# 1.2.2

# Supporting Documents-Department of Hotel Management

# Copy of Syllabus of All Programs Offered Indicating Credits/Electives Approved by Board



# Study Scheme & Syllabus of Bachelor of Hotel Management & Catering Technology (BHMCT)

For
University Main Campus, Constituent Campuses
And Affiliated Colleges

Batch 2021 Onwards



By

Department of Academics
I. K. Gujral Punjab Technical University

# Bachelors of Hotel Management & Catering Technology (BHMCT):

It is an Under Graduate (UG) Programme of 4 years duration (8 semesters)

Eligibility for Admission: 10+2 Pass in any Stream.

#### Courses & Examination Scheme:

#### First Semester

Course Code	Course Type	Course Title	Load A	Alloca	tions	The second second second second	rks bution	Total Marks	Credits
alulide noth			L*	T*	P	The second second second	External	DESCRIPTION OF THE PROPERTY OF	
BHMCT101- 18	Core Theory	Food ProductionFounda tion-I	3	0	0	40	60	100	3
BHMCT102- 18	Practical	Food ProductionFounda tion-I	0	0	4	60	40	100	2
BHMCT103- 18	Core Theory	Food & BeverageService Foundation-I	3	0	0	40	60	100	3
5HMCT104- 18	Practical	Food & BeverageService Foundation-I	0	0	4	60	40	100	2
BHMCT105- 18	Core Theory	Front OfficeFoundation-I	3	0	0	40	60	100	3
BHMCT106- 18	Practical	Front OfficeFoundation-I	0	0	2	60	40	100	1
BHMCT107- 18	Core Theory	AccommodationO perations-I	3	0	0	40	60	100	3
BHMCT108- 18	Practical	AccommodationO perations-I	0	0	2	60	40	100	1
BTHU103- 18	Ability EnhancementCompul sory Course(AECC)-I	English	1	0	0	40	60	100	1
BTHU104- 18	Ability EnhancementCompul sory Course(AECC)	English Practical/ Laboratory	0	0	2	30	20	50	1
E101- 18	Ability EnhancementCompul sory Course(AECC)	Human Values, De- addiction and Traffic Rules	3	0	0	40	60	100	3
HVPE-102- 18	Ability EnhancementCompul sory Course(AECC)	Human Values, De- addiction and Traffic Rules (Lab/ Seminar)		0	1	25	**	25	1
BMPD102- 18		Mentoring and Professional Development	0	0	1	25	**	25	1
	TOTAL		16	0	16	560	540	1100	25

<sup>\*</sup>A course can either have four Hrs Lecture or Three Hrs Lecture + One Hrs Tutorial as per requirement

\*\*The Human Values, De-addiction and Traffic Rules (Lab/ Seminar) and Mentoring and Professional

Development course will have internal evaluation only.

Course	Course Type	Course Title	Load	Alloca	tions	Marks Di	stribution	TotalM	Credit
Code			L*	T*	P	Internal	External	arks	
ВНМСТ201- 18	Core Theory	Food Production Foundation-II	3	0	0	40	60	100	3
BHMCT202- 18	Practical	Food Production Foundation-II	0	0	4	60	40	100	2
BHMCT203- 8		Food & Beverage Service Foundation-II	3	0	0	40	60	100	3
ВНМСТ204- 18	Practical	Food & Beverage Service Foundation-II	0	0	4	60	40	100	2
BHMCT205- 18	Core Theory	Front Office Foundation-II	3	0	0	40	60	100	3
BHMCT206- 18	Practical	Front Office Foundation-II	0	0	2	60	40	100	1
ВНМСТ207-	Core Theory	Accommodation Operations-II	3	0	0	40	60	100	3
БНМСТ208- 18	Practical	Accommodation Operations-II	0	0	2	60	40	100	1
Operation		Environmental	2	0	0	40	60	100	2
BMPD202-18		Mentoring and Professional Development	0	0	1	25		25	1
	TO	TAL	14	0	13	465	460	925	21

\*A course can either have four Hrs Lecture or Three Hrs Lecture + One Hrs Tutorial as per requirement

Third Semes CourseCode	-	Course Title	All	Load	Gartia	Marks Di	stribution	TotalMarks	Credits	
	3/1-41		L*	T*	P	Internal	External			
Ope		Food Production Operations- Industry Exposure-1	0	0	12	60	40	100	6	
BHMCT302- 18	Practical	Food & Beverage Service Operations- Industry Exposure-1	0	0	12	60	40	100	6	
ВНМСТ303- 18	Practical	Front Office Operations- Industry Exposure-1	0	0	12	60	40	100	6	
BHMCT304- 18	Practical	Accommodation Operations Industry Exposure- I	0	0	12	60	40	100	6	
BHMCT305- 18	Practical	Log Book & Training Report on Industry Exposure	0	0	4	60	40	100	2	
BMPD302- 18		Mentoring and Professional Development	0	0	1	25		25	1	
	C. Nav. 75 566	TOTAL	0	0	53	325	200	525	27	

<sup>\*</sup>A course can either have four Hrs Lecture or Three Hrs Lecture + One Hrs Tutorial as per requirement

Fourth Semester **Course Type** Marks Total Credits Course Course Title **Load Allocations** Code Distribution Marks L\* T\* P Internal External ВНМСТ401-3 0 0 40 Core Theory Introduction to Indian 60 100 3 18 Cookery ВНМСТ402-Practical Introduction to Indian 0 0 4 60 40 100 2 18 Cookery ВНМСТ403-Core Theory Food & Beverage 3 0 40 0 60 100 3 18 Service Operations-II ВНМСТ404-Practical Food & Beverage 0 0 4 60 40 100 2 18 Service Operations-II ВНМСТ405-Core Theory Front Office 3 0 0 40 100 60 3 18 Operations-II ВНМСТ406-Practical Front Office 0 0 2 40 100 60 1 18 Operations-II BHMCT407- Core Theory Accommodation 3 0 0 40 60 100 3 Operations-III MCT408-Practical Accommodation 0 0 60 40 100 1 Operations-III BHMCT409- Elective Accounting Skills for 2 0 0 100 2 40 60 18 Hospitality Mentoring and BMPD402-18 0 0 1 25 25 1 Professional Development TOTAL 14 13 465 460 925 21

Course Code	Course Type	Course Title		Load catio	ns	Marks Di	stribution	Total Marks	Credits
			L*	T*	P	Internal	External	2 3	
BHMCT501- 18	Core Theory	Larder & Kitchen practices	3	0	0	40	60	100	3
ВНМСТ502- 18	Practical	Larder & Kitchen practices	0	0	4	60	40	100	2
MCT503-	Core Theory	Bar operations & Management	3	0	0	40	60	100	3
ВНМСТ504- 18	Practical	Bar operations & Management	0	0	4	60	40	100	2
ВНМСТ505- 18	Core Theory	Front Office Operations & Management	3	0	0	40	60	100	3
ВНМСТ506- 18	Practical	Front Office Operations & Management	0	0	2	60	40	100	1
ВНМСТ507- 18	Core Theory	Accommodation Operations & Management	3	0	0	40	60	100	3
внмст508- 18	Practical	Accommodation Operations & Management	0	0	2	60	40	100	1
ВНМСТ509- 18	Elective	Food & Beverage controls and Management	2	0	0	40	60	100	2
BMPD502-18		Mentoring and Professional Development	0	0	1	25		25	1
		TOTAL	14	0	13	4895	460	925	925

<sup>\*</sup>A course can either have four Hrs Lecture or Three Hrs Lecture + One Hrs Tutorial as per requirement

\*A course can either have four Hrs Lecture or Three Hrs Lecture + One Hrs Tutorial as per requirement

Head
Department of Management & Hospitality
LK, Gujra Punjab Technical University
Kapurthala-144603

NY

Sixth Semester
----------------

Course Code	Course Type	Course Title	1000	Alloca	tions	The second section of the second	rks bution	Total Marks	Credits
Dilliam		Marie San San American	L*	T*	P	Internal	External		
BHMCT601- 18	Core Theory	International cuisine- An Exploration	3	3 0		40	60	100	3
BHMCT602- 18	Practical	International cuisine- An Exploration	0	0	4	60	40	100	2
ВНМСТ603- 18	Core Theory	Banquet and restaurant operations & Management	3	0	0	40	60	100	3
ВНМСТ604- 18	Practical	Banquet and restaurant operations & Management	0	0	4	60	40	100	2
ВНМСТ605- 18	Core Theory	Front Office Management	3	0	0	40	60	100	3
BHMCT606- 18	Practical	Front Office Management	0	0	2	60	40	100	1
ВНМСТ607-	Core Theory	Accommodation Management	3	0	0	40	60	100	3
MCT608- 18	Practical	Accommodation Management	0	0	2	60	40	100	1
ВНМСТ609- 18	Elective	Principles of Management	2	0	0	40	60	100	2
BMPD602-18		Mentoring and Professional Development	0	0	1	25		25	1
the suite		TOTAL	14	0	13	465	460	925	21

\*A course can either have four Hrs Lecture or Three Hrs Lecture + One Hrs Tutorial as per requirement

Seventh Semester

Course Code	Course Type	Course Title	Load A	Alloca	tions		rks bution	Marks	Credit
Secretary Control of the Control of	11000		L*	T*	P	Internal	External		1700
BHMCT701- 18	Core Theory	Specialization-I	3	0	0	40	60	100	3
BHMCT702- 18	Practical	Specialization-I	0	0	4	60	40	100	2
	Core Theory	Specialization-II	3	0	0	40	60	100	3
ВНМСТ704- 18	Practical	Specialization-II	0	0	4	60	40	100	2
BHMCT705- 18	Core Principles of Marketing Theory	3	0	0	40	60	100	3	
ВНМСТ706- 18	Core Theory	Financial Management	3	0	0	60	40	100	3
ВНМСТ707- 18	Core Theory	Entrepreneurship	3	0	0	40	60	100	3
BHMCT708- 18	Practical	Project Report	0	0	2	00	100	100	1
ВНМСТ709- 18	Elective	Facility Planning	2	0	0	40	60	100	2
BMPD702- 18		Mentoring and Professional Development	0	0	1	25		25	1
		TOTAL	1	7 (	0 1	1 40	5 520	92	25 2

