

## **INTRODUCTION:**

**THE DIPLOMA COURSE IN FOOD AND BEVERAGE IS AIMED AT PROVIDING BASIC F&B KNOWLEDGE TO THE STUDENTS, AND IN ADDITION TO EQUIP THE STUDENTS WITH SKILL SETS TO ENABLE A LOWER LEVEL JOB IN THE F&B SECTOR.**

## **COURSE OBJECTIVES**

- To start a diploma level course in Food and beverage
- To match the course curriculum with current personnel requirements for the F&B industry in India specifically.
- To provide qualified diploma graduates suited to work in the F&B
- To partner with selected hotels for an learning internship programme.
- To provide F&B Skill sets for lower level placement.

## **COURSE DURATION**

The Diploma in Food and Beverage Service is for duration of one year.

## **ELIGIBILITY FOR ADMISSIONS AND ADMISSION PROCESS STUDENTS**

1. The course will be open to those students above a minimum of 18years of age on the date of joining.
2. The diploma is open to industry professionals, subject to they having at least a minimum PUC pass(+12)
3. Admission process to be conducted according to University norms.

## Course Structure

Duration: 01 year

Course Code	Title	Hrs/wk	Marks	Credits
<b>Semester I</b>				
	Culinary and baking Fundamentals	3	100	3
	Food and Beverage Service foundation-1	3	100	3
	Food safety and hygiene	3	100	3
	General English	3	100	3
	Application of computers	3	100	3
	Accommodation -1	3	100	3
	Culinary and baking Fundamentals – Practical's	2	50	2
	Food and beverage service – 1	2	50	2
	Computers – 1	2	50	2
<b>Semester II</b>				
	Food and Beverage Service foundation-2	3	100	3
	Accommodation -2	3	100	3
	Business communication	3	100	3
	Food and Beverage Service foundation-2 Practical's	2	50	2
	Accommodation -2 – Practical's	2	50	2

	Personality development programme	2	50	2
Semester II – ( January to March)				
	Industrial Training	12	100	06

## Semester I

### BHM 131: CULINARY AND BAKING FOUNDATIONS

#### Course Description

This paper is offered as a learning tool on the basics of culinary and attain knowledge to develop culinary into the next phase of operations and execution. Acquired knowledge and skills in Culinary Fundamentals will inherently provide a solid foundation for professional applications in production kitchens. Students will be introduced to the fundamental concepts, skills and techniques of basic cookery and kitchen organization. Students should be focussed, committed to learning and successfully build upon the experience gained to grasp the broader bases of knowledge.

#### Learning Outcomes

By the end of the course, students should be able:

- To demonstrate principles of food safety and sanitation through professional work habits.
- To know culinary history, ingredients, usage and identification.
- To understand the principles of egg cookery, its components and versatility.
- To prepare and assess the flavour and quality of white stocks, clear and thick soups, grand sauces, and cold emulsion sauces.
- To accurately and safely perform advanced knife cuts.
- To properly identify and use small and large kitchen equipment, including hand tools; perform basic knife cuts accurately and safely.
- To define and explain terminology specific to this course; and accurately apply principles of mathematics to a written project.
- To demonstrate professional behaviour while working with peers.
- To organize a station and perform multiple tasks effectively and on a daily basis.
- To communicate and work effectively within a group.
- To demonstrate professional behaviour, manage time, space, and resources effectively in the kitchen; communicate, work effectively and cooperatively within a group.

#### Course outline

**Unit 1: Introduction To The Art Of Cookery**

**(04 Hrs)**

Uniform, kitchen tools, safety procedures, middle ages to modern cookery, Menu terms, Kitchen hierarchy / brigade.

## **Unit2:Methods Of Cooking & Basics Of Vegetable Cookery (05 Hrs)**

Aims and Objectives of Cooking Food- Importance classifications-Principles - Equipments required - Methods of cooking-boiling-roasting-poaching braising-grilling-baking-roasting-broiling-stewing-sautéing-blanching-steaming-micro-waving etc.

## **Unit 3: Bakery and Confectionery (18 Hours)**

**3.1** Bread and Pastry: A historical Perspective and current opportunities.

**3.2** Equipments used in Bakery and Confectionery- Types of Ovens and its different Temperatures.

**3.3** Conversion formulas in Bakery.

**3.4** Ingredients used in bakery and confectionery -Flour: Wheat- Types and Milling, Physical structure of Wheat, Types of flour - Sugar: Source and Manufacturing of Sugar, Types of sugar, Cooking of sugar with their Temperatures -Yeast: History, Types of Yeast, and Action of Yeast in leavened dough - Eggs: Structure-Grading-Properties of eggs-Cream: Types of Cream.

## **Unit 4: Culinary Fundamentals (4 Hours)**

Stocks ,Soups ,Sauces & Salads - Stocks – Types & Uses, Sauces – Classification and Importance -Soups – Classification, Importance, Salads – definition, parts, types and salad dressings.

## **Unit 5: Kitchen Equipments (6 Hours)**

Types of equipment - special equipment-refrigeration-kitchen machinery, storage tables, hand tools, weighing & measuring, pot wash, diagrams, uses, maintenance,

## **Unit 6: Food Commodities (4 Hours)**

Classification of Ingredients with examples and uses in cookery - Cereals, pulses, vegetables, mushrooms, fruits, eggs, oils etc.

## **Unit V: Introduction to Eggs and egg cookery (4 Hours)**

Introduction, Structure, Classification, types, selection, storage, uses, cooking principles.

## **SKILL DEVELOPMENT**

- Market visit, Practical sessions in the kitchen, Familiarization of Kitchen equipments, various cuts of vegetables.

## **Learning Activities**

Lecture led discussions, Case studies, Journal writing, article review, video analysis, group projects, etc.

## **Assessment**

Grading in the course will be dependent on CIAs (20%), Mid Term (25%), End Term (50%) and attendance (5%). CIAs are opportunities to engage in the course and learn continuously as the course progresses, and will have multiple components.

## **CIA components**

### **Written Test (20 Mks)**

This component tests familiarity and understanding the content of the course. Students who regularly attend classes and read the text and other relevant materials will be able to perform well in the Quiz.

### **Terminology Test (20 Mks)**

This component tests familiarity and understanding the basic culinary terms . Students who regularly attend classes and read the text and other relevant materials will be able to do well in the test.

