

# BACHELOR OF HOTEL MANAGEMENT

DURATION: 36-MONTHS, 30-MONTHS CLASSES 6 MONTHS INDUSTRY INTERNSHIPS

(TIMING: 6-HOURS IN DAY, (MONDAY TO SATURDAY))



3- Years Course

Breaking the  
**RECORD** with the  
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## FRONT OFFICE –1

### Topics to be covered: –

Introduction to Hotel Industry, To Define Target Market & explain intangibility of service and potential, Advantages & Disadvantages of different types of Hotel Ownerships & Affiliations to describe the Introduction of Automation of Hotels  
To define mission and create organization charts, classify the Hotel's functional areas and discuss,  
The nature and uses of Job Description/Specification, Classification of Hotels To Describe the various F.O Dept and describe how the organization is likely to differ in large and small hotels, Types of Rooms, Tariff Structure & plans, Sections of F.O and their Importance.

## FRONT OFFICE PRACTICALS-1

### Topics to be Covered: –

Identification of various vouchers, the students will have to draw one or two of the following vouchers and according to the question (case study) fill up the vouchers (desk work)

- Registration Card
- Reservation Form
- Amendment Slip
- Cancellation Slip
- Arrival/departure notification slip
- VIP amenities voucher
- Miscellaneous charge voucher
- Allowance voucher
- Paid out voucher
- Message slip Telephone etiquettes and manners. Front desk grooming and other essentials – body language, speech modulation which includes articulation, variation control of pitch and tonal quality



# 1ST YEAR SYLLABUS:

# FOOD PRODUCTION

## FOOD PRODUCTION-1

### Topics to be covered: –

To Introduce the Historical progression leading to modern cookery, History of cooking, Aims & Objective, Cooking –art or science To impart knowledge about different kitchen equipment, Heavy and Light equipment, Utensils & Knives, Care & maintenance, Use To impart Knowledge of various culinary terms, level of skill, attitude towards work,behaviour& personal hygiene, Western & Culinary terms, Personal grooming, hygiene & uniform, Do's and don'ts while working in the kitchen To understand the functioning of Food Production Dept. Organizational structure, Layout, Duties & responsibilities, Interdepartmental relations Foundation ingredients & their role in F.P, Composition of different ingredients & the action of heat on fat, carbohydrates, proteins, vitamins & minerals. Classification of cooking factors, Classification according to function like – fats, raising agents, sweetening agents, egg, liquids/stock flavouring& seasoning, thickening To understand the methods of Preparation, Mis-en-place, Methods of mixing To understand the texture of cooked food products, Various textures, Faults and remedies

## FOOD PRODUCTION PRACTICALS-1

### Topics to be covered: –

- Identification of equipment. Mis-en-place (cutting, peeling, slicing, chopping, shredding, paring, etc)
- Egg preparation (boiled egg, fried egg, scrambled egg, omlette, poached egg, egg akuri) • Boiled rice, Masala Dal, Bengal Fish Curry, Cucumber cucumber
- Zeera Rice, Dal Makhani, Vegetable curry, Shahitukra
- Bread Roll, Sponge Cake, Swiss Roll, Caramel custard
- Bread Roll, Sponge cake, Swiss Role, Bread and butter pudding
- ConsommeBrunnoise, Poisson Poach Hollandaise, Cheu Fleur Mornay
- Madras Soup, Fish Meuniere, CourgettesSaute, Pommes Nature, BavariouRubanee
- Minestrone Soup, Goan Fish Curry, Cheu Fleur Potato Bhaji, Steamed Rice, Fruit Conde
- Sandwich Bread, Bread stick, Diplomat pudding, Coffee Mousse
- Macedoine Mayonnaise, Fillet de Poisson Duglere, NouillesFraiches, BeginetsD'aubergines, Crème Caramel
- Assiette de Crudite, Sole Colbert, Pommes Persilles, Puree Cercy, Mousse au Chocolate
- OeufsFracisChimay, PouletShahjahani, Pulao a la tomate, Haricot VerteFoogath
- Oeufs Frit Bacon, Fillet de Sole Bonne Femme, Pommes a Rangalaise,
- Epinards a la Crème
- Sweet Buns, Butter Buttons, Doughnuts
- Mulligatwanny Soup, Poisson Grille Beurre Blanc, Pommes Vapur, Epinards a la Crème, Pudding Diplomat
- Crème de Vollaile, Gigot D'agneau Roti, Pommes Noisette, Haricot, Bretonne, Charlotte aux Fruits.