\*A course can either have four Hrs Lecture or Three Hrs Lecture + One Hrs Tutorial as per requirement

NOTE: Student has to choose one group out of following as Specialization –I and Specialization-II NOTE: Student has to choose one group out of following as Specialization –I and Specialization-II

	SPECIALIZATION – I	SPECIALIZATION-II
GROUP A	Food Production Management	Tandoor-Principle, concept and application
GROUP B	Food& Beverage Service Management	Event Management
GROUP C	Front Office Management	Tour & Travel Management
GROUP D	Accommodation Management	Interior Decoration

#### **Eighth Semester**

Course Course Type		Course Title	Load	Load Allocations			stribution	Total Marks	Credits
			L*	T*	P	Internal	External	1921	
MCT801 Practical Specialized HospitalityT	Specialized HospitalityTraining	0	0	16 wee k	00	200	200	8	
BHMCT802 -18	Practical	Project Report on emergingtrends in hospitality Industry	0	0	05	00	100	100	4
BMPD802- 18		Mentoring and Professional Development	0	0	01	25	-	25	1
1 1 2 2 2	1 - 1 - 1	TOTAL	0	0	1	25	300	325	13

<sup>\*</sup>A course can either have four Hrs Lecture or Three Hrs Lecture + One Hrs Tutorial as per requirement



Program Outcome (PO's)

#### Graduate of BHMCT Program will demonstrate:

PO1: Graduate will have knowledge of Operations in Hospitality Services Industry

**PO2:** Graduate will be able to perform various tasks, duties and other activities in the operation of the hotels, restaurants, in accordance with the Standard Operating Procedures.

**PO3:** Graduate will have the ability to analyse the situation or identifies problems, and be able to formulate a suitable solution & implement the same in Food & Beverage Service and accommodation operations.

**PO4.** Graduate will be able to demonstrate the ability to develop, examine, question, and explore perspectives or alternatives to problems in hospitality operations.

**PO5:** Graduate will be able to use professional written and oral communication skills to communicate effectively.

**PO6:** Graduate will be able to pursue entrepreneurial endeavours.

Head
Department of Management & Hospitality
I.K. Gujral Punjab Technical University
Kapurthala-144603

M

# FIRST SEMESTER



OURSE TITLE:	BHMCT-101  FOOD PRODUCTION FOUNDATION I (THEORY)										
	FOOD PRODUCTION FOUNDATION I (THEORY)  CO1. To develop understanding of basics of Food Production.  CO2. To develop ability to compare and illustrate various methods of cooking.  CO3. To gain understanding on Kitchen organisation structure and Food production.  CO4.Learner will able to explain the importance of basics of cooking.										
COURSE OBJECTIVES:											
	CO4.Learner	will able to	explain th	e importar	ice of basic	S OI COOKII	ıg.				
Syllabus Mapping	Course Outcome	PO1	PO2	PO3	PO4	PO5	PO6				
	CO1	٧	٧	٧	٧	٧	٧				
	CO2	٧	٧	٧	٧	٧	٧				
	CO3	٧		٧	٧	٧	٧				
	CO4	٧	٧	٧	٧	٧	٧				
EVALUATION:  INSTRUCTIONS FOR PAPER	The perform participation total marks: The paper w	, house te and rest th	sts, regular rough seme	ity and assi ester end e	gnments c	arrying 40 p	percent of the				
	Part A: There will be ten short answer questions covering whole syllabus of course. This part will be of 20 marks.  Part B: There will be Five questions covering whole syllabus of course and student has to attempt four questions. Each question carries Five marks each. Part C: There will be Three questions covering whole syllabus of course and student has to attempt Two questions. Each question carries 10 marks each.										
UNIT-1	behaviour in	the kitche	OKERY: Le	vels of skill	s and expe	riences, Att					
	CULINARY H Different str HIERARCHY staffing in v responsibili Layout Of ti service & w CULINARY T examples AIMS & OB Various tex Techniques HACCP - Pro	HISTORY:O yles cooker AREA OF I arious cate ties of vari- ne kitchen ash up TERMS: Lis JECTS OF C tures, Vari- used in pr actices in fo	rigin of mo ry: oriental, DEPARTME gory hotels ous chefs, ( in organisa t of culinar COOKING Fous consist eparation ood handlin : American	ipment dern cooke European, ENT AND KI s, Roles of e Co-operatio tions, layou y (common OOD: Aims encies, Tec	uniforms & ary Classical Continent: TCHEN: Classical Executive con with other and basic) and object hniques us the easures and continues are the easures are the easures and continues are the easures are the eas	and New Val, Pan Americal Brigathef, Duties er departming areas, laterms, Experies of cooled in pre-parts equivalent	Vorld Cuisine erican ide, Modern and ents General ayout of lanation with king food, reparation,				

	FIRE PREVENTION AND FIRE FIGHTING SYSTEM: Classes of fire, methods of
	extinguishing fires (Demonstration), Fire extinguishers, portable and stationery,
	Fire detectors and alarm, Automatic fire detectors cum extinguishing devices,
	Structural protection, Legal requirements
	METHODS OF COOKING FOOD: Roasting, Grilling, Frying, Baking, Broiling,
	Poaching, Boiling:-Principles of each of the above, Care and precautions to be
	taken, Selection of food for each type of cooking.
UNIT-3	BASIC PRINCIPLES OF FOOD PRODUCTION
	VEGETABLE AND FRUIT COOKERY: Introduction — classification of vegetables,
	Pigments and colour changes, Effects of heat on vegetables, Cuts of vegetables,
	Classification of fruits, Uses of fruit in cookery.
	STOCKS: Definition of stock, Types of stock, Preparation of stock, Recipes,
	Storage of stocks, Uses of stocks, Care and precautions
	SAUCES: Classification of sauces, Recipes for mother sauces, Storage &
	precautions
	SOUPS: Glassification with examples, Basic recipes of Consommé with 10
	Garnishes and other soups.
	EGG COOKERY: Introduction to egg cookery, Structure of an egg, Selection of
(49)	egg, Uses of egg in cookery
**	SALADS AND SANDWICHES: Salads & its compositions Types Of Lettuce, Types
	of Dressing, Emerging trends in salad making, Sandwiches History origin and its
	Different types
UNIT-4	COMMODITIES:
	i) SHORTENINGS (Fats & Oils): Role of Shortenings, Varieties of Shortenings,
	Advantages and Disadvantages of using various Shortenings, Fats & Oil - Types,
	varieties
	ii) RAISING AGENTS: Classification of Raising Agents, Role of Raising Agents,
	Actions and Reactions
	iii) THICKENING AGENTS: Classification of thickening agents, Role of Thickening
	agents
	iv) HERBS & SPICES: Uses its Importance & it's different types
	Kitchen Organsiation and Layout: General layout of Kitchen in various
	organisations, layout of receiving areas, layout of service and washup areas
REFERENCES:	The Professional Chef (4th Edition) By Le Rol A.Polsom
REFERENCES.	The Professional Pastry Chef, Fourth Edition By Bo Friberg Publisher:
AL D	Wiley & Sons INC
	Theory of Cookery By K Arora, Publisher: Frank Brothers
	<ul> <li>Accompaniments &amp; Garnishes from waiter; Communicate: Fuller J.</li> </ul>
	Barrie & Jenkins
	<ul> <li>Bakery &amp; Confectionery By S. C Dubey, Publisher: Socity of Indian</li> </ul>
	Bakers
	<ul> <li>Modern Cookery (Vol-I) By Philip E. Thangam, Publisher: Orient</li> </ul>
	Longman
	Practical Cookery By Kinton & Cessarani

COURSE CODE:	BHMCT-102							
COURSE TITLE:	FOOD PROD	UCTION F	OUNDATIO	NI (PRAC	TICALS) (P.	ART A)		
Course Outcome	CO1.To be ab	le to list a	ind relate t	o kitchen e	quipment	s and their	handling.	
	CO2. To deve							
						-		od Production
Cullet	CO4. Student	s will be a	ble to appl	y the hand	s on learni	ng to prepa	re various	dishes.
Syllabus Mapping								
	Course	PO1	PO2	PO3	PO4	PO5	PO6	
	Outcome							
	COI	٧	٧	٧	٧	٧	٧	1
	CO2	٧	٧	٧	٧	٧	٧	
	CO3	٧	٧	٧		٧	٧	
	CO4	٧	٧	٧	٧	٧	٧	
EVALUATION:	The performa	ance of the	e students	will be eval	uated on ti	he basis of	class partic	ipation, house
	tests, regular							
D	semester end	examina	tion of 4 ho	urs duratio	n.			
INSTRUCTIONS FOR	This paper co							
PAPER EVALUATION						TION OF 30	MARKS	
	Part	B will be:	BAKERY & F	PATISSERIE	of 10 MAR	KS		
S.No	Tania						Method	
1	Topic	inmonto	Idontificati	on Deccrir	ation Hear	& handling		
1			chen etique	The second secon		The second secon	Demonstrations &	
		The second second	ecurity in k		ices & Killie	e manding	simple a	applications
2	i) Vegetables			iterieri			_	
2	ii) Cuts - julier			doines, bru	noise, pays	ssane,		strations &
	mignonnete,						simple a	applications b
	iii) Preparatio		Control of the Contro				student	5
3	Identification	and Selec	tion of Ingr	edients - Q	ualitative a	and	Market	survey/tour
	quantitative r						Widthet	suivey, toui
4	i) Basic Cookir				1S/			
da.	ii) Blanching o			sicum				
	iii) Preparatio	n of conca	isse Caulifi				Demons	strations &
	iv) Boiling (po v) Frying - (de	tatoes, Be	ans, Caulifi	ing sautóir	va)		simple a	applications b
	Aubergines, P			ing, sauten	161		student	S
	vi) Braising - C	nions Le	eks Cahhar	re l				
	vii) Starch coo							
	i) Stocks - Type	es of stock	s (White a	nd Brown s	tock)		_	
5	ii) Fish stock	CS OI Stock						strations &
	iii) Emergency	stock						applications b
	iv) Fungi stock						student	S
	Sauces - Basic		auces					
5	Bécha							
	• Espagi		He	ad			D	tentions 0
	• Velout			partment of M				strations &
	• Hollan			Gujral Punjal		niversity	simple a	pplications
	• Mayor	10 March 1997	Ka	purthala-1446	03			
	• Tomat	0						
	Egg cookery	Preparatio	n of variety	of egg dis	hes		Demons	trations &
	00	100	The second of					