### ***Role Plays (20)***

Role Plays help the students in: Developing interpersonal and communication skills, conflict resolution, group decision making, developing insight into one's own behaviour and its impact on others

***Individual Writing Assignments (20 Mks):***The objective is to develop writing and research skills of the students. Informal, exploratory writing, when assigned regularly, can lead students to develop insightful, critical, and creative thinking. It will allow them to remember and use ideas from assigned readings, lectures, and other projects. These brief writing activities also allow instructors to get a general sense of students' grasp of course concepts and materials, and can, in turn, inform future lecture notes, class plans, and pacing.

***Group Projects (20 Mks):***Group projects will involve working with peers outside class on a specific project. It provides an opportunity to apply what is learnt in the class and to work in teams with a deadline. Projects by definition are unique, transient endeavors undertaken to achieve a desired outcome, and essentially bring about change in an efficient manner.

## **References**

Bali, P. S. (2009). *Food production operations*. New Delhi; Oxford University Press.

Escoffier, A. (1979). *The Complete Guide To The Art Of Modern Cookery: The first translation into English in its entirety of Le Guide Culinaire*. London: Heinemann.

Hering, R., & Bickel, W. (1970). *[Lexikon der Küche.] Hering's Dictionary of classical and modern cookery and practical reference manual for the hotel, restaurant and catering trade ... Vocabulary in English, French, German, Italian and Spanish. Translation of the 16. [sic] newly revised edition by Walter Bickel.* Giessen: Fachbuchverlag Dr. Pfanneberg & Co., [1970].

Kinton, R., & Ceserani, V. (1984). *The Theory of Catering.* London: E. Arnold.

Larousse, L. (2001). *Larousse Gastronomique: The World's Greatest Cookery Encyclopedia.* Hamlyn.

## **BHM 132 FOOD AND BEVERAGE SERVICE FOUNDATION - 1**

### **COURSE DESCRIPTION**

The aim of the Food & Beverage Operations module is to provide students with an understanding of the operational & supervisory aspects of running a food & beverage operation or an international clientele in a range of establishments. To encourage an appreciation of the origins of such systems & to understand the various factors involved in meeting customer needs. Students will gain an understanding of food & beverage & its service in a variety of styles of restaurant & establishments & they will have sufficient knowledge to produce a broad plan for specified food & beverage operations.

### **Learning Outcomes**

- Demonstrate knowledge of the key functional areas of the food & beverage operation
- To learn the kitchen operation including food production systems,
- Examine the appropriateness of the different methods of food & beverage service to manage Customer expectations.
- Menu structure and trends.

### **Course outline**

#### **Unit -1 Food and Beverage Service Industry**

**5 Hours**

The Food and Beverage Service Industry, Introduction to the food and beverage industry, Types of catering Establishments, Various food and beverage operations. Restaurant concepts & types of outlets; banqueting, fast food, hotel, industrial, outside catering, institutional, in-flight, restaurant, public house & transport catering.

#### **Unit - 2 Food and beverage service areas in hotels.**

**8 Hours**

Food and Beverage service areas in hotel, Introduction, Front of the house Area - Restaurant, Coffee shop, Room service, bars, banquets, Discotheques, Snack bar, Lounges, Business centers, Clubs, Ancillary areas and Kitchen stewarding - Still room, Spare linen room, Silver room or plate room, Hot Plate.

**Unit -3 Food and beverage service equipments****10Hours**

Food and Beverage service equipments, Introduction - Types of table ware (Flatware, Cutlery and Hollow-ware), Disposables, and Criteria for selection – Requirements, Special equipments – Equipment usage, Functions, Care and Maintenance.

**Unit -4 Food and beverage service personnel****10 Hours**

People in food and beverage service, Food and beverage service organization, Food and beverage service personnel- Job description and Job Specifications, Attitudes and Attributes – Competencies, Basic Etiquettes for catering staff, Inter departmental Relationship, career path ion food and beverage service.

**Unit – 5 Food and Beverage service method****7 Hours**

Food and Beverage service methods, Self service – Buffet and cafeteria service, Specialized service – Gueridon, Tray, Trolley, Lounge, Room service, Single point service – Take away, vending, Kiosk, Food courts, Bar and Automats

**Unit - 6 Menu - Menu structure****5 Hours**

Menu, Introduction – History, Classical French menu sequence, Types of menu – table d' hote, a la'carte, Food and Beverage terminology related to the inputs of the semester.

**Learning Activities**

Lecture led discussions, self assessments, group projects, minor projects etc.

**Assessment**

Grading in the course will be dependent on CIAs (20%), Mid Term (25%), End Term (50%) and attendance (5%). CIAs are opportunities to engage in the course and learn continuously as the course progresses, and will have multiple components.

**CIA components****Moodle assignments (10 Marks)**

Assignments in the form of Quiz, Case studies are uploaded and viewed by students.

**Written Examination (20 Marks)**

The examination will cover the whole of the assessment criteria in this unit & will take the form of 10 x 2 mark questions.

**Individual Writing Assignments (30 Marks):** The objective is to develop writing and research skills of the students. You are required to follow APA format for any referencing

**Group Projects (40 Marks):** Conceive and execute project that identifies and engages with a specialized topic.

**Prescribed Text**

Liilicrap, D., & Cousins, J.A *Food and beverage service*: ELBS Delhi.

**References:**

Andrews, S. *Food and Beverage service training manual*: Tata McGraw Hill

Fuller, J. *Modern Restaurant Service*: Hutchinson

Liilicrap, D., & Cousins, J.A *Food and beverage service*: ELBS Delhi

Varghese, B. *Food and Beverage service management*

**FRE 131 FRENCH****COURSE DESCRIPTION**

The first level of the method allows the acquiring of communicative skills, the mastery of which is absolutely essential for minimal exchanges in India between a professional in a specific field and a French speaking client. The spiral progression in the method allows the gradual mastery of language skills through a series of exercises.

**Learning Outcomes**

- To teach the very basics of French.
- To enable students understand the Hotel Familiarized language where French terms are used.
- To prepare the student to understand the language gradually in the other semesters to come.

**Course outline****Unit- 1 Here you are****10 Hours**

Situations - Reception / Coach

Know –how - Greeting / Showing something / Thanking

Grammar - Definite and Indefinite Articles / Contracted Articles / Possessive and Demonstrative Adjectives.

