

**Maulana Abul Kalam Azad University of Technology, West Bengal**  
**(Formerly West Bengal University of Technology)**  
**Syllabus for Bachelor in Hotel Management & Catering Technology (HMCT)**  
**(Applicable from the academic session 2019)**

**SEMESTER-II**

**Food Production Foundation - II (FFP -II)**

**Kitchen Organization layout and hierarchy**

Kitchen layout and functions, receiving area, storage area, cold butchery, and vegetable mise en place area, cold kitchen, hot kitchen, garde manger, bakery and confectionery. The classical and new kitchen brigade, duties and responsibilities and job description of the kitchen personnel.

**Soup preparation**

Classification of soups, Mise-en-place of all the basic soups, principles & preparations, garnishes, accompaniments, International soups types and preparation.

**Roux and Sauce**

Types of roux and preparations. Definition, classification importance and preparation of all mother sauces. Proprietary sauce, sauce for their own class and contemporary sauces. Derivatives of mother sauces, preparation, rectification of faulty sauces.

**Basic preparation and types of**

Aspic, Glaze, Bouquet -Garni, Mirepoix, D'uxelle, Pastes Masala, Batters, Doughs and Marinades.

**Breakfast**

Types of breakfast, International and Indian menus, preparations, traditional / classical items, 'Brunch' Elevenses and High tea concept and sample menus.

**Fish Cookery and Seafood**

Definition, Classification, description and selection of fish and seafood. Cookery of fish and sea food including types, cuts, storage and preparation .

**Basic bakery and confectionery.**

Principles of baking, uses of different types of oven, temperature variations. baking ingredients and their role. Steps of bread making, Types of breads and sponge their used and menu examples, ingredient proportions, various mixes, methods.

**Basic culinary terms-Indian and Western / International.**

**Food Production Practical - II**

**Practical**

Basic sauce preparations and few (2-4) commonly used derivatives\* Preparation of traditional / classical Indian, English and continental breakfast dishes\*. Preparation of three course simple Indian menus and Indian snacks /brunch / high tea items\* Preparation of basic continental cookery-stews, sauces, soups, and basic fish preparations.\*

\*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, method (If needs to be specified) 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:**

Theory of Cookery Krishna Arora Frank Brothers  
Food Production Operations Parminder S Bali Oxford

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Prasad - Cooking with Masters, J. Inder Singh Kalra, Allied  
Modern Cookery (Vol-I) For Teaching & Trade, Philip E. Thangam, Orient Longman  
Larousse Gastronomique-Cookery Encyclopedia, Paul Hamlyn  
The Complete Guide to the Art of Modern Cookery, Escoffier

**Food & Beverage Service Foundation -II (FFBS -II)**

**Theory:**

**Types of Meal**

Breakfast- (Introduction, types, Service methods, A la carter and TDH set ups), Brunch. Lunch, Hi-tea, Dinner, Elevenes and Supper

**Menu**

Introduction, Types of menu (Ala Carte , Table D'hote, Carte de jour, Plate de jour). Menu Planning, considerations and constraints. Menu Terms and Menu Design. Classical French Menu Classical Foods & its Accompaniments with Cover. Indian regional dishes, accompaniments and service

**Room Service**

Introduction, general principles, pitfalls to be avoided. Cycle of Service, scheduling and staffing, Room service menu planning. Forms & formats, order taking, thumb rules, suggestive selling, breakfast cards. Layout & Set up of Common Meals, use of technology for better room service. Time management - lead time from order taking to clearance

**Non – Alcoholic Beverages**

Classification and types. Hot Beverages-Types, Production and Service of tea, coffee, health drinks, nourishing drinks). Cold Beverages-Types, Production and Service of refreshing, stimulating and nourishing beverages like juices, aerated beverages, shakes, smoothies and different types of water.

**Billing & Control Methods**

Billing Methods - Duplicate & Triplicate System, KOTs & BOTs, Computerised K.O.T's. Necessity and functions of a control system, F&B Control cycle & monitoring

**Food & Beverage Terminology related to the inputs of the semester**

**Food and Beverage Service II (Practical):**

Room Service - Tray & Trolley Set up and service. Room Service Amenities Set-up -In Rooms & Floor

Conducting Briefing/De-Briefing for F & B outlets.

Breakfast Table Lay-out. TDH & Ala Carte Cover set up in Restaurant

Restaurant Reservation System

Receiving the guests. Sequence of Service from welcoming to seeing off. Taking an Order-Food & generating a KO T.