## HOUSKEEPING AND LAUNDRY OPERATIONS-1

### Topics to be covered: –

• An overview of the position of H/K in the Hospitality Industry, • List of functions of the H/K Dept. • H/K working towards 'Customer delight' • Why is H/K indispensable • Organisation of the Hotel • Staff Hierarchy, lines of Authority & areas of responsibility • Vertical & horizontal coordination within & outside the Dept. • Areas of responsibility of the H/K Dept. • Essential qualities in H/K staff • Effective communications skills, interpersonal skills & good grooming standards • Duties of staff at the managerial level • Duties of staff at the Operational level • Duties of staff at the supervisory level • Glossary of H/K terms • Abbreviations commonly used in H/K • Types of Rooms & suites • Various status of Rooms • Amenities provided in standard, superior & deluxe rooms • VIP amenities • Items provided on request • Placement of Supplies in a room • General principles of cleaning • Cleaning Schedules, Daily, weekly & Spring Cleaning • Morning & evening service, • Second service • Daily cleaning in a Department room • Planning a weekly cleaning schedule • Public area cleaning methods & Schedules

## HOUSKEEPING PRACTICALS-1

### Topics to be covered: –

• Equipment handling, Care & Cleaning & Identification of Cleaning Equipments (both manual & Mechanical)  
• Maid's Trolley Setting  
• Care, Cleaning & polishing of surfaces- metals, glass, floor, Carpets • Paints, Varnishes  
• Daily Cleaning of Rooms and Bath Rooms  
• Evening Service • Weekly Cleaning • Special/Periodic Cleaning • Public Area Cleaning • Message/Departure/Maintenance Register & follow ups

**FOOD AND BEVERAGE SERVICE-1**

**Topics to be covered: –**

- INTRODUCTION • Various outlets of the Departments • Various sectors of the Department QUALITY
- Attributes of F&B Service Personnel
- Equipment • Equipment in a Restaurant GLASSES • Types and Capacity of glasses
- Dining Table • Laying the Dining table ORGANIZATIONAL CHART
- Drawing • Duties and responsibilities of waiter –F&B Manager KITCHEN STEWARDING
- Hierarchy & responsibility RESTAURANT BRIGADE
- Hierarchy COURSES OF MENU & FOOD ACCOMPANIMENT

**FOOD AND BEVERAGE SERVICE PRACTICALS-1**

**Topics to be covered: –**

- Familiarization of Restaurant Equipment
- Methods of cleaning and upkeep of silver
- Arrangement of sideboards
- Laying of table Linen
- Layout of various meals
- Folding serviettes in various designs

## **SAFETY AND FIRST AID:**

### **Topics to be covered: –**

Aims and objectives of first aid Qualities and responsibilities of a first aider

. Study of human physical anatomy

- Skeleton system
- Respiratory system • Circulatory system
- Excretory system • Nervous system
- Reproductive system First aid procedure for different accidents.
- Hemorrhage • Asphyxia • Shock and unconsciousness
- Cardiac arrest • Burns • Insect bite
- Snake bite • Poisoning
- Injury Nursing Preparation of first aid box

## **PERSONALITY & COMMUNICATION DEVELOPMENT – I**

### **Topics to be covered: –**

- Structures in Present and present continuous tense
- Structures in past & past continuous tense
- Structure in present perfect & present perfect continuous tense
- Structures in future tense
- Modals : helping verbs • Prepositions • Idioms
- Question – answer session • Speech on a given topic
- Extempore speech