Poaches Sorrambled Qimelette (Plain, Stuffed, Spanish) En coorte (eggs-Benedict)  Simple Salads Cole slaw, Porato salad, Beet root splad, Green salad, Firtil salad, Gonsomme Simple Egg preparations: Socich egg, Assorted omelietes, Quef Florentine Quef Benedict Quef Florentine Quef Benedict Quef Formuses Consomme Simple Potato preparations Green Soups Portugese Consomme Simple potato preparations Baked potatoes Mashed potatoes	<ul> <li>Scrambled</li> <li>Omelette (Plain, Stuffed, Spanish)</li> <li>En cocotte (eggs Benedict)</li> <li>Simple Salads: <ul> <li>Cole slaw,</li> <li>Potato salad,</li> <li>Beet root salad,</li> <li>Green salad,</li> <li>Fruit salad,</li> <li>Consommé</li> </ul> </li> </ul>	
Simple Salads:	Simple Salads:  Cole slaw,  Potato salad,  Beet root salad,  Green salad,  Fruit salad,  Consommé	
Cole slaw, Potato salad, Beet root solad, Green salad, Fruit salad, Consomme Simple Egg preparations: Storche egg, Assorted omelletes, Quel Florentine Quel Benedict Quel Florentine Quel Benedict Geuf Faci Quel Potatogese Quel Deur Mayonnaise Soups Preparations Gream Soups Puree Soups Consomme Simple botato preparations Baked potatoes Mashed potatoes French fries Roasted potatoes French fries Roasted potatoes Boiled potatoes I boiled potatoes I byonnaise potatoes Allumettes Wegetable preparations Boiled vegetables Grad vegetables Fried vegetables Sandwiches O'Den Club Club Closed Boiled vegetables Sandwiches O'Den Club Closed Canapé Department of Management & Hospitality Closed Canapé Department of Management & Hospitality Closed Canapé Kegura Management Sandwickal LK. Gujral Punjab Technical University Pun wheel Checkers board Demonstration & Preparation of simple mehu  Demonstrations & simple applications by students  Demonstrations & simple applications by students	<ul> <li>Cole slaw,</li> <li>Potato salad,</li> <li>Beet root salad,</li> <li>Green salad,</li> <li>Fruit salad,</li> <li>Consommé</li> </ul>	
Zukuskis     Pin wheel     Checkers board  Demonstration & Preparation of simple menu  Demonstrations & simple applications by students  BAKERY & PATISSERIE (PRACTICAL)	Scotch egg, Assorted omelletes, Oeuf Florentine Ouef Benedict Oeuf Farci Oeuf Portugese Oeuf Deur Mayonnaise Soups Preprations: Cream Soups Puree Soups Consomme Simple potato preparations Baked potatoes Mashed potatoes French fries Roasted potatoes Boiled potatoes Boiled potatoes Boiled potatoes Allumettes Vegetable preparations Boiled vegetables Glazed vegetables Fried vegetables Stewed vegetables Sandwiches Open Club Closed Head	instructor and applications by
Demonstration & Preparation of simple menu  Demonstrations & simple applications by students  PART B -  BAKERY & PATISSERIE (PRACTICAL)	Vacuathala 144602	
simple applications by students  PART B - BAKERY & PATISSERIE (PRACTICAL)	. / /	
		simple applications by
	ART B - BAKERY & PATISSERIE (PRACTICAL)	

	<ul> <li>Identification</li> <li>Uses and handling</li> <li>Ingredients - Qualitative and quantitative measures</li> </ul>	instructor and applications by students
11	Demonstration & Preparation of Simple and enriched bread recipes     Bread Loaf (White and Brown)     Bread Rolls (Various shapes)     French Bread     Brioche	Demonstration by instructor and applications by students
12	SIMPLE CAKES  Demonstration & Preparation of Simple and enriched Cakes, recipes  Sponge, Genoise, Fatless, Swiss roll Fruit Cake Rich Cakes Dundee Madeira	
	SIMPLE COOKIES  Demonstration and Preparation of simple cookies like Nan Khatai Golden Goodies Meiting moments Swiss tart Tri colour biscuits Chocolate chip Cookies Chocolate Gream Fingers Bachelor Buttons.	Demonstration by instructor and applications by students
14	Caramel Custard,     Bread and Butter Pudding     Queen of Pudding     Soufflé – Lemon / Pineapple	Demonstration by instructor and applications by students
•	<ul> <li>Mousse (Chocolate Coffee)</li> <li>Bavaroise</li> <li>Diplomat Pudding</li> <li>Apricot Pudding</li> <li>Steamed Pudding - Albert Pudding, Cabinet Pudding</li> </ul>	

Head
Department of Management & Hospitality
I.K. Gujral Punjab Technical University
Kapurthala-144603

Mr

COURSE CODE:	BHMCT-103								
COURSE TITLE:	FOOD & BEV	ERAGE SE	RVICE FOL	INDATION	I (THEORY	)			
COURSE OUTCOMES:	FOOD & BEVERAGE SERVICE FOUNDATION I (THEORY)  CO1. Course inculcates knowledge about various food outlets and their characteristics.								
	CO2. Students	s will be a	ble to und	erstand an	d explain v	arious F&B	equipment		
	and their usag	ges.			,				
	CO3. To devel	op the ab	ility to und	lerstand th	e intricacie	s in prepar	ation of		
	Restaurant op	erations.							
	CO4. Student	will be ab	le to classi	fy and illus	trate on fo	od service	principles a		
CVIII	procedures.								
SYLLABUS MAPPING									
	Course	PO1	PO2	PO3	PO4	PO5	PO6		
	Outcome					, 00	, 00		
	COI	٧	٧	.,	.,				
				٧.	٧	٧	٧		
	CO2	٧	٧	٧	٧	٧	٧		
	CO3	٧	٧		٧	٧	٧		
CVALUATION OF	CO4	٧	٧	٧	٧	٧	٧		
EVALUATION:	The performal Participation,	house tes	ts, regulari	ty and assi	gnments ca	rrying 40 p	ercent of t		
NSTRUCTIONS	total marks a				xamination	of 3 hours	duration.		
OR PAPER SETTING:	The paper will	be divide	d in three	parts					
OR PAPER SETTING:	Part A: There will be ten short answer questions covering whole syllabus of								
	course. This pa				ons coverin	g whole sy	labus of		
	Part B: There				اداليه مامطي	hus of saus			
	student has to								
	Part C: There will be Three questions covering whole syllabus of course and student has to attempt Two questions. Each question carries 10 marks each.								
IINIT 1	INTRODUCTIO	N TO FOR	20 AND DE	VERACEIA	DUCTON				
UNIT-1	INTRODUCTIO	THE RESERVE AND ADDRESS OF THE PARTY OF THE				-			
	Introduction to								
•	operations - co establishment				others, Role	e of caterin	g		
JNIT-2	FOOD SERVICE								
JI411-2	Restaurants, C				teria East I	ood (Ouic	Consider		
	Restaurants), (						Service		
	ANCILLIARY D						n room		
	Kitchen stewar		it is	i i i ood pi	ck up area,	Store, cirie	in room,		
JNIT-3	DEPARTMENT		NISATION	& STAFFING	G: Organiza	tion of F&I	3=		
31111 3	department of								
	Descriptions & Job Specifications of F& B Service Staff, French terms related to F&B staff, Attributes of F&B Personnel, Inter and Intra departmental								
	relationship.								
JNIT-4	F & B SERVICE	EQUIPME	NT:-Famil	arization 8	Selection	factors of:-	Cutlery.		
	Crockery, Glass								
	Service, French						and the same of th		
	PREPARATION				-en-scene,	Organising	Mise-en-		
	place								
	NON-ALCOHOL	LIC BEVER	AGES: Clas	sification (	Nourishing	, Stimulatin	ng and		
	Refreshing), Te	a- Origin,	Manufacti	ure, Types	& Brandens	ientfefetteOutie	ment & Hospi		
	Manufacture, 1	Types & B	rands, Juic	es and Soft	Drinks Co	sideure Meth	aida) Universit		
	Manufacture, Types & Brands, Juices and Soft Drinks, Construite Methods University								

Kapurthala-144603

	Beverages - Origin & Manufacture
REFERENCES:	<ul> <li>Food &amp; Beverage Service- Bobby George &amp; Sandeep Chatterjee, Jaico Publishing House</li> <li>Food &amp; Beverage Service- R. Singaravelavan, Oxford University Press, New Delhi.</li> <li>Food &amp; Beverage Service - Dennis R. Lillicrap. &amp; John .A. Cousins. Publisher: ELBS</li> <li>Food &amp; Beverage Service Training Manual - Sudhir Andrews, Tata McGrawHill.</li> <li>The Waiter Handbook By Grahm Brown, Publisher: Global Books &amp; Subscription Services New Delhi.</li> </ul>