Cultural information – To greet a person / Names

**Unit-2 Hello / Good Morning****10 Hours**

Situations - Airport / Reception / Bar

Know- how - Introducing oneself / Receiving clients

Grammar - Present tense

Cultural information - French tourists abroad / India as seen by the French / French visitors in India

**Unit-3 - I have a ...****7 Hours**

Situations - Reception / Travel Agency / Travel Exchange / Tourist spots

Know-how - Receiving / Communicating

Grammar - Present tense / Alphabets





**References:**

Chandashekar, R., & Hangal, R (2002). *A Votre Service I*. W.R. Goyal, New Delhi, 2002.

## **PAPER: BHM 134: FOOD SAFETY & HYGIENE**

### **COURSE DESCRIPTION**

This course has been developed especially for delivery to all staff involved in all aspects of the preparation, storage and serving of food. Food Safety Standard requires food businesses ensure that people who handle food and the people who supervise them, have skills and knowledge in food safety and food hygiene for the work they do.

The course covers hygiene, food handling and cleaning practices and procedures that are all required, all in an online course that can be taken as time permits in the workplace.

### **Learning Outcome**

- Basic techniques of food handling
- It teaches food preservation techniques
- Skills and knowledge they need to handle food safely and ensure that it remains safe to eat.
- Personal hygiene
- Cross contamination
- Food receipt, storage, handling, display and temperature control
- Cleaning, sanitation & pest control
- Food spoilage and waste
- Food poisoning, causes and prevention

#### **Unit -1 Introduction**

**2 Hours**

To Food Safety-Food Hazards-Risks-Contaminants-Food Hygiene

#### **Unit-2 Food Microbiology**

**12 Hours**

General characteristics of micro-organisms based on their occurrence and structure, factors affecting their growth in food (intrinsic and extrinsic), common food borne micro-organisms - Bacteria (spores/capsules), Fungi, Viruses, Parasites, those that bring about food spoilage, micro organisms that bring about useful changes in food, fermentation, vinegar, anti-biotic, Food poisoning, Food infections. Food borne diseases: Types (Infections and intoxications), common diseases caused by food borne pathogens, preventive measures

#### **Unit-3 Food Preservation**

**6 Hours**

Physical agents in food preservation, Chemical agents in food preservation, Use of low temperature in food preservation, Preservation by drying, Preservation of meat, fish & egg using different methods.

#### **Unit-4 Food adulteration & additives**

**6 Hours**

Definition of adulterated food, Common adulterants in different foods, Detection of food adulterants, Classification of additives & its role

### **Unit-5 Food Standards**

**6Hours**

The need for food laws, Prevention of food adulteration act standards, Fruit product order standards, Agmark standards, Indian standards institution, International – Codex Alimentarius, ISO, Regulatory agencies – WTO, Consumer protection Act.

### **Unit-6 Hygiene and sanitation in food sector**

**5Hours**

General principles of food hygiene, general hygiene practices for commodities, equipment, work area and personnel, cleaning and disinfection (Methods and agents commonly used in the hospitality industry), safety aspects of processing water (uses & standards), waste water & waste disposal.

### **Learning Activities**

- Video and audio exercises, role plays, and written skills practiced. etc.

### **Assessment**

Grading in the course will be dependent on CIAs (20%), Mid Term (25%), End Term (50%) and attendance (5%). CIAs are opportunities to engage in the course and learn continuously as the course progresses, and will have multiple components.

### **CIA components**

Throughout the program students will be asked to complete a range of interactive assessment tasks assessing your knowledge. **(10 Marks)**

### **Assignments (10 Marks)**

Assignments in the form of Quiz, students are placed into team.

***Individual Writing Assignments (10 Marks):*** The objective is to develop writing and research skills of the students. Includes, business correspondence, Independent study and evaluation.

***Group Projects (20 Marks):*** *Project objectives* and benefits; *Project deliverables*.

### **References:**

Chandashekar, R., & Hangal, R (2002). *A Votre Service I*. W.R. Goyal, New Delhi, 2002.

### **References**

Frazier, W., & Westhoff, D. (2008) *Food Microbiology (SIE)*: McGraw-hill.

Jay, J. (2005) *Modern Food Microbiology*. Modern books

Jacob, M. (1989). *Safe food handling. A training guide for managers of food service establishments*.

## **BHM 135 GENERAL ENGLISH**

### **COURSE DESCRIPTION**

The General English course focuses on accuracy and fluency with an integrated skills and strategy-based curriculum that aims at developing the four language skills—listening, speaking, reading, and writing. The course also focuses on improving pronunciation and increasing vocabulary. Participants are placed in one of the following stages based on their placement test results: beginner, elementary, pre-intermediate, intermediate, and pre-advanced. To ensure consistency of instruction, one series is used for each stage.

### **Learning Outcome**

- The student is trained on written skills like business letters, paragraphs and drafts, to name a few.
- The paper also deals with remedial English with emphasis on chords, tenses, and usage of grammar.
- Oral skills are taught as a development tools for listening and speaking.

### **Course Outline**

#### **Unit-1**

**10 Hours**

Communication – The need for Communication, Purpose and Factors of Communication, Barriers to Communication, Nonverbal Communication – 5 Hours

#### **Unit-2**

**12 Hours**

Foundations of Business Communication- Importance, Need and Process of Business Communication. Overcoming Barriers in Communication – 5 Hours

#### **Unit-3**

**12 Hours**

Written Communication

3X3 Writing process. Choosing the right words/sentences/paragraphs. Researching and Organising data, Composing, Drafting, Adapting, Proof reading.

Paragraph writing, preparing summaries, paraphrasing, note making, letter writing-routine letters, request letters, reply letters, thank you letters, letters to the editor – 20 hours

#### **Unit - 4**

**11Hours**

Oral Skills

Speaking skills, listening skills, reading comprehension, analysis and comprehension of current affairs

### **Learning Activities**

- Video and audio exercises, role plays, and written skills practiced. etc.

## **Assessment**

Grading in the course will be dependent on CIAs (20%), Mid Term (25%), End Term (50%) and attendance (5%). CIAs are opportunities to engage in the course and learn continuously as the course progresses, and will have multiple components.

## **CIA components**

Throughout the program students will be asked to complete a range of interactive assessment tasks assessing your knowledge. **(20 Marks)**

*Individual Writing Assignments (20 Marks):* The objective is to develop writing and research skills of the students. Includes, business correspondence, Independent study and evaluation.

