing for meat-fish and poultry-meat tags.

**Establishing and evaluation of standard recipe cards-** Developing, Testing and assessing new recipes- Sales monitoring- Portion Control implementation- Flash Food cost control- Stock taking method.

**Food Cost Reconciliation Sheet-** Establishing purchase specification- Dealing with supplier- receiving methods- stores organization and stock control – stock levels and rotation speed-yield testing for meat-fish and poultry –meat tags.

Establishing and evaluation of standard recipe cards- Developing, Testing and assessing new recipes- Sales monitoring- Portion Control implementation- Flash Food cost control- Stock taking method.

Food Cost Reconciliation Sheet- Food cost percentage

Analysis of result with Study of causes and remedies.

### **FOOD PRODUCTION LAB – ADV. KITCHEN : HPM – 691**

Preparation and service of 20 Table d'hote , 4 buffets and 3 A La Carte menus with an overall proportion of 40% continental dishes, 40% Indian regional dishes and 20% Chinese dishes.

Some international specialities will be introduced in Continental cookery specially during BUFFETS. The F & B Service syllabus will follow this programme for various types of services corresponding to the type of menu.

### **ADVANCED FOOD & BEVERAGE SERVICE : HPM - 602**

Objectives--- same as semester—5

Function Catering—History of Banquets, Types of banquets, ( Formal & Informal), Organizational structure, Duties and Responsibilities of staffs, Seating plans, Booking procedures, Table plans, Menu Planning, Protocol.

Restaurant Planning.

### **FOOD & BEVERAGE SERVICE LAB: HPM – 692**

Objectives--- To develop perfect skill and techniques in Gueridon and Flambe services and induce supervisory responsibilities in the students.

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Preparing of Flambe dishes.  
Silver service  
Supervision of meal service.

#### **FRONT OFFICE THEORY & PRACTICAL: HPM – 603 & 693**

Objectives: That the student understands the role and function of the Front Office supporting services for a complete understanding of the Front Office management procedures.

Front Office Cashiering: Charges and credit, cashiers' report, methods of setting guest accounts, safety deposit facilities, foreign exchange regulations.

Computer system in hotel.

#### **ACCOMODATION OPERATIONS: HPM – 604 & 694**

Objectives: For the student to view the housekeeping department through a management perspective.

The importance of decor, colour, lighting, floor and wall coverings, flower arrangement, accessories layout of rooms and suites and how the physical layout affects systems need careful consideration.

Personal qualities of Housekeeping Management Personnel must be covered along with case studies relevant to the department.

Housekeeping as a department in other institutions must be investigated using the previously gained knowledge to apply it to a slightly different set of circumstances.

The variable of opening a new hotel should be included.

#### **FACILITY MANAGEMENT: HPM – 605**

##### A. Kitchen

- Equipment requirement for Commercial Kitchen
- Specialisation of different equipments
- Layout of commercial kitchen
- Planning of various supporting services

##### B. Project Management

- Network analysis
- Basic rules & procedure for network analysis
- C.P.M
- P.E.R.T
- Comparison of CPM & PERT
- Network crashing determining crash cost, normal cost
- Classroom exercises

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### **MARKETING AND SALES : HPM - 606**

Objectives: That the student has a good idea of marketing and various marketing and sales techniques.

Marketing Management: Definition and Role of Marketing, Product-Price-Place and Promotion, Product Analysis, Identification of markets and market segment, market analysis and research target setting.

Human Factors in Marketing. Seller and buyer behaviour.

Sales Methods: Salesmanship, Sales Promotion, Publicity and Advertising, Evaluation of Customer satisfaction, marketing planning, budgeting, timing and pricing in marketing and marketing control.

Innovation and accurate marketing.

### **PRINCIPLES OF MANAGEMENT: HPM – 607**

Objectives: To identify basic management functions and techniques which lead to staff motivation and the creation of conducive working environment.

Concept of Management: Management as a profession, need for principles of management, external and internal factors that affect management.

Organization: Co-ordination of authority, delegation of responsibility.

Direction: Theories and Techniques of motivation and its effects on productivity.

Leadership: Role, types style, importance and qualities.

