BHHAM401: F&B Service Operations

Credit: 5

Course Content:

Unit 1: Function Catering and Buffet Management

Introduction
Types of Function
Function Administration & Organization. Booking Procedure, Menus, Function contracts, Seating Arrangements

Introduction
Types, Buffet Sectors, Equipment Used, Factors, Space requirements &Checklist, Buffet Presentation, menu planning, staff requirement

Unit 2: Beer

Introduction, Production of Beer
Types and Brands, storage and service
International brands of Beer.

Unit 3: Other Fermented Beverages

Sake
Cider
Perry

Unit 4: Bar Operations

Introduction, Bar stock maintenance
Types, Layout, Equipments Used, Control Methods &Licenses
Staffing, job description, job specification
Bar Planning and Designing & Bar Menus, costing, corkage

Unit 5: 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

Reference Books:

- **Food & Beverage Service Training Manual-Sudhir Andrews**
- **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**

Front Office Operations BHHAM402

Credit: 4

- **The guest cycle– Reservations, Pre–registration activities, Registration activity, On arrival procedures, Departure Procedures**
- **Cooperation with other departments**
- **Property management system**
- **Budgeting and various reports.**
- **Front Office cashier, Checkout and account settlement**
- **Front Office Accounting– Accounting fundamentals, Hotel credit management**
- **The guest folio– Tracking transactions – account allowance**
- **The Night Audit– Function, night audit process, Verifying the night audit**
- **guest complaint handling / Problem solving Process,Common complaints / problems / situations handling**

BHHAM403: Hotel Operations Management

Credit: 4

Hotel operations management is the process of overseeing a hotel's operations to ensure a good guest experience while maximizing revenue and controlling costs.

Customer needs:

- Process to understand what guests want and expect from a hotel.
- How this process helps hotels improve their services and increase guest satisfaction.
- How to design hotel services to meet customer needs?

Budgetary controls:

- Meaning, objectives and advantages of budgetary controls
- Steps and Process: Set financial objectives, develop a budget, Implement the budget, establish actual budgetary positions, compare actual results to budgeted figures, perform variance calculations and analysis, Take corrective actions

Facilities layout:

- How to lay out a hotel's facilities: Restaurants, banquets, kitchen, Floor pantry, back office

Management information system:

- MIS Concept, evolution and meaning of MIS; Information system for competitive advantage,
- MIS function in an organization. Limitations of MIS

Inventory Management:
- Inventories – Definition, Classification of Inventories, Need for inventories, Merits & Demerits of Inventories
- Inventory Control Techniques and Principles