*Group Projects (10 Marks):* Project objectives and benefits; Project deliverables.

## **Reference**

Bhaskar, W.W.S., & Prabhu,N.S. (1978) *English through reading*, MacMillan.

Eunice, D., & Shahani, G., *Communication Skills in English*, Noble Publishing.

## **BHM 136 APPLICATION OF COMPUTER**

### **COURSE DESCRIPTION**

This subject deals with the basic concepts of functioning of a computer and its applications in different areas of management. The subject starts with an introduction to basics of computer, its applications, software and hardware. The subject exposes the students to basic concepts of operating system, technology in communications and Ecommerce. The discussion about office automation and the software applications are dealt here with practical implementation.

### **Learning outcomes**

- To appreciate the importance of information systems in an organization, particularly in the context of information technology system.
- To understand the difference between information system and information technology
- To learn how to manage IT-enabled business transformation and services.

### **Course outline**

#### **Unit -1**

##### **Introduction to Computers and Information Systems**

Evolution of computers, Basic application of computers, Components, CPU, Computer memory, Concepts of Computer system

#### **Unit - 2**

##### **Information Systems**

Value of Information systems and information technology, Technology society ,Technology and enterprise, Government policies and technology, Organization and Information system, Types of information system.

#### **Unit -3**

##### **Collaboration and Communication System**

E-Business, E-Commerce and E-Governance, Interactive jobs in global economy,

E-mail and Internet management, Social networking, B2B, B2C, Point of Sales system

Digital goods and Digital markets.

#### **Unit - 4**

## **Ethical and social issues in Information System**

- Understanding ethical and social issues related to systems
- Ethics in information Society

Moral dimension of information system

## **Unit - 5**

### **Computer Networking**

CRS, Functions of CRS, CRS for transportation, Airlines, Hotel Bookings

## **Unit - 6**

### **Computer crime and abuse**

Equity and access Health risk, Repetitive strain injury RSI, Computer Vision Syndrome CVS.  
Techno stress

## **Unit - 7**

### **Securing Information System**

- Technologies and tools for protecting infrastructure resources.
- Access control, Fire wall protection, Intrusion detection, Antivirus software, Secured wireless, Ensuring software quality.
- Contemporary security challenges and vulnerabilities.

Netiquettes.

### **Learning Activities**

Lecture led discussions, Journal writing, self assessments, video analysis, role plays, group projects, research papers etc.

### **Reference:**

C.S French “Data processing and information technology”, BPB Publications 1998.

P.K Sinha “Computer Fundamentals” BPB Publications 1992

Karl Schwartz, “Microsoft Windows 98” 1998.

V. Raghuram, fundamentals of computer, III edition.



## **BHM 137 ACCOMMODATION MANAGEMENT – I (Front Office)**

### **COURSE DESCRIPTION**

The Hospitality Industry came into existence in order to accommodate Tourists. The hotel Industry is a people oriented Industry. It is the effectiveness, efficiency, and courteous behavior of the Hotel employees that make a lasting impression on the guests total experience. This paper is a foundation course to one among the core subjects in hotel management. This paper focuses on the introduction to the root level basics in front office, introducing them to the various divisions and their work procedures. It also tells how the core revenue generating departments function in the initial stages and the SOP's of the departmental functioning.

### **Learning outcome**

- To develop students overall knowledge of the industry
- To develop deeper understanding of the functioning of core departments
- Introducing them to the formats and procedures followed by hotels.
- Equipping the students with information on running the operations of a particular department.
- Giving basic knowledge of the job profiles so as to pursue a career in the same.
- Understanding the Evolution and growth of the Industry.

### **Course outline**

#### **Unit -1 Hospitality Industry –a profile**

**3Hours**

Meaning – Definition – Evolution-Development -Complimentary role with other industries - Contribution to Indian & Global economy.

#### **Unit - 2 Hospitality Products & Services**

**3Hours**

Hospitality accommodation, Food & beverage facilities, Ancillary services, Support services, Hospitality Organizations.

#### **Unit -3 Hotel Organization**

**4Hours**

Structure of a Star Hotel & F.O Department-Classification of the product – Rooms, Rate, Plans, Clientele-Qualities and Attributes of F.O Personnel – Understanding Duties of FOM, Reception Reservation and other F.O staff.

#### **Unit - 4 Front Office Organization**

**3Hours**

Front office operations – Organization chart, staffing, scheduling, work shifts, job specifications & job descriptions of Front office personnel

#### **Unit -5 Front Office Operations**

**4Hours**

The guest cycle, Front office systems, Front office forms, the front desk, Front office equipments.

**Unit -6 The Accommodation Product****5Hours**

Need for hotel product brochures, tariff cards -Types of guest rooms, executive floors or club floor concept -Types of room rates, basis for charging room rates -Meal plans – Types, needs and use of such plans -Types of guests – FIT, Business travelers, GIT, Special Interest Tours, domestic, foreign

**Unit-7 Reservations****8Hours**

Reservation methods-inquiring, Group reservation, The Reservations record Reservation confirmation, Reservation maintenance, Reservation reports, Reservation considerations.

**Unit -8 Front Office security Functions****8Hours**

Role of Front Office in Hotel Security - Check in: use of metal detectors, scanty baggage handling - Keys control: ELS (Electronic Cards), Handling Grand Master / Master key, lost & found & damaged keys, use of key cards, Guest & staff movement & access control - Protection of funds, safe deposit boxes

**Unit – 9 Lobby and Bell Desk Operation****8Hours**

Role of lobby managers, Role of guest relation executive, Function of bell desk-Layout - equipment used-Function of Hospitality desk / Concierge desk-Handling VIPs - Staff Organization, Duty Rota - work schedule -Luggage handling procedure -Bell desk forms - formats -Car valet operations

**Learning activities**

Lectures, Group discussions, case studies, article reviews, video ,role play ,group presentations, etc.

**Assessment**

Grading in the course will be dependent on CIAs (20%)Mid Term (25%).End Sem(50%) and attendance (5%).CIAs are opportunities to engage in the course and learn continually as the course progresses and will have multiple components.

**CIA Components****Objective Type Test.****(20 Marks)**

This component will help in assessing the individuals understanding of the course. Regular attendance and attentiveness will help the individual to perform well.