COURSE CODE:	BHMCT-104											
COURSE TITLE:	FOOD & BEVERAGE SERVICE FOUNDATION I (PRACTICAL)											
COURSE	CO1. Studen	ts will be a	ble to List	and name	various Re	staurant on	uinmont's					
DUTCOME	CO2. Studen	ts will prac	tice basic s	ervice skill	s used in F	&B Outlets						
	CO3. Studen	ts will be a	ble to lear	n how to se	etup the re	staurant he	fore conde					
	CO4. Studen	t will be ab	le to learn	service of	various no	n-alcoholic	heverages					
SYLLABUS						- diconone	Deverages.					
MAPPING	Course	PO1	PO2	PO3	DO4	205						
	Outcome	101 103 104 105										
	CO1	٧	٧	٧	٧	٧	٧					
	CO2	٧	٧	٧	٧	٧	٧					
	CO3	٧	٧	٧	٧	٧	٧					
	CO4	. ٧	٧	٧	V	٧	٧					
EVALUATION:	The perform	ance of the	students					• • • • •				
	house tests.	regularity:	and assign	ments carn	ring 60 por	cont of the	total marks	ation,				
	through sem	ester end	examinatio	n of 4 hour	s duration	cent or the	total marks a	ina rest				
TRUCTIONS	The perform	ance of the	students	will be eval	uated on t	he hasis of	nis performar	sco durina				
FOR EXTERNAL	the examina	tion out of	40 marks	50 010	outed on t	110 00313 01	ns periornal	ice during				
EXAMINER												
S.No	Topic											
1.	Familiarizati	on of F&B S	ervice equ	ipment								
2.	Basic Technical Skills											
	Task-01: Holding Service Spoon & Fork											
	Task-02: Carrying a Tray / Salver											
	Task-03: Laying a Table Cloth											
	Task-04: Changing a Table Cloth during service											
	Task-05: Placing meal plates & Clearing soiled plates											
		Task-06: Stocking Sideboard										
	Task-07: Ser											
	Task-08: Using Service Plate & Crumbing Down											
R.	Task-09: Napkin Folds Task-10: Changing dirty ashtray											
	Task-11: Wip						DI.					
3.	(RESTAURAN		VICE		-	ng Mise-en						
	A. Organizing		cone		c. Opening	, Operating	& Closing du	ties				
4.	Briefing/deb		cerie									
5.	Tea & Coffee											
J.	lea & Collec	DEI VICE										
COURSE CODE		внмст –	105									
COURSE TITLE				NDATION I	(THEORY)							
COURSE OUTCOM	FRONT OFFICE FOUNDATION I (THEORY)  CO1 To understand the work ethics towards customer care and satisfaction											
Coomercan	7			nowledge								
							tality industry	and its				
					_							
	CO2 Students will be able to outline and explain hospitality industry and its importance.											
	CO3 Students will be able to endorse classification of hotels & describe the											
		most distin	nctive feat	ire of each		Head						
		most distin	nctive feat	ire of each		Head ••• •Departme	notels & descr Intellet & description Punjab Technica	nt & Hospital				

Mr

SYLLABUS MAPPING										
	Course	PO1	PO2	PO3	004					
	Outcome	101	102	PO3	PO4	PO5	PO6			
	CO1	٧								
			٧	٧	٧	٧	٧			
	CO2	٧	٧	٧	٧	٧.	٧			
			٧	٧	٧	٧	٧			
VALUATION	CO4	٧	٧	٧	٧	٧	٧			
	The perform participation of the total r	, house te: narks and	sts, regular	ity and assi	gnments. A	Il carrying	40 nercer			
NSTRUCTION FOR PAPER ETTING	The paper w		ed in three	parts						
	Part A: There	will be te	n short ans	wer question	ans soverin	م ما ما ما ما ما ما ما ما	II-b <b>6</b>			
	course. This	part will be	e of 20 mar	ks.						
	Part B: There	will be Fiv	e guestion	s covering	whole sylla	bus of cour	se and			
	student nas	to attempt	four quest	ions. Each	uestion ca	rries Five n	narks pac			
	rait C. There	: will be In	ree questio	ns covering	whole syl	labus of cou	irse and			
	student has	to attempt	Two quest	ions. Each	question ca	rries 10 ma	irks each.			
UNIT – 1	INTRODUCTION TO HOSPITALITY INDUSTRY									
	Hospitality and its origin, Tourism and hotel Industry, its importance, and									
	scope, Evolution of Tourism and Hotel Industry, Introduction of World's									
	leading Hote	Operator	s and their	orands, inte	roduction t	a Indian las	ding and			
	leading Hotel Operators and their brands, Introduction to Indian leading and emerging Hotel Operators and their brands, Role of Tourism industry in									
UNIT – 2	Indian economy with a special emphasis on Hotel Industry.									
	CLASSIFICATION OF HOTELS  A brief introduction to hotel core areas.									
	Classification of Hotels on the basis of Size, Location, Type of guest, Length of									
	stay of guest									
	Ownership b	asis :- Inde	pendent Ho	tels, Chain	Hotels, Fra	anchise and				
	Managemen	t Contracts	Hotels, Ma	rketing/Re	tailing/Con	sumer's Co				
9	operatives/R	eferral Gro	oups with e	kamples, Va	cation owi	nership/Tin	ne share			
	and Condom	cent	els with exa	mples of ho	otel groups	involved in	this			
	STAR CLASSIFICATION OF HOTELS									
	Government's Classification Committee, Star ratings and Heritage									
	Classifications adopted in India, Basis on which Star ratings are granted along									
	with the Performa of Star Classification.									
	OVERVIEW OF OTHER CONCEPTS									
	Spa, Boutique hotels, All Suite, Budget Hotels, Green Hotels, Ecotels etc.,									
	Supplementary/Alternative Accommodations, examples of National and International Hotels with its type, category and classification.									
		LOCAL DE TON	in its type, i	ategory ar	u ciassifica	tion.				
UNIT – 3	FRONT OFFIC	E ORGANI	ZATION							
	Introduction	to Front O	ffice in Hot	els, Types o	f Rooms, S	ub-sections	/Function			
	areas in Fron	t Office De	partment a	nd their fu	actions in F	ront Office	and hote			
	in details, Lay	out of Fro	nt Office De	epartment.	7					
	FRONT OFFIC	E PERSON	NEI							
				neihilities	Hindlank . (	0				
	Personality traits, Duties and Responsibilities, Hier Heeby/ Organizational chart of Front Office Department – Large, Medium and Sheartment of Front Office Department – Large, Medium and Sheartment of Property of Adults of Property of the									

I.K. Gujral Punjab Technical University
Kapurthala-144603

UNIT - 4	VACATION OWNERSHIP AND CONDOMINIUMS
S.411 - 4	Vacation Ownership/Timeshare, Condominium, How are they different from
	Hotel business? Deeded ownership and Right to use ownership Types of
	timesnares/Vacation ownerships, Examples with list of hotel operating
	companies offering vacation ownerships and Condominium concents
	Front Office Equipment:- automated, semi automated, non automated
	BELL DESK:- Functions Procedures and Formats.
	FRENCH
	To be taught by professional French language teacher, Understanding and
	uses of accents, orthographic signs and punctuation, knowledge of cardinau
	and ordinaux (Ordinal and cardinal), Days, Dates, Time, Months and Season
D. /	, , , see , many sine season
References	<ul> <li>Front Office training manual- Sudhir Andrews</li> </ul>
	<ul> <li>Front office operations and management – Jatashankar R.</li> </ul>
	Tewari
	<ul> <li>Front Office Operations – Colin Dix, Chris Baird</li> </ul>
	Professional Hotel Front Office Management — Anutosh Bhakta
	Hotel Front Office Management – James. A. Bardi
	Front Office Operations and Management – Ahmed Ismail
	(Thompson Delmar)
	Tronc Office Operation Management – 3. K. Bhathagar
	<ul> <li>Managing Front Office Operations – Micheal Kasavana and brooks</li> </ul>
	<ul> <li>Principles of Front Office Operations – Sue Baker &amp; Jermy Huyton</li> </ul>

COURSE CODE:	BHMCT – 106									
COURSE TITLE:	FRONT OFFICE FOUNDATION I (PRACTICAL'S)									
Course OUTCOME	CO1 Students will be able to acquire the knowledge of basic front office operations.									
	CO2 Students	s will be ab	le to analy	se, evaluat	e & learn v	working of	subsections	of front		
	office.									
	CO3 Students									
	CO4 They wil	l gain knov	wledge abo	ut functior	ning of vari	ous equipn	nents of Fro	nt Office.		
SYLLABUS MAPPING										
	Course	PO1	PO2	PO3	PO4	PO5	PO6			
	Outcome									
	COI	٧	٧	٧	٧	٧	٧			
	CO2	٧	٧	٧	٧	٧	٧			
	CO3	٧	V	٧	٧		٧			
	CO4	٧	٧	٧	٧	٧	٧			
INSTRUCTIONS FOR EXTERNAL	house tests, through sem The perform the examina	ester end ance of th	examinatio e students	n of 4 hou	rs duration					
EXAMINER										
S. No.	Topic									
1	• Groo	oming and	Hospitality	etiquettes						
			its of front							
2	• I <mark>den</mark>	tification o	of equipme	nts and fur	niture used	d in Front C	Office Depar	tment		
			unter and E							
3	• Cou	ntries, thei	ir capitals, o	currencies,	airlines an	d their flag	S,			
	Role Play :-									
4		Reservations: FIT, Corporate guest and group.								
4	• Rese									
4	• Rese					e, regular, o	crew and gro	oup /		