Communications: Channels of communication, conditions for effective communications, barriers in communications. Concept of Control : Control as a management tool, case studies on a situational basis.

### **COMPUTER APPLICATIONS LAB: HPM – 695**

Same as semester 1&2

### **HPM – 696 ENGLISH COMMUNICATION**

Primary and secondary data

Report writing : good report writing , types

Meetings : agenda , minutes ,

Communication is art or science?

Role of **wit and humor** in communication.

Group Discussion: importance, **do**'s and **don**'ts of Group Discussion .



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References :

How to Write First-Class Memos - L. Sue Baugh

**BOOK LIST**

**FOOD PRODUCTION**

Text book : Thangam E. Philip **MODERN COOKERY FOR TEACHING AND THE TRADE** Orient Longmans Ltd, Bombay – Calcutta- Madras- New Delhi.  
K. Arora **THEORY OF COOKERY.**

References : Morr & Irmette Michigan state University **INTRODUCTORY FOODS** McMillan & Co .

Osse Hughes **INTRODUCTORY FOODS** The Macmillan & Co. N. York.

H. Sweetman & I. Mackeller **FOOD SELECTION & PREPARATION** John Wiley & Sons inc. New York, London, Sydney.

Gladys C. Packman **FOUNDATION OF FOOD PREPARATION** Macmillan Co. New York.

Lundberg & Kotschevar **UNDERSTANDING COOKING** Arnold Heinemann India.  
Belle Lower **EXPERIMENTAL COOKERY** John Wiley & Sons Inc. New York. London.

Prosper Montagne **LAROUSSE GASTRONOMIQUE** Hamlyn Publishing Group Ltd. London .

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Holliday Evelyn G Noble G. Isabel T. **HOWS AND WHYS OF COOKING** . The University of Chicago Press, Chicago.

Kotschevar, Lendal & McWilliams M. **UNDERSTANDING FOOD** John Wiley and Sons, New York

**Professional Chef**---- A Saraswat

**Cooking with the Indian Masters** ( Prashad) J Kalra

**Ma Cuisine**--- A Escoffier

**Larder Chef.**

**Food and Beverage Service and Management**

Text book : John Fuller **MODERN RESTAURANT SERVICE –A MANUL FOR STUDENTS AND PRACTITIONERS** Hutchinson. London. Melbourne. Sydney, Auckland Johanesberg .

References : D.R. Lillicrap **FOOD & BEVERAGE SERVICE**

**THE WAITER** --- John Fuller and A.J. Currie.

The Educational Institute of the American Hotel Motel Association **FOOD & BEVERAGE MANAGEMENT AND SERVICE** .

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**Managing Bar and Beverage operations---** Lendal H Kotschevar & Mary L. Tanke.

**Food and Beverage Service----** Vijay Dhawan

**The Book Of Wine----** Robert Joseph.

**Food and Beverage management---** Davis

**Planning and control for F&B operations--** Ninenier

**Management of F&B Operations----** Ninenier.

**F&B Service training Manual----** S Andrews.

**The ultimate book of Cocktails---** Stuart Williams

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**Front office operations**

Books---

**Front office Training Manual---** Sudhir Andrews

**Managing Front Office operations----** Micheal L kasavana  
Richard M Brooks.

**Front office operations and management---** Ahmed Ismail

**Law**

References: M.C . Shukla **A MANUAL OF MERCANTILE LAW** S.Chand & Co. P. Ltd., Ram Nager,  
New Delhi 110055.

**Dr.A.N. Sharma ASPECTS OF LABOUR WELFARE & SOCIAL SECURITY** Himalaya Publishing  
House-Ramdoot Dr. Bhalarco Marg, Girgaum, Bombay –400004 .

John H.Serry **THE LAWS OF INN KEEPERS** Cornell University Press Ithaca and Landon .

S.K. Chakraborty **LABOUR LAWS OF INDIA** International Law Book Centre , 74 Park Street, Calcutta.

P. L. Malik **THE INDUSTRIAL LAW** Eastern Book Co. 34 , Lalbagh, Lucknow.

Dr. Arun Bhattacharjee **THE PREVENTION OF FOOD ADULTERATION ACT  
( 1954 ) & THE PREVENTION OF FOOD ADULTERATION RULES 1955** Met5ropolitan Book Co .  
34, Lalbagh, Lucknow .