**Moodle assignment****(20 Marks)**

2 assignments will be given with the help of Moodle. This would be articles that need to be reviewed. The purpose of this is to develop the writing, reading and critical thinking skills of an Individual. The grading will be on the basis of content, grammer, and articulation.

**Group Presentations****(40 Marks)**

Group presentations will involve working with peers on a specific topic and sharing information with the rest of the class.

**Individual assignment****(20 Marks)**

The objective is to develop the writing and research skills of the students and to enhance their creativity. The students will be asked to make a brochure and talk about their intended hotel.

**Reference Books**

Coli, D. (1998). *Front Office Operations* ;( 4ed.) Pearson Education India

Gary, K.V., & Jerome,J.V (2009) *Check in - Check out – Managing Hotel Operations* ; Darling Kindersley India.

James, B. (1947). *Hotel Front Office Management*; (5ed), John Wiley & sons

Michael, K. & Richard,B. (2012)*Managing Front Office Operations*;(8ed), Prentice Hall

Sudhir, A. (2009). *Hotel Front Office: A Training Manual*; Tata McGraw-hill

## **BHM 131A: CULINARY AND BAKING FUNDAMENTALS**

### **COURSE DESCRIPTION**

This paper is a practical paper of Food Production Foundation, which deals with all the practical aspects of the basics of food preparation, organizing a kitchen, identification of equipments, tools and ingredients.

### **Learning Out comes**

- Students learn about types of knives, knife skills, i.e., usage of the knife, how to hold and cut.
- The rhythm of cutting vegetables is taught after which traditional cuts of vegetables are taught.
- Students get to learn and recognize spices, vegetables, different types of fish and meat.
- Organizing the kitchen table along with mise-en-place is taught at this level.
- Students are put into practice of the food safety norms.

### **Course Outline**

**Unit -1** **8 Hrs**  
Proper usage of a kitchen knife and hand tools & Understanding the usage of small equipment.

**Unit -2** **8 Hrs**  
Familiarization, identification of commonly used raw material

**Unit -3** **8 Hrs**  
Basic hygiene practices to be observed in the kitchen

**Unit -4** **8 Hrs**  
First aid for cuts & burns, Safety practices to be observed in the kitchen, Demonstration of fire fighting for kitchen fires

**Unit -5** **8 Hrs**  
Demonstration of cooking methods – two items of preparation of each method

**Unit -6** **8 Hrs**  
Basic cuts of vegetables, Basic stock preparation, Egg cookery including classical preparations.

**Unit -7** **12 Hrs**  
Breads-Soft rolls-single knot, double, round, snail, different flavorings added rolls(fried onions, cheese, spinach) knots –Grissini-Sandwich Bread - Yogurt Rolls -Toast Bread - Pan de sal.- Brioche-doughnuts, muffins- French bread, Brown bread, Whole wheat bread.

### **References**

Ceserani, v., Kinton, R., & Foskett, D. (1990). Practical Cookery. London: Hodder & Stoughton.

**Assessment*****Kitchen Journal (20 Mks):***

Students would be marked on the journal which helps to read the enlarged discussion on herbs, spices and seasonings, and note that their use is included in suitable amounts in the recipes and also it shows how to present the dishes correctly and charmingly, from the simplest to the most formal service and how to prepare ingredients with classic tools and techniques.

**Practical Skills during the class (20 Mks)**

Sensory skills and the knowledge of ingredients and commodities will be gained as students prepare a variety of hot and cold foods according to industry accepted standards and they will be marked every class on the same. Would also be marked on organizational skills and safe food handling practices will be emphasized throughout the course.

**Kitchen Hygiene and cleanliness (10 Mks)**

The students will be marked for maintaining a high level of personal hygiene and kitchen hygiene which will give them the necessary experience to fine tune their cooking skills.

## **BHM 132A FOOD AND BEVERAGE SERVICE FOUNDATION – I**

### **COURSE DESCRIPTION:**

This course provides students with practical skills and knowledge for effective management of food service operations. It presents basic service principles while emphasizing the importance of meeting and, whenever possible, exceeding the expectations of guests.

### **Learning Outcomes**

- Summarize typical restaurant server and bus person duties, etiquette.
- List and discuss the tasks that banquet servers and room service attendants perform.
- To learn the duties of beverage servers and bartenders.
- Demonstrate knowledge of the key functional areas of the food & beverage operation
- Menu structure and trends.
- To learn the temperature zones in food safety and understand common causes of food contamination, infections, and intoxications.
- Steps to be taken when handling a food borne illness complaint.

### **Course outline**

#### **Unit - 1 Restaurant Etiquettes**

**08 Hours**

Etiquette towards the guest (Observe the attributes towards the guest and apply the mannerism in the industry), Etiquette of service (Timely, Courtesy, Sincere and Honesty)

#### **Unit - 2 Restaurant Hygiene Practices**

**04 Hours**

To teach standard hygiene practices followed in upscale restaurants. Involves customer and organization benchmarking for effective service. Food consistency and spoilage, Food borne illness and Food storage.

#### **Unit – 3 Mise-en-place and Mise-en-Scène**

**04 Hours**

Ménage, setting up the back areas and the restaurant meal time wise, for optimum effective operations.

#### **Unit - 4 Identification of food and beverage service equipments.**

**12 Hours**

Familiarization of various equipments by showing samples of glassware and table ware, General points to be considered while purchasing Food and beverage service Equipments, (Flat ware, Glassware, Crockery, Cutlery and Special equipments), Identification of crockery and cutlery.

#### **Unit - 5 Laying and Relaying of table and serviette folds and carrying salver, tray and style of service**

**16 Hours**

Observe the skill for laying and relaying of table cloths and practice it in the restaurant, Serviette folds: To lay different types of serviette folds by observing and modifying it after practicing. Carrying a salver /Tray, Service of water, handling the service gear, Carrying plates,

Glasses and other equipments, clearing an ashtray, Learn how to carry a tray and develop the skills for carrying room and develop the skills for carrying room service and restaurant tray service, Learn the skill of service of water and develop the skill for willingness of service.

### **Unit – 6 Menus**

**16 Hours**

Laying of A la' carte and Table d' hote cover, Compilation of a three course menu, soup, main course and Dessert, Course wise service of food, Food and Beverage terminology related to the inputs of the semester. . Describe the importance of the menu to food service operations and explain how it is planned and designed.

### **Learning Activities**

Lecture led discussions, self assessments, Practical

### **Assessment**

Grading in the course will be dependent on CIAs (Mock Practical examination) 50 marks, Menu.