COURSE CODE:	BHMCT-107								
COURSE TITLE:	ACCOMODATION OPERATIONS I (THEORY)								
COURSE OUTCOME:	CO1 Students will be able to acquire knowledge and learn about the significance of accommodation operation and its scope in the service industry. CO2 Students will be able to practically perform various housekeeping operational functions.  CO3 Students will enhance their professional skills, etiquette and learn to work in a team.  CO4 To develop the handling of various cleaning equipment's and cleaning agents in a scientific and efficient manner.								
SYLLABUS MAPPING	agents in a se	icitime an	a cinicion						
	Course Outcome	PO1	PO2	PO3	PO4	PO5	PO6		
	CO1	٧	٧	٧	٧	٧	٧		
_	CO2	٧		٧	٧	٧	٧		
	CO3	٧	٧	٧	٧	٧	٧		
	CO4	٧	٧	٧	٧	٧	٧		
EVALUATION:	The perform participation the total maiduration	, house te rks and re	sts, regular st through	ity and ass semester e	ignments c	arrying 40	percent of		
INSTRUCTIONS	The paper w	ili be divid	ea in three	parts					
FOR PAPER SETTING:	Part A: There	will be te	n short an	swer auest	ions coveri	ng whole s	yllabus of		
	Part C: There student has	e will be Fi to attemp e will be Ti to attemp	ve question t four ques hree questi t Two ques	ns covering tions. Each ions coveri tions. Each	question on ng whole so question	carries Five yllabus of c carries 10 i	marks each. course and marks each.		
UNIT-1	THE ROLE O	F HOUSEK	EEPING IN	HOSPITAL	TY OPERA	TION: Role	of		
<b>3</b>	Housekeepi	ng in Gues	t Satisfacti	on and Rep	eat Busine	ss, Person	ality Traits of		
	housekeepir	ng Manage	ement Pers	tion of hou	sokeening	departme	nt Role of		
	Department overview of sub section of housekeeping department, Role of housekeeping in other institutes. (from 2 <sup>nd</sup> unit to 1 <sup>st</sup> )								
UNIT-2	ORGANIZAT	ION CHAP	RT OF THE	HOUSEKEE	PING DEPA	ARTMENT:	Hierarchy in		
UNIT-2	small media	im large	and chain h	HOUSEKEE	m 1 <sup>st</sup> to 2 <sup>nd</sup>	) Identifyir	Hierarchy in		
UNIT-2	small, medi	um, large	and chain h sibilities, D	HOUSEKEE notels, (fro	m 1 <sup>st</sup> to 2 <sup>nd</sup> Responsibi	) Identifyir lities of Ho	ng Jusekeeping		
UNIT-2	small, medic Housekeepl staff, Differe	um, large a ng Respor ent types o	and chain h sibilities, [ of room in	HOUSEKEE notels, (from Outles and a hotel alo	m 1 <sup>st</sup> to 2 <sup>nd</sup> Responsibi ng with the	) Identifyir lities of Ho	ng Jusekeeping		
UNIT-2	small, medic Housekeepl staff, Differe supplies & a	um, large ng Respor ent types menities	and chain hasibilities, Dof room in of a guest i	HOUSEKEE notels, (fro Outies and a hotel alo room.( Nev	m 1 <sup>st</sup> to 2 <sup>nd</sup> Responsibi ng with the	) Identifyir lities of Ho eir status, s	ng busekeeping standard		
UNIT-2	small, medii Housekeepi staff, Differe supplies & a	um, large and Respondent types of the commenities of the comment	and chain has bilities, I for some in of a guest of the comment	HOUSEKEE notels, (from Outles and a hotel alo room.( Nev nciples of c	m 1 <sup>st</sup> to 2 <sup>st</sup> Responsibi ng with the v) leaning, hy	) Identifyin lities of Ho eir status, s giene and	ousekeeping standard safety factors		
	small, medic Housekeepi staff, Differe supplies & a CLEANING C in cleaning, periodic, sp	um, large ang Respondent types of menities DRGANISA Methods ecial, Desi	and chain hasibilities, E of room in of a guest in ATION: Prin of organizing feature	HOUSEKEE notels, (from Outles and a hotel alo room.( New neiples of cl ng cleaning s that simp	m 1st to 2st Responsible ng with the v) leaning, hy g, Frequent olify cleaning	lities of Ho eir status, s giene and cy of clean	safety factors ing daily, d care of		
	small, medic Housekeepl staff, Differe supplies & a CLEANING C in cleaning, periodic, sp Equipment CLEANING C	um, large and Respondent types of the commenties of the comment of	and chain he sibilities, E of room in of a guest in ATION: Print of organizing from the ROOM:- t	HOUSEKEE notels, (from Outles and a hotel alo room.( New neiples of cl ng cleaning s that simp	m 1st to 2st Responsible ng with the v) leaning, hy g, Frequent olify cleaning	lities of Ho eir status, s giene and cy of clean	safety factors ing daily, d care of		
	small, medic Housekeepl staff, Differe supplies & a CLEANING C in cleaning, periodic, sp Equipment CLEANING C	um, large and Respondent types of menities DRGANISA Methods ecial, Design OF GUEST eaning of	and chain hasibilities, E of room in of a guest in ATION: Print of organizing ign feature ROOM: - to public area	HOUSEKEE notels, (from Outles and a hotel alo room.( Nev neiples of cl ng cleaning s that simp	m 1st to 2st Responsibiling with the v) leaning, hy g, Frequent olify cleaning, nature of the agents H	lities of Ho eir status, s giene and cy of clean ng, Use and soil, stand	safety factors ing daily, d care of		
	small, medic Housekeepi staff, Differe supplies & a CLEANING C in cleaning, periodic, sp Equipment CLEANING C cleaning, Cl HOUSEKEE	mm, large and Respondent types of menities of Methods ecial, Designation of GUEST earling of PING INVE	and chain he sibilities, E of room in of a guest in ATION: Print of organizing feature  ROOM:-t public area: NTORIES:	HOUSEKEE notels, (from Outles and a hotel alo room.( New neiples of cl ng cleaning s that simp type of soil a, equipment	m 1st to 2st Responsibiling with the v) leaning, hy g, Frequent olify cleaning, nature of ts, agents.	giene and cy of clean g, Use and soil, stand	safety factors ing daily, d care of lard of linen, uniform		
	small, medic Housekeepi staff, Differe supplies & a CLEANING C in cleaning, periodic, sp Equipment CLEANING C cleaning, Cl HOUSEKEE	mm, large and Respondent types of menities of Methods ecial, Designation of GUEST earling of PING INVE	and chain he sibilities, E of room in of a guest in ATION: Print of organizing feature  ROOM:-t public area: NTORIES:	HOUSEKEE notels, (from Outles and a hotel alo room.( New neiples of cl ng cleaning s that simp type of soil a, equipment	Responsible the with	giene and cy of clean g, Use and soil, stand	safety factors ing daily, d care of lard of Management & Ho		

JA 144603

	measure (Sem. 2 to Sem. 1)  WASTE DISPOSAL AND POLLUTION CONTROL: Solid and liquid waste, sullage and sewage, disposal of solid waste, Sewage treatment, Pollution related to hotel industry, Water pollution, sewage pollution, Air pollution, noise pollution, thermal pollution, Legal Requirements  INTER DEPARTMENTAL RELATIONSHIP: With Front Office, With Maintenance, With Security, With Stores, With Accounts, With Personnel, Use of Computers in House Keeping department
REFERENCES:	<ul> <li>Hotel Hostel and Hospital Housekeeping –by Joan C Branson &amp; Margaret</li> <li>Lennox, ELBS with Hodder &amp; Stoughten Ltd.</li> <li>Hotel House Keeping A Training Manual by Sudhir Andrews, Tata McGraw</li> <li>Hill publishing company limited New Delhi.</li> <li>Hotel Housekeeping Operations &amp; Management by Raghubalan, Oxford</li> <li>University Press.</li> <li>Management of Hotel &amp; Motel Security (Occupational Safety and Health)</li> <li>by H. Burstein, CRC Punlisher.</li> <li>Professional Management of Housekeeping Operations (II Edn.) by Robert</li> <li>J. Martin &amp; Thomas J.A. Jones, Wiley Publications</li> <li>The Professional Housekeeper by Tucker Schneider, Wiley Publications</li> <li>Professional management of Housekeeping by Manoj Madhukar, Rajat</li> <li>Publications</li> </ul>

Head
Department of Management & Hospitality
I.K. Gujral Punjab Technical University
Kapurthala-144603