Silver Service

Writing a Menu in French & its Equivalent in English

Service of Cold & Hot – Non Alcoholic Beverages

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**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-Brian Varghese
- 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
- Professional Food Service-Sergio Andrioli & Peter Douglas, Heinemann Professional
- Profitable Menu Planning –John Drysale

**FRONT OFFICE OPERATION - I (FOO - I)**

**Reservations**

Definition of reservation, types of reservations, modes of reservations, channels of reservations. Reservation data, essential and transactional.

Reservation methods, Handling Reservation inquiry, Reservations recording, Reservation confirmation, Reservation record maintenance generation of Reservation reports Reservation considerations. Handling Group reservation check points.

**Reception and Registration**

Definition, concept and importance of reception and registration. Registration activity and generation of the registration record. Legal importance of the same.

Concept of Pre-registration activities. Importance and procedures. Steps followed and measures to be adopted

**Room and rate assignment**

Procedure followed for reserved and walk-ins. FITs, Groups, Crew, Indian & Foreign. Establishing Method of settlement / payments. Issuing the room key and rooming the guests. Fulfilling special requests.

Creative options like up selling cross selling and importance of product knowledge and selling techniques. Handling Over-booking cases in relation to walking a guest, bouncing a guest and procedures followed.

**Front Office responsibilities**

Front office communication Inter and intra departmental communication. Providing various Guest services and the importance of Guest relations. Dealing with emergencies : medical, death, theft, robbery, fire, bomb threats and terror attacks.

Change of room. Reasons and procedures for the same

**Front Office Computer Operation**

Basics of computers and Application of property management system in relation to Reservations, Registration and front office responsibilities.

**Front Office Security Functions**

Role of Front Office in Hotel Security. Importance and procedures followed in relation to Check in : use of metal detectors,

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baggage scanners, scanty baggage handling. Key control in relation to manual and Electronic card keys. Handling Grand Master / Master key lost & found & damaged keys, use of keycards. Guest & staff movement & access control Protection of funds, safe deposit locker and box facilities.

### **Front Office Practical (FOP- II)**

- 1) How to handle inquiries, suggestive selling
- 2) How to convert inquiries to valid reservations
- 3) Preparing and filling up reservation forms
- 4) Role play of accepting reservations, walking a guest and complaint handling for bumped reservations
- 5) Reservation handling by computers. Actual computer lab work with the PMS
- 6) Preparing and filling up registration card
- 7) Roleplayfordifferentcheckinsas-Walkin,FIT,FFIT,Corporate,VIP,CIPandGroups
- 8) Roleplayonguestcomplainthandling,criticalanddangeroussituationhandling
- 9) Operating FIDELIO/IDS-PMS system in computer lab. Familiarization of all options

#### Reference Books :

1. Professional Hotel Front Office Management, Anutosh Bhakta. Tata McGrawHill
2. Front office operations by ColinDix & ChirsBaird
3. Hotel Front office management by James Bardi, VNR
4. Managing front office operations by Kasavana &Brooks
5. Front office training manual by Sudhir Andrews,TataMcGrawHill
6. Managerial accounting and hospitality accounting byRaymond S Schmidgall
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, ColinDix,Pitman
11. PrinciplesofHotelFrontOfficeOperations,SueBaker&JeremyHuyton,Continuum
12. Front Office Procedures, Social Skills and Management, Peter Abott & Sue Lewry, ButterworthHeinemann

### **Housekeeping Operations - I**

#### Theory

##### Cleaning of public areas

- Cleaning process
- Cleaning and upkeep of Public areas
- (Lobby, Cloak rooms/Restaurant/bar/banquet Halls/Administration offices/Lift sand Elevators/Staircase/back areas/Front areas/Corridor)

##### Safety awareness 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
- CPR

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2. Safe guarding assets
  - Concerns for safety and security in Housekeeping operations
  - Concept of Safe guarding assets
  - Theft: Employee, guest, external persons
  - Security in Hotel guest rooms
3. Pest control
  - Types of pests
  - Control procedures
4. Housekeeping supervision
  - Importance of inspection
  - Check-list for inspection
  - Typical areas usually neglected where special attention is required
  - Self-supervision techniques for cleaning staff
  - Degree of discretion/delegation to cleaning staff
5. 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
  - Function of Tailor room
6. 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
  - Guestroom cleaning-Replenishment of Guest supplies and amenities
1. GLOSSARY OF TERMS (with reference to 3<sup>rd</sup> semester syllabus)

