

**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-II**

**BHHAM201: Foundation of Food & Beverage**

**Course Content:**

Unit 1: Introduction to the Hotel & Catering Industry

Introduction to the Food & Beverage Industry - Types of Food & Beverage Operations – Ancillary Areas - Classification of Catering Establishments

Unit 2: Departmental Organisation & Staffing

Organisation of F & B Department of a Hotel - Duties and Responsibilities of F & B Staff - Attributes of F & B staff

Unit 3: Introduction of Restaurant Equipment

Classification of equipment (familiarisation) - Criteria for selection and requirement - Maintenance of these equipment's

Unit 4: Menu & Menu Planning

Origin of menu & menu planning objectives - Types of menu, menu planning - consideration & constraints - Menu designing - Courses of menu - French: classical and modified, Indian courses; Accompaniments, Garnishing & Cover for each course.

Unit 5: Service Methods

Table Service-Silver/English, Family, American, Butler/French, Russian - Self Service- Buffet & Cafeteria - Specialized Service-Gueridon, Tray, Trolley, Lounge, Room, etc., - Single Point Service-Take Away, Vending, Kiosks, Food Courts & Bars, Automats

Unit 6: Non-Alcoholic Beverages

Classification (Nourishing/ Stimulating / Refreshing) I. Stimulating a. Tea - Origin & Manufacture, Types of Brands, Preparation & Service b. Coffee - Origin & Manufacture, Types of Brands, Preparation. II. Nourishing - Cocoa & malted beverage - Origin & Manufacture, Types of Brands III Refreshing – Juices, Aerated Drinks, Mixers (Tonic/ Lemonade/ Bitter Lemon), Squashes, Syrups, Mineral Water, Sparkling water/Soda.

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**BHHAM202: Foundation of Housekeeping**

**Course Content:**

**Unit I**

Introduction, Meaning and definition Importance of Housekeeping, Sections of Housekeeping, Responsibilities of the Housekeeping department,

**Unit II**

Housekeeping Department: Organizational framework of the Department (Large/ Medium/ Small Hotel), Role' 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, Hygiene and Grooming

**Unit III**

Cleaning Science. Types of soil, various cleaning procedures, cleaning equipment and agents

**Unit IV**

Housekeeping Procedures- Briefing, Debriefing, cleaning of guest rooms, Daily cleaning of (Occupied/Departure/Vacant/Under repair/VIP rooms), Weekly cleaning/spring cleaning, Evening/ second service, Systems & procedures involved, Forms and Formats, Replenishment of Guest supplies and amenities, cleaning of Public Areas

**Unit V**

Housekeeping control desk- Importance, Role, Co-ordination, key control Handling Lost and Found; Forms, Formats and registers used in the Control Desk, Handling of Guest queries, problem, request; General operations of control desk; Role of control desk during Emergency

**Unit VI**

Cleaning of various surfaces- Metals, glass, plastic, wood, ceramics, leather etc

**Unit VII**

PEST CONTROL: Types of pests, Control procedures

**Unit VIII**

SAFETY AWARENESS, SAFEGUARDING ASSETS AND FIRST AID: Concept and Importance, Safety: Accidents, Fires (Cause, Procedure, Accident report form), Security: Security of Guest/Staff/Public areas/Rooms/Back office areas, First Aid: Concept and Emergency Procedures