M

COURSE CODE:	BHMCT-108								
COURSE TITLE:	ACCOMODATION OPERATIONS I(PRACTICALS)								
Course OUTCOME	CO1 Student	s will be a	ble to ident	tify differer	nt layout of	froom and	amenities		
	CO2 Student	s will be a	ble to ident	tify the clea	aning equip	ment and	cleaning		
	agents and w								
	CO3 Student		ble to setu	all necess	ary materi	als and equ	ipment's		
	required for								
	CO4 To be at	ole to dem	onstrate ro	om cleanir	ng as per st	andard ope	erating		
	procedures								
SYLLABUS MAPPING									
	Course	PO1	PO2	PO3	PO4	PO5	PO6		
	Outcome								
	COI	٧	٧	٧	٧	V	٧		
	CO2		V	V	V	v	v		
	CO2		V		V	V	v		
	CO4		V	v	V	V	v -		
ALUATION:						_			
ALUATION:	The performance of the students will be evaluated on the basis of class								
	participation, house tests, regularity and assignments carrying 60 percent of t total Marks and rest through semester end examination of 4 hours duration.								
INSTRUCTIONS FOR	The performa								
EXTERNAL EXAMINER	performance					IE D8313 O1	1113		
TVI TUIAVE EVVIAINATI		uuring an							
			Chairmiac	on out or a	O Marks				
S.No.	Topic		CAGTITUDE	ion out of a	o marks				
	Topic	ipment-(m							
<b>S.No.</b> 01	Topic Cleaning Equ	ipment-(m							
	Topic Cleaning Equi Familiarizat Different pa Function	ipment-(m ion arts	anual and						
	Topic Cleaning Equ • Familiarizat • Different pa	ipment-(m ion arts	anual and						
01	Topic Cleaning Equ • Familiarizat • Different pa • Function • Care and m Cleaning Age	ipment-(m ion arts aintenance	anual and I	mechanica					
01	Topic Cleaning Equ Familiarizat Different pa Function Care and m	ipment-(m ion arts aintenance	anual and I	mechanica					
01	Topic Cleaning Equ • Familiarizat • Different pa • Function • Care and m Cleaning Age	ipment-(m ion arts aintenance	anual and I	mechanica					
01	Topic  Cleaning Equi Familiarizat Different pa Function Care and m Cleaning Age Familiarizat	ipment-(m ion arts aintenance nt ion accord	anual and I	mechanica					
01	Topic  Cleaning Equ Familiarizat Different pa Function Care and m Cleaning Age Familiarizat Function	ipment-(m ion arts aintenance nt ion accord	anual and I	mechanica					
	Topic  Cleaning Equi Familiarizat Different pa Function Care and m Cleaning Age Familiarizat Function Maid's trolley Contents Trolley setu	ipment-(marts aintenance nt ion accord	e ling to class	mechanica					
01	Topic  Cleaning Equ Familiarizat Different pa Function Care and m Cleaning Age Familiarizat Function Maid's trolley Contents Trolley setu Sample Layou	ipment-(marts aintenance nt ion accord	e ling to class	mechanica					
01	Topic  Cleaning Equi Familiarizat Different pa Function Care and m Cleaning Age Familiarizat Function Maid's trolley Contents Trolley setu	ipment-(marts aintenance nt ion accord	e ling to class	mechanica					
01	Topic  Cleaning Equ Familiarizat Different pa Function Care and m Cleaning Age Familiarizat Function Maid's trolley Contents Trolley setu Sample Layou	ipment-(marts aintenance nt ion accord	e ling to class	mechanica					
01	Topic  Cleaning Equ Familiarizat Different pa Function Care and m Cleaning Age Familiarizat Function Maid's trolley Contents Trolley setu Sample Layou Single room	ipment-(marts aintenance nt ion accord	e ling to class	mechanica					
01	Topic  Cleaning Equi Familiarizat Different pa Function Care and m Cleaning Age Familiarizat Function Maid's trolley Contents Trolley setu Sample Layou Single room Double roor	ipment-(marts aintenance nt ion accord	e ling to class	mechanica					
01	Topic  Cleaning Equ. Familiarizat Different pa Function Care and m Cleaning Age. Familiarizat Function Maid's trolley Contents Trolley setu Sample Layou Single room Double room Twin room Suite Guest Room S	ipment-(marts) aintenance ion accord ion accord  p its of Gues	e ling to class	mechanica sification					
01	Topic  Cleaning Equ Familiarizat Different pa Function Care and m Cleaning Age Familiarizat Function Maid's trolley Contents Trolley setu Sample Layou Single room Double room Twin room	ipment-(marts) aintenance ion accord ion accord  p its of Gues	e ling to class	mechanica sification					
01	Topic  Cleaning Equ. Familiarizat Different pa Function Care and m Cleaning Age. Familiarizat Function Maid's trolley Contents Trolley setu Sample Layou Single room Double room Twin room Suite Guest Room S	ipment-(marts) aintenance nt ion accord p tts of Gues n	e ling to class	mechanica sification					

06 Public Area Cleaning Procedure A. SILVER/ EPNS Plate powder method Polivit method Proprietary solution (Silvo) C. BRASS · Traditional/domestic 1 Method Proprietary solution 1 (brasso) D. GLASS Glass cleanser Economical method(newspaper) E. WALL - care and maintenance of different types and parts Skirting Dado Different types of paints(distemper Emulsion, oil paint etc)

#### AECC BTHU103/18 English:1L 0T 0P 1Credit

#### Course Outcomes:

CO1 The objective of this course is to introduce students to the theory, fundamentals and tools of communication.

Co2 To develop in them vital communication skills which are integral to their personal, social and professional interactions

CO3 The syllabus shall address the issues relating to the Language of communication.

4 To help the students become the independent users of English language.

The recommended readings given at the end are only suggestive; the students and teachers have thefreedom to consult other materials on various units/topics given below. Similarly, the questions in the examination will be aimed towards assessing the skills learnt by the students rather than the textual content of the recommended books.

SYLLABUS MAPPING

SYLLADUS IV	ALT ING					
Course Outcome	PO1	PO2	PO3	PO4	PO5	PO6
CO1	٧	٧	٧	٧	٧	٧
CO2	٧	٧	٧	٧	٧	٧
CO3	٧	٧	٧	٧	٧	
CO4	٧	٧	٧	٧	٧	٧

Detailed Contents:

#### Unit1-1 (Introduction) Theory of Communication [?] Types and modes of Communication Unit- 2 (Language of Communication) ? Verbal and Non-verbal ? (Spoken and Written) 2 Personal, Social and Business 2 Barriers and Strategies [2] Intra-personal, Inter-personal and Group communication Unit-3 (Reading and Understanding) Close Reading ? Comprehension 2 Summary Paraphrasing [2] Analysis and Interpretation Translation(from Hindi/Punjabito English and vice-versa) OR Precis writing /Paraphrasing (for International Students) Literary/Knowledge Texts Unit-4 (Writing Skills) ? Documenting 2 Report Writing Making notes 2 Letter writing Recommended Readings: 1. Fluency in English - Part II, Oxford University Press, 2006. Business English, Pearson, 2008. 3. Language, Literature and Creativity, Orient Blackswan, 2013. 4. Language through Literature (forthcoming) ed. Dr. Gauri Mishra, Dr. RanjanaKaul, Dr. Brati Biswas

Study Writing. Liz Hamp-Lyons and Ben Heasly. Cambridge University Press. 2006.

5. On Writing Well. William Zinsser. Harper Resource Book. 2001

Head
Department of Management & Hospitality
I.K. Gujral Punjab Technical University
Kapurthala-144603

# AECCBTHU104/18 English Practical/Laboratory: 0L 0T 2P1 Credit Course Outcomes:

CO1 The objective of this course is to introduce students to the theory, fundamentals and tools of communication.

Co2 To develop in them vital communication skills which are integral to their personal, social and professional interactions

CO3 The syllabus shall address the issues relating to the Language of communication.

CO4 To help the students become the independent users of English language.

#### SYLLABUS MAPPING

Course	PO1	PO2	PO3	PO4	PO5	PO6
Outcome						
CO1	٧	٧	٧	٧	٧	٧
CO2	٧	٧	٧	٧	٧	٧
CO3	٧	٧	٧		٧	٧
<b>1</b> 04	٧	٧	٧	٧	٧	٧
CO5	٧	٧	٧		٧	٧

The recommended readings given at the end are only suggestive; the students and teachers have the freedom to consult other materials on various units/topics given below. Similarly, the questions in the examination will be aimed towards assessing the skills learnt by the students rather than the textual content of the recommended books.

#### Interactive practice sessions in Language Lab on Oral Communication

- 2 Listening Comprehension
- Self Introduction, Group Discussion and Role Play
- Common Everyday Situations: Conversations and Dialogues
- Communication at Workplace
- ? Interviews
- Formal Presentations
- Monologue
- Effective Communication/ Mis- Communication



#### Recommended Readings:

- 1. Fluency in English Part II, Oxford University Press, 2006.
- 2. Business English, Pearson, 2008.
- 3. Practical English Usage. Michael Swan. OUP. 1995.
- 4. Communication Skills. Sanjay Kumar and PushpLata. Oxford University Press.2011.
- 5. Exercises in Spoken English. Parts. I-III. CIEFL, Hyderabad. Oxford UniversityPress

read

Department of Management & Hospitality I.K. Gujral Punjab Technical University

Kapurthala-144603

HVPE101-18 Ability Enhancement Compulsory Course (AECC)

Human Values, De-addiction and TrafficRules

#### Course Objective

This introductory course input is intended

CO1 To help the students appreciate the essential complementarily between 'VALUES' and 'SKILLS' to ensure sustained happiness and prosperity which are the core aspirations of all human beings.

CO2 To facilitate the development of a Holistic perspective among students towards life, profession and happiness, based on a correct understanding of the Human reality and therest of Existence. Such a holistic perspective forms the basis of Value based living in anatural way.

CO3 To highlight plausible implications of such a Holistic understanding in terms of ethical human conduct, trustful and mutually satisfying human behavior and mutually enriching interaction with Nature.

CO4 this course is intended to provide a much needed orientational input in Value Education to the young enquiring minds.

#### SYLLABUS MAPPING

ourse Outcome	PO1	PO2	PO3	PO4	PO5	PO6
CO1	٧	٧	٧	٧	V	٧
CO2	٧	٧	٧	٧	٧	٧
CO3	٧	٧		٧	٧	٧
CO4	٧	٧	٧	٧	٧	٧

Thus, this course is intended to provide a much needed orientational input in Value Education to the young enquiring minds.

Course Methodology

- The methodology of this course is universally adaptable, involving a systematic and rational study of the human being vis-à-vis the rest of existence.
- It is free from any dogma or value prescriptions.
- It is a process of self-investigation and self-exploration, and not of giving sermons.

Whatever is found as truth or reality is stated as proposal and the students are facilitated toverifyit in their own based on their Natural Acceptance and Experiential Validation.

