

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-III

BHHAM301 – Food Production Operations

Credit:5

Details content:

Unit 1 – Commodities (Fats and Oils, Raising Agents, Thickening Agents, Herbs, Spices and Condiments, Cheese, Cream)

Unit 2 – Cuts of Meat (Beef, Pork, Lamb and Poultry)

Unit 3 – Introduction to Indian Cuisine (History, Masalas and Pastes, Basic Ingredients, Gravies, Special Equipment)

Unit 4 – Indian Regional Cuisine (Kashmir, Punjab, Awadh, Bengal, Kerala, Hyderabad)

Unit 5 – Bakery and Confectionary (Types of Dough, Pastes, Batters, Cookies, Icings, Frozen and Set Desserts)

BHHAM- 302 Housekeeping Operations

Credit:5

Details content:

1.CLEANING OF PUBLIC AREAS

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

2. 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

3. 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

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4. 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
- Guest room cleaning - Replenishment of Guest supplies and amenities

5. Laundry management

- In-house Laundry v/s contract Laundry :merits &demerits
- Layout
- Laundry Flow process
- Equipment (Washing machine, Hydro extractor, Tumbler, Calendar/ Flat work Iron, Hot head/Steam press, Cooler press, Pressing tables)
- Stains and Stain removal
- Laundry detergents
- Care of fabrics of different types, typical fabrics used in hotels

6. Contract cleaning

- General • Complete program
- Special • Periodic
- Pricing a contract

7. Housekeeping budgeting

- Concept & Importance
- The Budget process
- Operational and capital budget • Housekeeping Room cost • Housekeeping Expenses'