**THE FACTORIES ACT 1946 .**

**THE PAYMENT OF WAGES ACV 1936 THE INDUSTRIAL DISPUTE ACT 1947.**

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**FOOD SCIENCE**

**1. Food Science**

2. Food Hygiene

**Shree Laxmi**

S. Rodey .

Reference : Hersey Paul and Ken Blanchard MANAGEMENT OF ORGANISATIONAL BEHAVIOUR . ( Utilizing Human Resources ) Prentice Hall Inc. Englewood Cliffs, New Jersey 07632 .

References Contd. ; Bass B . M . LEADERSHIP PSYCHOLOGY & ORGANISATIONAL Behaviour Harper & Row , New York , 1965 .

Coleman J.C. PSYCHOLOGY AND EFFECTIVE BEHAVIOUR D.B Taraporewala Sons & Co Pvt Ltd, Bombay 1971

Dayal I & Adhikari K. ORGANISATION AND ADMINISTRATION Progressive Corporation Pvt. Ltd , Bombay 1869.

Gellerman S.MANAGEMENT AND PRODUCTIVITY D.B. Taraporewala Sons & Co. Pvt. Ltd. Bombay, 1963.

Kolasa B.J. INTRODUCTION TO BEHAVIOURAL SCIENCE FOR BUSINESS John Wiley & Sons, 1969,

American Management Association MOTIVATION AND JOB PERFORMANCE, New York. 1968,

Argyris Chris PERSONALITY AND ORGANISATION Harper & Sons, New York 1965. Alkes A.G. & Coffey R.E. BEHAVIOR IN ORGANISATIONS A MULTI-DIMENSIONAL VIEW Prentice Hall, Englewood Cliffs, New Jersey 07632.

Basu S.K. and others WORKS ORGANISATION AND MANAGEMENT India Book House, Calcutta. 1970

Davis Keith HUMAN RELATION AT WORK MMc Graw Hill New York 1962

Gallerman S. W . MANAGEMENT BY MOTIVATION AMA , New York 1968 .

Hodge B J. and Johnson H. J. MANAGEMENT AND ORGANISATIONAL BEHAVIOUR John Wiley & Sons, New York 1970 Kelley Joe ORGANISATIONAL BEHAVIOUR Richard Irwin Dorsey Press, Homewood Illinois. 1969 .

McClelland D. C . THE ACHIEVING SOCIETY The Free Press , New York 1961 .

McGregor Douglas THE HUMAN SIDE OF ENTERPRISE Tata McGraw hill publishing Co , Ltd. Bombay 1960 .

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References ( Contd. : Millar D . C. and Form W.H. INDUSTRIAL PSYCHOLOGY )  
THE SOCIOLOGY OF WORK ORGANISATION 2nd

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2004-2005, 2005-2006 & 2006-2007)**

**Accommodation operations**

**Housekeeping Training Manual---** Sudhir Andrews

**Professional Housekeeper-----** Georgina Tucker.

**Managing Housekeeping operations.-----** Georgina Rucker.

Hotel , Hostel and Hospital Housekeeping—Joan C Branson, Margaret Lennox

P – ELBS wide Hodder & Stoughton .

Accommodation & cleaning services. Volume 1 – Operations. Volume 2 – Management.  
David M . Allen. P – Stanley Thrones (Publishers ) Ltd.

Commercial Housekeeping & Maintenances. Iris Jones FHCIMA. Cynthia Phillips . P –Stanley Thrones ( Publishers ) Ltd .

Housekeeping supervision. Fellows, Jane. P – Macdonald & Evans.

Housekeeping Management for Hotels & Residential Establishments . Rose Mary Hussy P – Heinemann.

Introduction to Interior Design . Dorothy Stepat – De Van Darlene M. Knees . P – Macmillan Publishing .

The Professional Housekeeper, Georgiana Tucker & Madelin Schneider . P—CBI Camp Inc .

**FRENCH**

French for Hotel Management & tourism Industry by S. Bhattacharya