This process of self-exploration takes the form of a dialogue between the teacher and the students to begin with, and within the student himself/herself finally.

This self-exploration also enables them to evaluate their pre-conditionings and present beliefs.

Head
Department of Management & Hospitality
I.K. Gujral Punjab Technical University
Kapurthala-144603

HVPE101-18 Ability Enhancement Compulsory

Course (AECC)

Human Values, De-addiction and TrafficRules

Total no. of Lectures: 28 [L-T- P: 3-0-0]

#### Content for Lectures:

#### Module 1: Course Introduction - Need, Basic Guidelines, Content and Process for ValueEducation[6]

1.Understanding the need, basic guidelines, content and process for Value Education

2.SelfExploration-whatisit?-itscontentandprocess;'NaturalAcceptance'andExperiential Validation- as the mechanism for self exploration

3.Continuous Happiness and Prosperity- A look at basic Human Aspirations

4.Right understanding, Relationship and Physical Facilities- the basic requirements for fulfillment of aspirations of every human being with their correct priority

5. Understanding Happiness and Prosperity correctly- A critical appraisal of the currentscenario

6.Method to fulfillthe above human aspirations: understanding and living in harmony at various levels

# dule 2: Understanding Harmony in the Human Being - Harmony in Myself![6]

7. Understanding human being as a co-existence of the sentient 'I' and the material 'Body'

8. Understanding the needs of Self ('I') and 'Body' - Sukhand Suvidha

9.Understanding the Body as an instrument of 'I' (I being the doer, seer and enjoyer)

10. Understanding the characteristics and activities of 'I' and harmony in 'I'

11. Understanding the harmony of I with the Body: Sanyamand Swasthya; correct appraisal of Physical needs, meaning of Prosperity in detail

12. Programs toensure Sanyamand Swasthya- Practice Exercises and Case Studies will be taken up in Practice Sessions.

#### Module 3: Understanding Harmony in the Family and Society- Harmony in Human- Human Relationship[6]

13. Understanding harmony in the Family- the basic unit of human interaction

14. Understanding values in human-human relationship; meaning of Nyaya and program for its fulfillment to ensure Ubhay-tripti; Trust (Vishwas) and Respect (Samman) as the foundational values of relationship

15. Understanding the meaning of Vishwas; Difference between intention and competence

16. Understanding the meaning of Samman, Difference between respect and differentiation; the other salient es in relationship

. Understanding the harmony in the society (society being an extension of family): Samadhan, Samridhi, Abhay, Sah-astitvaas comprehensive Human Goals

18. Visualizing a universal harmonious order in society- Undivided Society (AkhandSamaj), Universal Order (SarvabhaumVyawastha )- from family to world family!- Practice Exercises and Case Studies will be taken up in Practice Sessions.

# Module 4: Understanding Harmony in the Nature and Existence - Whole existence as Co- existence[4]

19. Understanding the harmony in the Nature

- 20. Interconnectedness and mutual fulfillment among the four orders of nature- recyclability and selfregulation in nature
- 21. Understanding Existence as Co-existence (Sah-astitva) of mutually interacting units inall-pervasive space
- 22. Holistic perception of harmony at all levels of existence- Practice Exercises and Case Studies will be taken up in Practice Sessions.

# Module 5: Implications of the above Holistic Understanding of Harmony on ProfessionalEthics[6]

23. Natural acceptance of human values

24. Definitiveness of Ethical Human Conduct

25. Basis for Humanistic Education, Humanistic Constitution and Humanistic UniversalOrder

26. Competence in professional ethics:

a) Ability to utilize the professional competence for augmenting universal human of Geral Punjab Technical University Department of Management & Hospitality

Kapurthala-144603

- b) Ability to identify the scope and characteristics of people-friendly and eco- friendly production systems,
- c) Ability to identify and develop appropriate technologies and management patterns for above production systems.
- 27. Casestudiesoftypicalholistictechnologies, management models and production systems
- 28. Strategy for transition from the present state to Universal Human Order:
- a) At the level of individual: as socially and ecologically responsible engineers, technologists and managers
- b) At the level of society: as mutually enriching institutions and organizations

#### Text Book

R R Gaur, R Sangal, G P Bagaria, 2009, A Foundation Course in Value Education.

#### Reference Books

- 1. Ivan Illich, 1974, Energy & Equity, The Trinity Press, Worcester, and HarperCollins, USA
- 2. E.F. Schumacher, 1973, Small is Beautiful: a study of economics as if people mattered, Blond & Briggs, Britain.
- A Nagraj, 1998, JeevanVidyaekParichay, Divya Path Sansthan, Amarkantak.
- 4. Sussan George, 1976, How the Other Half Dies, Penguin Press. Reprinted 1986, 1991
- 5. PL Dhar, RR Gaur, 1990, Science and Humanism, Commonwealth Purblishers.
- 6. A.N. Tripathy, 2003, Human Values, New Age International Publishers.
- SubhasPalekar, 2000, How to practice Natural Farming, Pracheen(Vaidik) Krishi TantraShodh, Amravati.

  Jonella H. Meadows, Dennis L. Meadows, Jorgen Randers, William W. Behrens III, 1972, Limits to Growth -Club of Rome's report, Universe Books.
- 9. E G Seebauer& Robert L. Berry, 2000, Fundamentals of Ethics for Scientists &Engineers ,Oxford University Press
- 10. M Govindrajran, S Natrajan& V.S. Senthil Kumar, Engineering Ethics (including HumanValues), Eastern Economy Edition, Prentice Hall of India Ltd.
- 11. B P Banerjee, 2005, Foundations of Ethics and Management, Excel Books.
- 12. B L Bajpai, 2004, Indian Ethos and Modern Management, New Royal Book Co., Lucknow. Reprinted 2008.

#### Relevant CDs. Movies. Documentaries & Other Literature:

- 1. Value Education website, http://uhv.ac.in
- 2. Story of Stuff, http://www.storyofstuff.com
- 3. Al Gore, An Inconvenient Truth, Paramount Classics, USA
- 4. Charlie Chaplin, Modern Times, United Artists, USA
- 5. IIT Delhi, Modern Technology the Untold Story

# HVPE102-18Ability Enhancement Compulsory Course (AECC)Human Values, De-addiction and Traffic Rules (Lab/ Seminar)

One each seminar will be organized on Drug De-addiction and Traffic Rules. Eminent scholar and experts of the subject will be called for the Seminar at least once during the semester. It will be binding for all the students to attend the seminar.

#### **Course Objectives**

CO1 To help the students appreciate the essential complementarily between 'VALUES' and 'SKILLS' to ensure sustained happiness and prosperity which are the core aspirations of all human beings.

CO2 To facilitate the development of a Holistic perspective among students towards life, profession and happiness, based on a correct understanding of the Human reality and therest of Existence. Such a holistic perspective forms the basis of Value based living in anatural way.

CO3 To highlight plausible implications of such a Holistic understanding in terms of ethical human conduct, trustful and mutually satisfying human behavior and mutually enrichinginteraction with Nature.

CO4 this course is intended to provide a much needed orientational input in Value Education to the young enquiring minds.

#### SYLLABUS MAPPING

ourse Outcome	PO1	PO2	PO3	PO4	PO5	PO6
CO1	٧	٧	٧	٧	٧	٧
CO2	V		٧	٠V	٧	٧
CO3	٧	٧	٧	٧	٧	٧
CO4	٧	٧	٧	٧	٧	٧

#### **Guidelines regarding Mentoring and Professional Development**

The objective of mentoring will be development of:

- Overall Personality
- Aptitude (Technical and General)
- General Awareness (Current Affairs and GK)
- Communication Skills
- Presentation Skills

The course shall be split in two sections i.e. outdoor activities and class activities. For achieving the above, gestive list of activities to be conducted are:

#### Part - A (Class Activities)

- Expert and video lectures
- Aptitude Test
- Group Discussion
- Quiz (General/Technical)
- Presentations by the students
- Team building Exercises

#### Part - B (Outdoor Activities)

1.Sports/NSS/NCC

2. Society Activities of various students chapter i.e. ISTE, SCIE, SAE, CSI, Cultural Club, etc.

Evaluation shall be based on rubrics for Part - A & B

Mentors/Faculty incharges shall maintain proper record student wise of each activity conducted and the same shall be submitted to the department.