## FRONT OFFICE -2

### Topics to be covered: –

- Reservations, Feedback
- Cancellation&Ammendments
- Identification of Vouchers • Manual Tabulation
- Ledger and Billing • Mechanical Ledger.
- Billing • Computerised Ledger,
- Billing • Tourism • International Hotel Regulations

## FRONT OFFICE PRACTICALS-2

### Topics to be Covered: –

- CASHIERING -Cashiering while check in of VIP's / FIT's / Group
- Cashiering procedure during stay of the guest
- Cashiering while check out AUDITING
- Night Auditor's job • Vouchers / Document generated
- Working with National cash Registers

# 2nd Year Syllabus

# FOOD PRODUCTION

## FOOD PRODUCTION-2

### Topics to be covered: –

- Various methods of cooking food • Dry & wet method • Basic Rule • Food Example Stocks • Definition • Classification • National/International soups • Preparation of soups Sauces • Definition • Classification • Preparation of other sauces • Derivatives • Sauces of it's own Class
- Understanding the methods of storage • Refrigeration • Principles of storage • Correct Temperature • Time of Storage Element of Presentation
- Classical & modern garnish • Proper accompaniments INTRODUCTION • Introduction • Introduction of various commodities used in food production department Cereals – Rice , Wheat, Other Cereals , Pulses • Uses of different types of Pulses • Tea and processing • Fresh fruits and vegetables • Cheese – Classification, Manufacture and uses • Coffee, processing & uses • Cocoa – Manufacture of chocolate, processing, cocoa powder • Herbs and spices – Classification, description and uses procurement and storage

## FOOD PRODUCTION PRACTICALS-2

### Topics to be covered: –

- Thenga Buns, Danish Pastry, Short Bread, Fruit Jam
- Danish Pastry, Orange Biscuit, Cherry Buns
- Potage Saint Germaine, Roast Chicken, Roast Gravy, Roast Potatoes, Coffee Bavarois
- OuefsBrouillesPortugaise, rogan josh, RizCreol
- Potage Esau, Steak SauteBercy, Pommes Mignonette, PetitsPois a la Fracaise, crepes au Sucre
- Spaghetti Napoletaine, Steak Grill Bearnaise, Pommes Pont Neuf, Bouquetiere de Legumes
- OeufsPoache Florentine, Escalpoevinnoise, Pommes saute, Carrots Vichy • Muffins, Jam Tart, Chocolate Mousse
- Nankhatai, Croissants, Fruit Custard
- Vegetable Patties, Chicken Patties, Cheese Patties, Egg patties
- Quiche Lorraine, Piece de Boeuf Roti, jardiniere de Legumes, pommes Chateau, Beginettes de fruits
- Madeira Cake, Melting Moment, Fruit Trifle



# 2nd Year Syllabus

# HOUKEEPING

## HOUSEKEEPING, HYGIENE AND SANITATION-2

### Topics to be covered: –

- Identifying Cleaning Equipments • Classification of Cleaning Equipments •
- Functioning and care of Manual Cleaning Equipment
- Functioning and care of Mechanical Cleaning Equipment
- Groups of Cleaning agents • Use of Detergents
- Use of water, Abrasives, degreasers, acids, organic solvents and drycleaning agents.
- Lost and found procedures / Records maintained for lost and found. • Floors and floor finishes
- Granolithic and Terrazzo floors
- Wooden flooring / Carpets & Advantages and care of carpets
- Use of Glass fiber, Acoustic Walls • Various finishes applied to walls
- Register and forms maintained in H/K & Formats of Registers and reports • Desk control operations / Importance of Desk control
- Personal ,environment hygiene, garbage-safe and correct disposal of garbage. • Protective clothing
- Pest control
- Personal Environment Hygiene Garbage -safe and correct disposal of garbage WATER
- Sources of water and hazards of water pollution AIR
- Sources of air Pollution
- Health effects of air pollution • Pollution Control PROTECTIVE CLOTHING • Protective Clothing in Different Dept. • Selection of materials care and use • It's efficiency and comfort • Care maintenance of Protective Clothing HANDLING OF FOOD
- Personal hygiene of the food handlers • Programme of Good Health For Food handlers • Food Borne Diseases – Roots of Contamination • Habits and Abuse PEST CONTROL
- Rodent and Insect Control Technique • Rays and Cockroaches