### **CIA components**

### **Practical evaluation**

Practical evaluation (10 Marks)

**Group Projects (40 Marks):** Conceive and execute project that identifies and engages with a specialized topic. E.g.: -Organization chart and the various organizational structures that can be found in food and beverage operations.

### **Prescribed Text**

Liilicrap, D., & Cousins, J.A Food and beverage service: ELBS Delhi.

### **References:**

Liilicrap, D., & Cousins, J.A Food and beverage service: ELBS Delhi

Fuller, J. Modern Restaurant Service: Hutchinson

Varghese, B. Food and Beverage service management

Andrews, S. Food and Beverage service training manual: Tata McGraw Hill

## **BHM 136A APPLICATION OF COMPUTER - I PRACTICAL**

### **COURSE DESCRIPTION**

This paper is offered as skill development in computer science paper. It deals with the basic computer operations and operating systems.

### **Learning Outcome**

The module is prescribed in the course to inform the students about the role of computer information systems in travel trade. The prescribed unit enhances the skills of students especially when they will be attached for practical.

### **Course Outline**

#### **Unit-1**

Fundamental of Computer - Identifying Input and Output devices - Memory devices

Connecting devices and checking the power supply

#### **Unit-2**

Understanding the word processing.

Word processing basics, Text creation and manipulation, Formatting, Table handling

Language and thesaurus, printing

#### **Unit-3**

Using Spread sheet, Elements of Electronic spread sheet, Addressing of the cells

Formulas and functions (Basic), Editing of spread sheet, Printing, Spread sheet and accounting, Diagram creation

#### **Unit-4**

Using presentation

Basics of presentation software, New in presentation, Reproduction and presentation of slides, Slide show, Printing, Providing aesthetics.

### **Learning Activities**

- Creating Bio-data using Word Processor
- Letter writing and formatting
- Brochure Preparation using PPT and other packages.



- Creating a presentation to launch a new product (use layouts, graphics, back grounds, formatting and alignment).
- Spread sheets – sales projection, Pie-Diagram, bar diagram preparation, Attendance monitoring system, protection and usage.
- Create marks cards using Spread sheets
- Product sales projection using spread sheets
- Pivotal spread sheet
- Merging sheets

**Reference:**

C.S French “Data processing and information technology”, BPB Publications 1998.

P.K Sinha “Computer Fundamentals” BPB Publications 1992

Karl Schwartz, “Microsoft Windows 98” 1998.

V. Raghuram, fundamentals of computer, III edition.

## **BHM 137A ACCOMODATION MANAGEMENT I PRACTICALS (Front Office)**

### **COURSE DISCRPTION**

This paper is offered as a tool for practical knowledge of all operational departments It mainly deals with forms and formats used in the front office department and helps in day today operations. Basic Etiquettes, mannerisms and Telephone skills will be imparted by the completion of this paper.

### **Learning Outcome**

- This paper sets a base of etiquettes and conceptual knowledge of the departments.
- It sets the foundation for any hospitality organization work culture.

### **Course Outline**

#### **Unit - I**

Telecommunication skills – telephonic situation handling

#### **Unit - II**

Forms and formats earlier semester - Identification of equipments, work structure and stationery

#### **Unit - III**

Preparing and filling up reservation forms - Role play of accepting reservations, walking a guest and compliant handling for bumped reservations -Reservation handling by computers. Actual computer lab work with the PMS -Preparing and filling up registration card - Role play for different check ins as – Walk in, Fit, FFFIT, Corporate, VIP, CIP and Groups

#### **Unit - IV**

Basic manners and grooming standards required for Front Office operation How to handle inquiries, suggestive selling -How to convert inquiries to valid reservations

#### **Unit - V**

Role-play of Lobby Manager, Guest Relation Executive, Concierge, Bell Captain and Bell Boys. Real Life Situations to be enacted, situation handling procedures.

#### **Unit - VI**

Assignment on a Boucher with a tariff sheet to be submitted at the end of the semester

### **Learning Activities**

Lectures,Role plays,demo,mock setups,discussions ect.

## **CIA Components**

### 1. Internal assessment (20)

This will depend on an individual's active participation in the class, attentiveness and response to instructions given.

### 2. Mock Practicals ( 30)

At the end of the semester there will be a mock practical session conducted. This will cover all the sessions conducted in practical .Student will be evaluated on an Individual performance basis.

### **Reference:**

Any book related to Front Office or as recommended in the Theory papers.



**Unit – 4      Function catering and Function administration      05 Hours**

To compile a Function prospectus for various catering operations, Types of Function, Function staff responsibilities, service methods in function catering. Booking and organization of functions, Seating arrangements, Banquet layouts, ODC or Off Premises Catering.

**Unit - 5      Buffets.      05 Hours**

Introduction to Buffets and Various setups – Informal and formal. Seating arrangements and layouts, Types of buffets.

**Unit – 6      Food and beverage control methods.      08 Hours**

Legal considerations, basic type of licensing, billing methods – Duplicate checking system and triplicate checking system, taking and order through KOT / BOT, making a KOT / BOT, Placing food orders in Kitchen, Computerized KOT/BOT. Point of Sale System. (POS).

**Unit – 7      Non – Alcoholic beverages      06 Hours**

Nourishing, Refreshing and Stimulating, Hot and Cold Non - Alcoholic beverages – Types, Service methods, Mock-tails – Classical and Non classical, Types, Preparation, Equipments used, service methods. Food and Beverage terminology related to the inputs of the semester.

**Unit – 8      Restaurant Planning      08 Hours**

Preliminary planning process, Planning various food and beverage outlets and ancillary and support areas. Factors, concept, menu, space requirements. Restaurant design team.

Food and Beverage terminology related to the inputs of the semester.

**Learning Activities**

Lecture led discussions, self assessments, group projects, minor projects etc.

**Assessment**

Grading in the course will be dependent on CIAs (20%), Mid Term (25%), End Term (50%) and attendance (5%). CIAs are opportunities to engage in the course and learn continuously as the course progresses, and will have multiple components.

**CIA components**

**Moodle assignments (10 Marks)**

Assignments in the form of Quiz, It adds insights from your related Library and online research books and discussion forum.

**Written Examination (20 Marks)**

The examination will cover the whole of the assessment criteria in this unit & will take the form of 10 x 2 mark questions.