**Housekeeping Practical - II**

Room Attendant Trolley  
Bed Making  
Turn down service  
Cleaning of guest rooms - departure, occupied, vacant  
Cleaning of public areas  
Inspection of guest rooms & public areas with the help of checklist  
First aid

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**Reference books :**

1. Hotel Housekeeping, Sudhir Andrews, Tata McGraw Hill
2. The Professional Housekeeper, Tucker Schneider, VNR
3. Professional Management of Housekeeping Operations, Martin Jones, Wiley
4. House Keeping Management for Hotels, Rosemary Hurst, Heinemann
5. Hotel, Hostel & Hospital House Keeping, Joan C. Branson & Margaret Lennox, ELBS
6. Accommodation & Cleaning Services, Voll & II, David. Allen, Hutchinson
7. Managing House Keeping Operation, Margaret Kappa & Aleta Nitschke
8. First Aid, St. John Ambulance Association, New Delhi

**Food Science & Nutrition (FS & N)**

**Introduction :**

Food & its relation to health, Objectives and importance of nutrition in human health

**Types of Nutrients:**

Types of nutrients major and minor. Their characteristics, functions, metabolism, food sources and effects of deficiency,

**Classification of raw materials**

Milk & milk products, milk borne disease, pasteurization and boiling, preservation of milk, Eggs, Meat varieties, preservatives. Disease produced by fish, white and red meat. Sweet foods & sweetening agents, Spices & condiments, emulsions, colloids, flavouring and browning.

**Factors influencing food intake & food habits,**

Physiological Environmental & behavioural factors that determine food intake, influencing food acceptance.

**Food Processing:**

Definition, objective, types of treatment, effect of factors like heat, acid, alkali on food constituents.

**Water :**

Definition, Dietary sources (visible, invisible), functions of water, role of water in maintaining health (water balance).

**Balanced Diet / Menu planning:**

Definition, importance of balanced diet, format of balanced diet, balanced diet chart. RDA definition role and criteria for various nutrients as per age, gender, physiological state. Planning of nutritionally balanced meal based upon the three food group system. Factors affecting meal planning, critical evaluation of few meals served at the Institutes/Hotels based on the principle of meal planning, calculation of nutritive value of dishes/ meals.

Books for reference

Clinical dietetics & nutrition - F. P. Anita

Food science chemistry & experimental foods - Dr. M Swaminathan

Normal and therapeutic nutrition - H. Robinson

Microbiology - Anna K Joshna

Food & Nutrition - Dr. M. Swaminathan

A text book of Bio chemistry - A. V. S. S. Rama Rao

Catering Management an integrated approach Mohin seth, Surjeet

Mulhan Food facts & principles - Manay & Shalakhara Swamy

Food science - Sumathi Mudambi

Nutritive value of Indian foods. Indian Council of Medical Research

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Fundamentals of food and nutrition, Mudambi & Rajgopal 4th edition 2001

Principles of Food Technology by P. J. Fellows

Handbook of analysis and Quality Control for fruits and vegetables by Rangana S. (Tata Mc Graw Hill)

Sensory Evaluation by Amerine (Academic Press)

Principles of Food Science by Borgstrom and Macmillan

Food Science by Potter & Hotchkiss

## **Business Communication (BCOMM)**

### **Business communication**

Types, need, purpose, nature and models. Channels of Business communication. Selection of channel

### **Organisational communication**

Upward, downward, lateral, purpose, functions. Written communications, memos, circulars, notices, advertisements, press notes.

### **Communicating with outside world**

Business letters of different types, e-mail writing and manners. Communicating within groups, nature, purpose, merits, demerits. Role of wit and humour

### **Handling meetings**

Types of meetings, Structuring a meeting, agenda and minutes, Conducting a meeting

### **Interviews**

Types of interviews, preparing for an interview, appearing an interview, do's and don'ts.

### **Group discussion**

Suggested books

- Sharma, R. C., and Mohan, K., "Business Correspondence and Report Writing", Tata McGraw Hill, 1994
- Gartside, L, "Model Business Letters", Pitman, 1992
- Communications in Tourism & Hospitality, Lynn Van Der Wagen, Hospitality Press
- Kumar, Kulbhushan, "Effective Business Communications", Khanna Publishing, 2018