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**B.H.M. and Catering Technology (FIFTH SEM)**

~~B.A. M.Sc.~~.....Exam. Dec., 2014

~~First/Third Semester~~ **FIFTH SEM.**

Pages.....(2).....to.....(25).....

**PRACTICAL**

**FRONT OFFICE**

1. Students should be able to register guests and fill-up all the records.
2. Should have general knowledge about various important currencies, countries their capitals, places of important tourist interests in India as well as know about event management and planning.
3. Exposure to the computerized front office system.
4. Practice telephone etiquettes.
5. They should be thorough-with important glossary of terms emphasized in the syllabus floor limit, house limit etc.

**PRACTICAL**

**HOUSEKEEPING**

1. Room inspection and cleaning.
2. Guest supplies in rooms and bathrooms.
3. Linen exchange procedure.
4. Public area supervision and cleaning.
5. New trend of housekeeping.

**THIRD YEAR, FIFTH SEMESTER**

**501 : FOOD PRODUCTION IV (ADVANCE)** 216 215

- Objectives: To impart perfect skills to the students for preparing soups and fish, meat and poultry dishes with appropriate accompaniments.
- Unit I  
Butchery: Pre-slaughter steps, factors that make meat tender, methods of cooking used with approx. internal temperature. To judge the quality of various meats i.e. beef, veal, lamb and pork.  
Study of Lamb/Mutton (Le Mouton) pork (Le porc), Beef (Le Bouef) knowledge of average weights of joints and preparation of mutton, pork and beef. A brief study relating to steaks and sausages.  
Poultry: Classification according to the age and weight, quality points for purchasing preparation of poultry, popular chicken dishes.
- Unit II  
Fish: classification of fish, special points to be considered while choosing fish, cuts of fish, brief study of popular Indian fish and their source, common cooking methods and popular fish dishes.
- Unit III  
Le Garde-Manager:- Duties and responsibilities of chef grade - Manager, Larder control equipment required, layout of the Grade-Manager, items Prepared, cold Buffet.
- Unit IV  
Processed meat product, ham, bacon and sausages, force meat, pate, terrine, different types of brine and marinades, manufacturing of ham bacon and sausages.
- Unit V  
Regional cuisines of India, Muglai, Avadhi, Dum pukht cuisine, Kashmiri, Chettinad Andhra, Keraliti, Goa, Bengali, Rajasthani, Hydrabadi, Punjabi.

**Suggested Readings:**

1. Arora Krishna: Theory of Cookery: Frank Bros and Co.
2. Philip E. Thangom: Modern Cookery Vol. I and II, Orient Longman.
3. Klinton & Cesarani: Practical Cookery; Arnold Heinemann.
4. Fuller J. Barrie and Jenkins: Accompaniments and Garnishes from waiter: Communica Europa.

**FOOD PRODUCTIONS**

**PRACTICALS**

**1. Larder**

- (a) Demonstration of (i) Galantine (ii) Pate (iii) Terrine (iv) Meat loaf.
- (b) Canape and Sandwich making
- (c) Salads and dressing (i) Russian salad (ii) Waldrof salad (iii) Coleslaw (iv) Fruit salad (v) Green salad (vi) Beetroot salad.

**2. PASTA**

Preparation of Spaghetti Bolognaise and Macaroni Florentine

**3. PIZZA**

Preparation of Pizza margharita and other classical pizza (topping)

**4. CONFECTIONERY**

- (i) Decorated cakes
- (ii) Pastries and use of chocolate icing.

**502 : F & B SERVICES AND CONTROL IV (ADVANCE)**

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*15 217*

- Objectives: To develop comprehensive knowledge of restaurant service in the hotel and catering industry so as to induce in the student professional competence and ensure through knowledge in the principles of food.
- Unit I Beer: types of beer, history, storage, manufacturing process, serving beer and beer cocktail, cider and perry ale and lager styles of beer care and storage beer dispensing system, glasses.
- Unit II Food and beverage order taking methods - triplicate, duplicate, service with order, and pre ordered, taking orders for dispense bar beverages service, KOT & BOT.
- Unit III Aperitifs, liqueurs, fortified wines. Cocktail and other alcoholic mixed drinks, mocktails.
- Unit IV Gueridon Service: Various types of gueridon, items to be prepared, advantages and disadvantages, special food service, and flambe and flambe work, carving, preparation of joints.
- Unit V Bar and equipment, design, glassware, dispensing consumable supplies, inventory control.