***Individual Writing Assignments (30 Marks):*** The objective is to develop writing and research skills of the students. You are required to follow APA format for any referencing

***Group Projects (40 Marks):*** Conceive and execute project that identifies and engages with a specialized topic. In the form of Menu compilation, Table d' hote and A' la' carte menu planning, designing.

### **Prescribed Text**

Liilicrap, D., & Cousins, J.A Food and Beverage Service: ELBS Delhi.

### **References:**

Liilicrap, D., & Cousins, J.A Food and Beverage Service: ELBS Delhi.

Ninemeier, J.D., Food and Beverage Management: Educational Institute, AH & LA.

Fuller, J. Modern Restaurant Service: Hutchinson

Varghese, B. Food and Beverage service management

Andrews, S. Food and Beverage service training manual: Tata McGraw Hill

## **BHM 235 ACCOMMODATIONS MANAGEMENT - II**

### ***(Hotel Housekeeping)***

#### **COURSE DESCRIPTION**

The major part of hotel's margin of profit comes from room sales, because a room once made can be sold over and over again.. In addition to ensuring the efficient functioning of hotel operations, housekeeping personnel are also responsible for the aesthetic aspects such as the maintenance, design and decoration of hotel premises. Till a decade back, housekeeping was considered an unskilled and labor-oriented department, but today it has emerged as the backbone of hotel operations. This department has evolved into an organized department where housekeepers utilize the management tools of planning, organizing, directing and controlling.

Students are instructed and trained in Housekeeping skills that this new era demands. The three types of expertise required in housekeeping department: management of resources, administration of assets, and knowledge of housekeeping technical operations. Part one is geared covering management concepts and responsibilities as they apply to the housekeeping department. Part two deals with structural planning including an effective model for staffing the department by teams and Part three provides discussion of the technical skills needed for running the housekeeping department, including description of material, inventory techniques, linen and laundry room management, and the function of cleaning.

#### **Learning Outcomes**

- ❖ Understand the classification of lodging establishments.
- ❖ Define the management structure of lodging establishments and the elements of the rooms division.
- ❖ State the importance of the Housekeeping department.
- ❖ Learn how management concepts apply to the position of Executive Housekeeper.
- ❖ Discuss the necessity of achieving high productivity in Housekeeping while also considering the needs of the employees in the department.
- ❖ Understand the composition of a staffing matrix for a large hotel.
- ❖ Importance of scheduling workers in Housekeeping department and defining the criteria for workloads.
- ❖ The purpose of conducting inventories
- ❖ Strategies to be followed in purchasing Housekeeping reusable and non reusable guest essentials and expendables.
- ❖ Establishing linen pars and importance of effecting linen controls and conducting physical inventories.
- ❖ Provide benchmarks for cost management and controls.

## **Course outline**

### **PART I Management of Lodging Operations**

#### **Unit – I Introduction to Housekeeping Management 6Hrs**

The Rooms Division, Introduction and Importance of the Housekeeping department, Designing and layout of Housekeeping Department, Classification by the type of service and size, Interaction between Housekeeping and other departments.

#### **UNIT- II The Executive Housekeeper as Department Manager 10Hrs**

Management Concept as They Apply to the Executive Housekeeper, Concern and combining concern for people and production, Coordination of effort in the Workplace.

Executive Housekeeper as Department Head, Technical ,people and conceptual skills, Supervision, Leadership, Motivation, Communication, Power/Authority and Delegation

Management Responsibilities of the Executive Housekeeper, Time Management, Problem solving, Total Quality Management, Ethical Values, Decision Making

### **PART II Organization of the Housekeeping Department**

#### **Unit - III Structural Planning Of the Housekeeping Department 4Hrs**

Areas of Housekeeping Responsibility, Area Cleaning Inventories, Cleaning Frequency Schedule, Performance Standards, Division of Guestrooms, Staffing Matrix

#### **Unit - IV Housekeeping Staffing Patterns 6Hrs**

Control desk – Importance –Role –Coordination, Section Housekeeper Need Table

Standing Schedules, Adjusted Daily Schedules (Rotational &Alternative)

### **PART III Technical Skills Management**

#### **Unit - V Management of Inventory and Equipment 4Hrs**

Classification of Material, Capital Expenditure and Operating Budgets, Purchasing Housekeeping Material, Inventory Control

#### **Unit - VI Characteristics of Housekeeping Equipment And supplies 5Hrs**

Housekeeping *F.F. &E.*, Software and Department Equipment, Design, Furniture, Fixtures, Equipment, Department Equipment, Software, Guest supplies, Non-reusable supplies, Reusable supplies



**Unit - VII The Cleaning Function****4Hrs**

Guestroom cleaning and Servicing, Public Areas and Back-of-the-House Cleaning

**Unit - VIII Linen Management****6Hrs**

Linen Characteristics, Bed Linen, Bath linen, Napery, Shower Curtains

Linen Purchasing - Par Levels,

Linen Control – Issuing, Inventories

**Learning Activities**

Lectures, discussion questions, mini cases (Unit related), Assignments, writing Q&A , group reports, etc.

**Assessment**

Grading in the course will be dependent on CIAs (20%), Mid Term (25%), End Term (50%) and attendance (5%). CIAs are opportunities to engage in the course and learn continuously as the course progresses, and will have multiple components.

**CIA components****Q&A based on Textbook Reading****(20 Points)**

Students who regularly attend classes and read the text book on given reading material (Unit) will be able to perform well in this component.

***Housekeeping Notebook (10 Points):*** The purpose of writing notebook is the active participation in the class and this is possible through regular note-taking, writing situational study answers and other reports. The grading will be on the basis of relevant content and neatness.

***Individual Writing Assignments (20 Points):*** The purpose is to develop writing skills of the students.

***Group work(40 Points):*** Group work will involve working with your peers outside of class on a specific topic. It gives the opportunity to apply what is learnt in Housekeeping and to work in teams with a deadline.

**Prescribed Text**

Raghubalan, G., & Raghubalan, S. (2011). *Hotel housekeeping operations and management*.  
New Delhi: Oxford university press.

**References:** Any recent editions of Hotel Housekeeping Textbook

## **BHM 237 BUSINESS COMMUNICATIONS**

### **COURSE DESCRIPTION**

This paper is offered as a language paper, for better written and oral skills.