## HOUSEKEEPING PRACTICAL-2:

### Topics to be covered: –

- stain removal
- special decoration
- identification of various formats & registers



## **FOOD AND BEVERAGE SERVICE-2**

### **Topics to be covered: –**

- Menu Planning
- Types of service
- Billing systems & cost controls
- Breakfast Service
- Non Alcoholic Beverages Classify alcoholic beverages
- Beer • Cidar • Perry Tobacco • Cigar, Cigarettes
- Guest Complaints • Room Service Operations

## **FOOD AND BEVERAGE SERVICE PRACTICALS-2**

### **Topics to be covered: –**

- Receiving Guest and taking orders
- Soup service. • Menu wise service
- . • Clearance & Crumbing down. • Service of breakfast.
- Making the extra cover. • Afternoon tea set up.
- Beer service. • Cigarette service. • Loading carrying trays.
- Taking the order by K.O.T.&B.O.T.
- Service of Food • Service of non alcoholic beverages
- Service of Breakfast • Loading carrying – trays/trolleys

# 2nd Year Syllabus

## BASIC FRENCH

### BASIC FRENCH-2

#### Topics to be covered: –

- About the Language
- Alphabet • Accents • Orthographic sign
- Linking • Final consonants • Syllable • Pronunciation
- Use of Capital Letters
- Article
- Gender depending on the meaning of the word
- Common French words
- Names of days, months, & seasons
- Cardinal • Ordinal • Colour • Hour
- Auxiliary Verb • Vegetable • Fish • Shell Fish • Meat • Fruit
- Poultry & game • Restaurant
- Equipment
- Miscellaneous
- Phrases
- Feminine of nouns and objectives
- Nouns of two genders
- Formation of plural of nouns and adjectives
- French words • Translations
- Common French terms related to the hotel industry.

## FOOD SCIENCE AND NUTRITION

#### Topics to be covered: –

- Proteins
- Introduction • Composition & Classification
- Functions & Imbalances
- RDA's for different groups Mineral
- Classification • Functions Major & Minor Minerals
- Distribution • Sources
- Functions • Imbalances Balanced Diet



## HOUSEKEEPING, HYGIENE AND SANITATION-3

Topics to be covered: –

- Qualities of good linen
- Standard sizes of bed & bath linen.
- Purchasing linen.
- Hiring linen.
- Establishing par stock
- Stocktaking & records maintained
- Activities in the linen room
- Features of the good linen room
- Linen Issuing system. • New for old system, topping up system
- Uniform Section
- Laundry Operations
- Laundry Layout, location, size & equipments • Functioning of Laundry machines • Guests' personal laundry
- Classes of stains
- Groups of stains removal agents
- Treatment of unknown & specific stains • Classification of fibers, weft, warp & selvedge
- Weaves qualities of Textile fibers • Characteristics & uses of fabrics • Finishes applied to fabrics • Common pests encountered
- Effective pest control measures • Principles of Flower Arrangements • Styles of Flower Arrangements
- Flowers & foliage, containers stem holders & other accessories
- General guidelines, colour schemes

## HOUSEKEEPING PRACTICAL-3:

Topics to be covered: –

- Pest Control
- Laundering & Dry Cleaning of Fabrics
- Flower Arrangement
- Care of Plants
- Contract Cleaning

# 3rd Year Syllabus

# FOOD AND BEVERAGE SERVICE

## FOOD AND BEVERAGE SERVICE-3

Topics to be covered: –

- Grape variety manufacturing process,
- brand names,
- classification of wines from different countries
- Food and wine
- Wines of France/ AOC
- Wines of ITALY
- Terms related to wines
- Wines of GERMANY
- Sherry • Port, Madeira • Champagne
- Introduction to Spirits

## FOOD AND BEVERAGE SERVICE PRACTICALS-3

Topics to be covered: –

To develop skills and techniques in the operational activities of food and beverage service particularly in relation in wines, beers and spirits and other alcoholic and non alcoholic beverages and the service of continental and Indian regional dishes.