**Suggested Readings**

1. Food and beverages service: Dennis Lillicrap and John Cousins (specially 7th edition)
2. Sudhir Andrews: Food and beverage service training manual, Tata McGraw Hill.
3. Text book of Food and beverage service: S.N. Bagchi/Anita Sharma (Aman Publication).
4. Professional Food and Beverage Service Management: Brian Verghese (Macmillan)



## F & B SERVICES

### PRACTICALS

1.
  - (i) Room service (trolley, tray, break fast)
  - (ii) Wines opening re-closing of wire corks
  - (iii) Champagne/Sparkling
  - (iv) Spirits
  - (v) Room service of alcoholic beverages.
  
2. **DEMONSTRATION-COCKTAIL PREPARATION**
  - (i) Type of garnish and preparation
  - (ii) Preparation of two cocktails for each alcoholic base.
  
3. Revise the practical syllabi taught in the 1st year (1st and 2nd) semester
  
4. Services of non-alcoholic beverages like tea, coffee, fruit juices, milk shakes, hot milk, hot chocolates etc. triplicate of duplicate checking method: Kot Bot.

### 503 : FRONT OFFICE OPERATIONS - IV (ADVANCE)

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| Objectives | This module is prescribed to appraise the students about qualities of good telephone operator, complaint handling and self development programmers etc.  |
| Unit I     | Handling Complaints: why do guests complain, benefits derived from complaints and complaint handling.  |
| Unit II    | Qualities of good telephone operation, punctuality, personnel hygiene, accuracy, speed, cooperation, clarity of speech, sense of responsibility, memory quickness, cheerfulness, careful and polite, coordination with other department. Use of the EPABX interface with F.O. Software, handling disputes. |
| Unit III   | Planning F.O. operations: Forecasting room availability, formulas, room position, daily/monthly F.O. statistics and reports. Practiced self-development programme: What to observe, weekly training schedule, counselor and quizzes.   |
| Unit IV    | What to observe: information, reception, research front office cashier, night auditor, lobby: what to observe, telephone: what to observe.   |
| Unit V     | Recruitment in hotel chains, resort chains, salary basis, promotion and incentives, future scenario of hotel industry, budget and budgetary control.   |

**Suggested Readings**

1. Andrews Sudhir: 1985 Hotel Front Office, Tata McGraw Hill, New Delhi, Malik S. Profile of Hotel and Catering Industry, Heinemann, 1972.

**FRONT OFFICE**

**PRACTICALS**

1. Demonstration :- Cocktail Preparation  
(i) Bar arrangements and display.  
(ii) Triplicate and duplicate checking method: KOTBOT  
(iii) Billing Method
2. Role Play: Telephone handling, complaint handling, use of EPABX.
3. Preparation of front office daily flash report, monthly reports, practicals on calculation of room position, occupancy etc.
4. Revise the practical syllabi taught in the 1st year (1st and 2nd semester).

**504 : HOUSEKEEPING MANAGEMENT - IV (ADVANCE)**

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2.16 2.15 2.14

**Objectives:**

To impart student the comprehensive knowledge of bed and bedding, furniture, elements of interior decoration and lighting in reference to hospitality operation.

**Unit I**

**Furniture:** Selection of furniture, style and design, types of furniture: wooden, wicker, cane furniture, metal furniture, plastic furniture, upholstered furniture, arrangement of furniture in room; types of joints.

**Unit II**

**Interior decoration:** Elements and principles of art and design, colour effect of colours, warm and cool colours, colour schemes, texture: flooring, wall coverings mirrors, curtains, furniture and other furnishings, heating and ventilation, energy saving procedures, eco friendly concepts in HK. New property count down. Energy and water conservation. Theme planning and decoration. Redecoration and Refurnishing - layout of room, sizes of rooms, furniture arrangement, principle of design.

**Unit III**

**LIGHTING:** Importance, different kinds of lighting, difference in filament and fluorescent, low energy bulbs, reflector type incandescent lamps, fittings, shades, minimum light requirements, uses of lighting in different areas of hotel.

**Unit IV**

**Flooring or floor finishes:** Choosing floorings, sub floors, general care and clearing of flooring and classification of floor finishes.

**Unit V**

**Carpets:** Selection points, classification of carpets, size of carpet, choice of carpet, carpet laying, protection of carpets, cleaning of carpets, advantages and disadvantages of carpet.  
**Glossary of Terms.**

**Suggested Readings :**

1. Andrews Sudhir, Hotel Housekeeping Manual, Tata McGraw Hill.
2. Branson and Lennox, Hotel Housekeeping, Hodder & Stoughton.
3. A.C. David. Hotel and Institutional Housekeeping, Wellek, Hotel Housekeeping.

