

**MAULANA ABUL KALAM AZAD UNIVERSITY OF TECHNOLOGY, WEST BENGAL**  
**(Formerly West Bengal University of Technology)**  
**Syllabus of B.Sc. In Hospitality & Hotel Administration**  
**(Effective from 2023-24 Academic Sessions)**

**Semester-I**

Major 1

BHHAM101 (FOUNDATIONS OF FOOD PRODUCTION) UNITS to be taught

- Unit 1 - Hierarchy Area of Department and Kitchen
- Unit 2 - Aims & Objects of Cooking Food
- Unit 3 - Methods of Cooking Food
- Unit 4 - Basic Principles of Food Production
- Unit 5 – Stocks
- Unit 6 – Sauces
- Unit 7 – Soups
- Unit 8 – Commodities
- Unit 9 – Basics of Bakery and Confectionary

Major 2

BHHAM102 (FOUNDATIONS OF FRONT OFFICE) UNITS to be taught

- Unit 1- Evolution and Classifications of hotels
- Unit 2- Types of rooms
- Unit 3- Tariff structure, rates & plans
- Unit 4- Organization of hotels
- Unit 5- Front Office staff organization, duties and responsibilities.
- Unit 6- Lobby Layout, Front desk location in the lobby & its importance, its design, various section of front desk including bell desk, equipment
- Unit 7- Qualities of front desk staff, work schedule & duty roster of all front desk staff member.
- Unit 8- Information Service: Bell Captain, area layout and staff, luggage handling procedures, paging, door and car valet services, left luggage facilities
- Unit 9- Telephone Operating: Telephone procedure, etiquettes & manners.