## SPIRIT SERVICE

- Taking the order for wines.
- Service of White wine
- Service of Red wines.
- Service of Champagne
- service of continental & indian dishes setting up and operating a bar



## FRONT OFFICE –3

### Topics to be covered: –

- Functions of Management, factors to be considered by establishing room rates, forecasting room availability, preparing room division budget
- Yield Management – Measuring its various formulae, elements of Yield Management – Potential demand tactics, Fields Strategies, Food & Beverage activities/special events
- Human Resource management – Recruiting, Selecting, Hiring, Orienting, Training, Scheduling, Motivation
- Safety & Security of Guests, Employees & assets

## FRONT OFFICE PRACTICALS–3

### Topics to be Covered: –

- CASHING- Cashing while checking of the VIP's/ FIT's /GROUP
- Cashing Procedures during the stay of the guest
- Cashing while Checkout AUDITING
- Night Auditors Job
- Vouchers/Documents generated
- Working with National Cash Registers NIGHT CLERKS REPORTMANAGEMENT GAMES • Case Studies
- Brain Teasers
- Budgeting

# 3rd Year Syllabus

# FOOD PRODUCTION

## FOOD PRODUCTION-3

Topics to be covered: –

### REGIONAL COOKERY

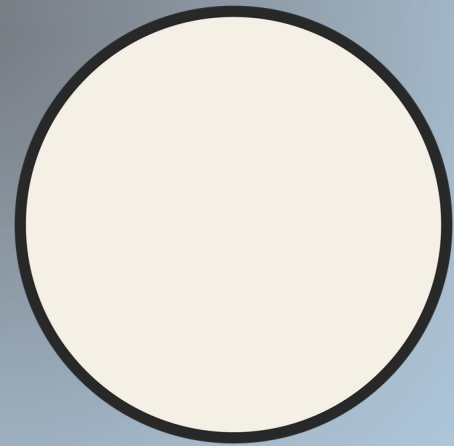
- North & South Indian
- Mughlai • Bengali , Goanese& Marathi
- Chinese
- Mexican
- Italian
- Menu Examples and Methods of cooking MASS COOKING
- Principles • Advantages • Defenitions& Techniques RECHAUFE COOKING • Principles • Methods MENU PLANNING
- Types of Menu • Principles • Presentation INVALID COOKERY
- Principles • Important Points
- Suitable Dishes FOOD COST
- Yield • Actual Food Cost
- Position & Cost Control CULINARY TERMS STANDARDIZATION OF RECIPES
- Importance, Advantages and Disadvantages

## FOOD PRODUCTION PRACTICALS-3

Topics to be covered: –

- Yakni, Boiled Rice, Mutton Korma, AlooJeera Fry, DalmaSabat, MootiChoorLadoo
- Boiled Rice, Mutton Burani, MirchiksSalan, GilleFirdose
- Aamkapana, MachchliAmritsari, SarsonkiSaag, Dal Maharani, Makkiki Roti, Phirnee
- Vegetable Pizza, Chicken Pizza, Mushroom Pizza, Lemon Soufle
- MalabariParatha, Chicken Chettinad, Beans Vazhatiyathu, Jangri • Boiled Rice, Mutton Vindaloo, Cabbage Saute, Dal & Veg. Sorak
- Chicken Loaf, Veg.Loaf, Nimki, Apple Pie,
- Baked Alaska, Souffle(Milk Less), Floating Iceland
- Chocolate Pastry, Vanilla Pastry, Cheese Cake,
- Cake (Birthday), Nut Corner, Coffee Cake • Eggless cake, Fruit Cake, Chocolate Cake, Two in One cake
- Bacon & Bamboo Shoot soup, Eggroll, Fried rice, Chicken Chilli, Stuffed Green Pepeer • Sade Chawal, Murg Do Pyaza, Sukhi Gobi, Panchrati Dal, ★
- Cream de Vollaile Princes, TournedoBearnanise, Pommes de terre, Croquettes, Ratatouille, Cream brulee
- ZuppaPavese, LasagnePasticalle, OssoBuco, Cassata a la sicilienna
- DhakaiParatha, AcharGosht, Moolikasaag, Tarka Dal, Phirnee.
- TomotoShorba, Sabzgosht, Punjabi lobia, Vegetable Puloa, GulabJamun.