#### **Learning Outcome**

- The student is trained on written skills like business letters, paragraphs and drafts, to name a few.
- The paper also deals with remedial English with emphasis on chords, tenses, and usage of grammar.
- Oral skills are taught as a development tools for listening and speaking.

#### **Course Outline**

##### **Unit - 1 Written Communication**

**20 Hrs**

Business correspondence –Acknowledgement letters, placing orders, claim letters, letters of recommendation.

Memos, E mails, Bio-data, reports, creating publicity material, hand outs, posters.

##### **Unit - II Organisational Communication**

**10Hrs**

Communication in teams, Team development, guidelines for team development, planning productive meetings, ethics in the work place.

##### **Unit – III Communicating across cultures**

**5Hrs**

Importance, understanding culture, characteristics, dimensions of culture, improving communication with multi-cultural audiences

##### **Unit - IV Presentations**

**15 Hrs**

Effective oral presentations, organising content, delivery techniques, speaker notes and hand outs, collaborative presentations, use of voice.

#### **Reference:**

Mary Ellen Guffy..Business Communication : Process & product, Thomson Asia Pte Ltd

Raymond V Lesikar, Marie E Flatley, Kathryn Rentz, Neerja Pande..Business Communication: Making Connections in a digital world, Tata McGraw Hill Education Pvt. Ltd.



Food and Beverage terminology related to the inputs of the semester.

### **Learning Activities**

Lecture led discussions, self assessments, Practical Evaluation.

### **Assessment**

Grading in the course will be dependent on CIAs (Mock Practical examination) 50 marks, Menu compiling, Non alcoholic beverage service.

### **CIA components**

#### **Practical evaluation**

Practical evaluation (30) Marks)

Group projects (**20 Marks**): Conceive and execute project that identifies and engages with a specialized topic.

Junior mixologist – Intra class mock tail competition (50)

### **Prescribed Text**

Liilicrap, D., & Cousins, J.A Food and Beverage Service: ELBS Delhi.

### **References:**

Liilicrap, D., & Cousins, J.A Food and Beverage Service: ELBS Delhi.

Ninemeier, J.D., Food and Beverage Management: Educational Institute, AH & LA.

Fuller, J. Modern Restaurant Service: Hutchinson

Varghese, B. Food and Beverage service management

Andrews, S. Food and Beverage service training manual: Tata McGraw Hill

## **BHM 235A ACCOMMODATIONS MANAGEMENT- (HK) PRACTICAL - 1**

### **COURSE DESCRIPTION**

This paper is a practical aspect of Hotel Housekeeping Foundation. It deals with all basics of set up of the stores, pantries, knowledge of different linen usage, placement of supplies and amenities etc...

At the end of the practical the student will be able to do basic of maintaining and cleaning the room, public areas, and inspections and usage and storage of mechanical cleaning equipments.

### **Learning Outcomes**

The student learns basics of knowing and managing the room structures, maintenance of rooms and the public areas of hotels

- Handling the trolleys and trolley set up
- Handling guest queries as well as employee conflicts.
- Set of Linen room and managing par stock as well as inventory management
- Short case studies on the theory units.

### **Course Outline**

#### **Unit – 1 Housekeeping staffing - case study**

Housekeeping staffing matrix for all the areas which housekeeping department is responsible for.

#### **Unit- 2 Room layouts and set up and cleaning functions- Demonstration and case study**

Basic room layout setting up room with essentials and expendables techniques and procedures for different types of rooms and knowing the technical terms for the linen used for the same.

**Unit- 3 Preparations of hot and cold face towels – Demonstration** To enable students to know the importance of hygiene practices in hotels and making them understand the necessity of providing personalized services to the guest. one of the practice is to provide hot or cold face towels to the guest on arrival and teaching them do's and don'ts of it.

#### **Unit -4 Linen par calculations and inventory management –Calculations and case study**

Par management and par calculations of different types of linen used in the departments including F&B Linen, SPA linen, swimming pool and gymnasium linen, banquet and conference linen etc.

#### **Unit – 5 A Report**

A report based on market survey and workshop on features and use of different cleaning equipment and cleaning chemicals.

## **Learning activities**

Market survey, Workshop on professional cleaning Management of hotel areas with Diversey /Eco Labs, Report writing, Short cases and analysis, Group assignments and PAR calculations

## **Practical Assessment – (50Marks)**

Practical assessment will be based on the report, different situational study, preparation of assessment plans, and appraisal of Housekeeping product, supplementary questions and Viva voce. Oral questioning will be used to provide evidence of the candidate's knowledge

## **Prescribed Text**

Raghubalan, G., & Raghubalan, S., (2011). *Hotel Housekeeping Operations and Management*. New Delhi: Oxford University Press.

## **Reference**

Any recent editions of Hotel Housekeeping Management and Operations Textbook

## **CIA methodology, Credit basis, evaluation Weightage and grading**

### **The CIA will be based on**

- a. assignments to be submitted by the students every week
- b. Journals and written exams for individual subjects( mentioned at the end of each subject in the course curriculum)

### **Credit**

Will be accorded for both theory and practical as mentioned in the course structure .

### **Grading**

The grading will be done based on the Christ University system

### **Examination System:**

As per University norms for a Diploma programme.

### **Project Work**

The students will have to undergo a compulsory project work for 3 months during the last 3 months of the Second semester. The internship will be coordinated by the Training and placement cell of the department.

The assessment parameters will be the same as already followed for the UG degree programme.

### **Proposed total intake and number of students for the Course**

A minimum of 25, and a maximum of 40 students .

### **Departmental requirement (Statement of Capability)**

#### **CERTIFICATION**

The Diploma Certification will be awarded by Christ University according to the University rules and regulations .

#### **OTHER PROVISIONS**

- Lecture Facilities – Christ University

## **LECTURERS**

Lecturers and in-house Faculty from Christ University are qualified to handle the course.

## **Infrastructure**

1. Two rooms
  - a. One for regular classroom session
  - b. One Practical laboratory( The existing facilities can be utilised for the same.

One coordinators cabin with:

- a. A laptop
- b. Wi-fi
- c. Mini library

## **Manpower Requirement**

1. Food and Beverage Professors from the Hotel Management department will be actively involved in every aspect of the course
2. One coordinator for the course..
3. One additional staff along with the coordinator for training purpose.
4. Two minstrel employees

## **Proposed Commencement Date:**

01<sup>st</sup> June, 2013