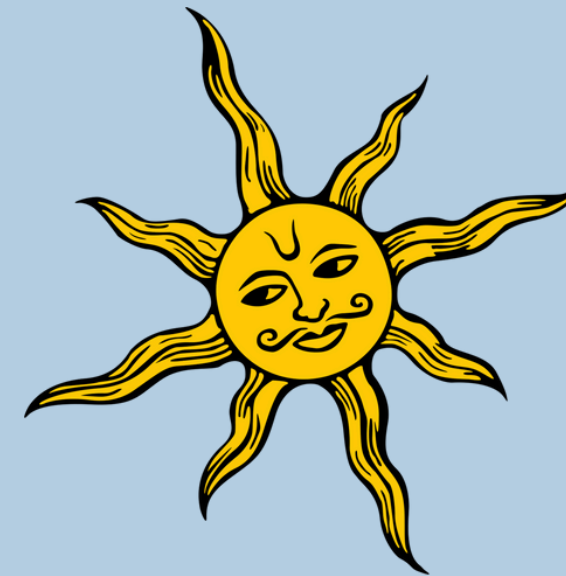




moonshine



INDRI  
SINGLE MALT  
INDIAN WHISKY



SULA  
VINEYARDS

- Master Class
- Vineyards Visit
- Distillery Visit
- Brewery Visit
- syrups Factory Visit



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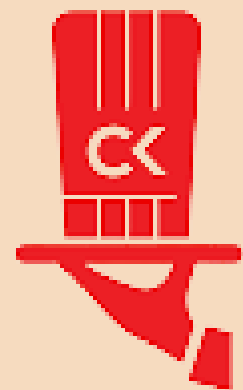


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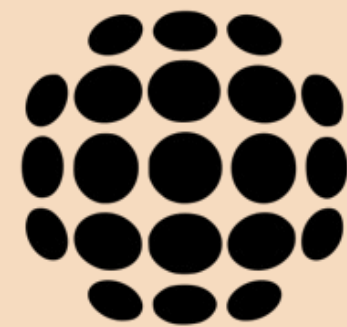


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# Team





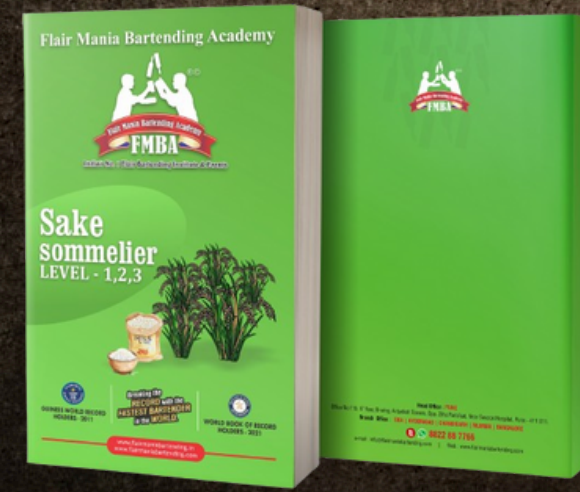
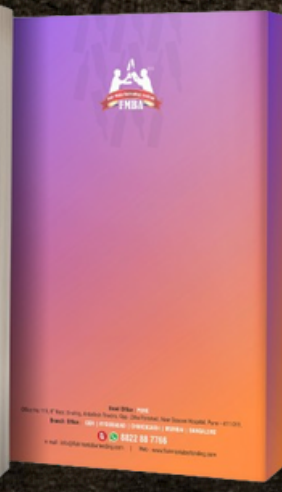
# Team



# Office



# Books



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