# SECOND SEMESTER

	BHMCT-201													
OURSE TITLE:														
OURSE	CO1.Learners will be able to understand the usages of different spices, condiments &													
UTCOME:	commodit													
	CO2. To ga	in knowle	edge to de	velop Men	u keeping	in mind th	ie importan	ice.						
								r use in Food						
	Production	n.												
	CO4. Learners will be able to understand the usages of different types of ingredients in													
	bakery & confectionary preparations.													
YLLABUS	Course													
1APPING		PO1	PO2	PO3	PO4	PO5	PO6							
	Outco	POI	PUZ	PU3	PO4	PO5	PO6							
	me													
	CO1	٧	٧	٧	٧	٧	٧							
	CO2	٧	٧	٧	٧	٧	٧							
	CO3	٧	٧		٧	٧	V							
	CO4	٧	٧	٧	٧	٧	٧							
VALUATION:	The perfo	rmance o	f the stude	ents will h	e evaluate	d on the h	pasis of clas	sparticipation,						
								credit and rest						
					hours dura		0							
NSTRUCTIONS			ivided in t		nours dure	10111								
FOR PAPER					questions	covering	whole culls	hus of course						
SETTING:	Part A: There will be ten short answer questions covering whole syllabus of course.													
SETTING:	This part will be of 20 marks.													
				attempt fo	our question	ne in tota	Part B: Students will have to attempt four questions in total, one question from each unit with one internal choice. All questions will carry equal marks (10 marks each).							
	Part B: St	tudents w	ill have to											
	Part B: St unit with	tudents w one inter	ill have to mal choice	. All quest	tions will o	arry equa	l marks (1	0 marks each).						
HNIT 1	Part B: So unit with Each Unit	tudents w one inter t will cont	ill have to rnal choice ain two qu	e. All quest estions an	tions will o d there ma	arry equa y be short	l marks (1) notes in the	0 marks each). ese questions.						
UNIT-1	Part B: Si unit with Each Unit MENU P	tudents w one inter t will cont LANNING	ill have to rnal choice ain two qu	e. All quest estions an	tions will o d there ma	arry equa y be short	l marks (1) notes in the	0 marks each). ese questions.						
UNIT-1	Part B: St unit with Each Unit MENU P! Importan	tudents we one inter t will cont LANNING ace.	ill have to rnal choice ain two qu : Meaning	e. All quest estions an Types an	tions will o d there ma d importa	arry equa y be short	l marks (1) notes in the	0 marks each). ese questions.						
UNIT-1	Part B: St unit with Each Unit MENU P Importan INTROD	tudents we none intent twill conti LANNING nce. UCTION T	ill have to rnal choice ain two qu : Meaning	e. All quest estions an Types an	tions will on the man dimportant with the man dimporta	arry equa y be short nce. Menu	l marks (1) notes in the Engineering	0 marks each). ese questions. g its need and						
UNIT-1	Part B: Si unit with Each Unit MENU P Importan INTROD	tudents we note interest will continued to the continued	ill have to rnal choice ain two que Meaning TO INDIAN dian food,	e. All quest estions an Types an COOKER' Spices use	tions will on there mand important Y BASICS.	carry equa y be short nce. Menu n cookery	l marks (10 notes in the Engineering	0 marks each). ese questions. g its need and pices in Indian						
UNIT-1	Part B: Si unit with Each Unit MENU P! Importan INTRODI Introduct cookery,	tudents we note interest will continued to the continued	ill have to rnal choice ain two que Meaning O INDIAN dian food, uivalent of	e. All quest estions an Types an COOKER' Spices use f spices (n	tions will of there mand important Y BASICS.  Ed in India ames) MA	carry equa y be short nce. Menu n cookery SALAS: Blo	I marks (10 notes in the Engineering , Role of spending of spendin	0 marks each). ese questions. g its need and pices in Indian pices, Different						
UNIT-1	Part B: Si unit with Each Unit MENU P: Importan INTRODI Introduct cookery, masalas	tudents we one interest will contain the LANNING ace. UCTION Total ace and to land and acquired and acquired in frequency and according to land according to	ill have to rnal choice ain two que: Meaning TO INDIAN dian food, uivalent out of the cook	e. All quest estions an Types an COOKER' Spices use spices (n ery-Wetm	tions will of d there mand important Y BASICS. ed in India ames) MA	tarry equa y be short nce. Menu n cookery SALAS: Blo y masalas,	I marks (10 notes in the Engineering r, Role of spending of spendi	0 marks each). ese questions. g its need and pices in Indian pices, Different on of different						
UNIT-1	Part B: St unit with Each Unit MENU P: Importan INTROD Introduct cookery, masalas masalas,	tudents we one interest will continue.  LANNING ace.  UCTION To line in to li	ill have to rnal choice ain two que Meaning TO INDIAN dian food, uivalent of the food of masalas	e. All quest estions an Types an COOKER' Spices use spices (n ery-Wetmavailable in	tions will of there may dimportant Y BASICS. ed in India ames) MASIASSALES Dr. n regional ames of the transportant regional ames of transportant regional ames of the transportant regional ames of transportant regional ames of transportant regional ames of the transportant regional ames of transportant regional ames of the transportant regional ames of transportant regional ames of the transportant regional ames of transpor	y be short nce. Menu n cookery SALAS: Blo masalas, areas, Spec	I marks (10 notes in the Engineering A, Role of spending of spendi	0 marks each). ese questions. g its need and pices in Indian pices, Different on of different s blends						
	Part B: St unit with Each Unit MENU P Importan INTROD Introduct cookery, masalas masalas, Gravies	tudents we one interest will continue.  LANNING ace.  UCTION To include a long ace and a long ace a long according a long a long according a long a l	ill have to mal choice ain two quant	e. All quest estions an Types an COOKER' Spices use f spices (n cery-Wetm available in laryali, Ma	tions will of there may dimportant Y BASICS.  Ed in India ames) MASICS assalas, Dryn regional akhni, Sha	y be short nce. Menu in cookery SALAS: Blo masalas, areas, Spec hi/white,	I marks (10 notes in the Engineering A, Role of spending of spendi	O marks each). ese questions. g its need and pices in Indian pices, Different on of different s blends asala, karahai,						
	Part B: St unit with Each Unit MENU P Importan INTROD Introduct cookery, masalas masalas, Gravies Yellow G	tudents we one interest will contain the contain to Inc.  UCTION To Inc.  Indian equised in Invarieties contain the contain th	ill have to rnal choice ain two quare Meaning CO INDIAN dian food, uivalent of masalas at types F Tandoori	e. All quest estions an Types an COOKER' Spices use f spices (n ery-Wetm available in laryali, Ma Preparatio	tions will of there may dimportant Y BASICS.  The dim India ames) MASIA assalas, Drun regional akhni, Shabas Indian regional a	m cookery SALAS: Blo masalas, areas, Spec hi/white, marinades	I marks (10 notes in the Engineering A, Role of spending and Pastes	o marks each). ese questions. g its need and pices in Indian pices, Different on of different s blends asala, karahai,						
	Part B: St unit with Each Unit MENU P! Importan INTROD Introduct cookery, masalas masalas, Gravies Yellow G Commod	tudents we one interest will continue.  LANNING ace.  UCTION To the indian equised in Invarieties or interest and interest	ill have to rnal choice ain two que: Meaning TO INDIAN dian food, uivalent of masalas at types F Tandoori Indian col	e. All questions an Types an COOKER' Spices usef spices (nery-Wetmavailable in laryali, Mareparatiouisine:- S	tions will of there may dimported the may be seen as a s	n cookery SALAS: Blo masalas, areas, Specialify white, marinades	I marks (10 notes in the Engineering ), Role of spending of spending of spending of spending of spending and Pastes uring agen	o marks each). ese questions. g its need and pices in Indian pices, Different on of different s blends asala, karahai, ts, tenderizing						
UNIT-1	Part B: St unit with Each Unit MENU P: Importan INTRODI Introduct cookery, masalas masalas, Gravies Yellow G Commod agent, Fly	tudents we one interest will continue.  LANNING ace.  UCTION To the indian equised in from the interest in the	ill have to rnal choice ain two que: Meaning TO INDIAN dian food, uivalent of masalas at types F Tandoori Indian cueromatic	e. All quest estions an Types an COOKEN Spices use f spices (n tery-Wetm available in laryali, M Preparation uisine:- Se Agents, S	d there made important y BASICS.  ed in India ames) MASICS ames) MASICS ames ames ames ames and ames and an indian indiant i	m cookery SALAS: Blo masalas, areas, Spec hi/white, marinades ents, color ents RICI	I marks (10 notes in the Engineering A, Role of spending of spending of spending of spending and Pastes uring agen E, CEREAL	o marks each). ese questions. g its need and pices in Indian pices, Different on of different s blends asala, karahai, ts, tenderizing S & PULSES:						
	Part B: Si unit with Each Unit MENU P: Importan INTROD Introduct cookery, masalas masalas, Gravies Yellow G Commod agent, Fly Introduct	tudents we one interest will continue.  LANNING ace.  UCTION To the indian equised in Invarieties in rouring&Ation, Classical interest in the invarience of	ill have to rnal choice ain two que: Meaning ro INDIAN dian food, uivalent or dian cook of masalas at types F. Tandoori Indian cueromatic sification	e. All quest estions an Types an COOKER' Spices use spices (n ery-Wetmavailable in laryall, Ma Preparatio uisine:- Se Agents, Sand ident	d there made important y BASICS.  ed in India ames) MASICS ames) MASICS ames ames ames ames and ames and an indian indiant i	m cookery SALAS: Blo masalas, areas, Spec hi/white, marinades ents, color ents RICI	I marks (10 notes in the Engineering A, Role of spending of spending of spending of spending and Pastes uring agen E, CEREAL	o marks each). ese questions. g its need and pices in Indian pices, Different on of different s blends asala, karahai, ts, tenderizing						
	Part B: Si unit with Each Unit MENU P Importan INTROD Introduct cookery, masalas masalas, Gravies Yellow G Commod agent, Fly Introduct Varieties	tudents we one interest will continue.  LANNING ace.  UCTION To Include the Indian equised in Invarieties in recognition, Classof rice and interest of the Indian equipolation, Classof rice and Indian equipolation, Indian equipolatic equipolation, Indian e	ill have to mal choice ain two que: Meaning CO INDIAN dian food, uivalent of masalas at types I Tandoori Indian coeffication dother certain dian coeffication dother certain certa	e. All quest estions an Types an COOKER' Spices use f spices (n ery-Wetmavailable in laryall, Ma Preparation uisine:- Se Agents, Sand identireals	tions will of there may dimportant Y BASICS.  The dim India ames) MASICS assalas, Dryn regional akhni, Shabas Indian rouring Agrication, Confication, Confication	m cookery SALAS: Blo masalas, areas, Spec hi/white, marinades ents, color ents RICI poking of	I marks (10 notes in the Engineering A, Role of spending of spending of spending of spending and Pastes uring agenta, CEREAL rice, cerea	o marks each). ese questions. g its need and pices in Indian pices, Different on of different s blends asala, karahai, ts, tenderizing S & PULSES: ls and pulses,						
	Part B: St unit with Each Unit MENU P Importan INTROD Introduct cookery, masalas masalas, Gravies Yellow G Commod agent, Fly Introduct Varieties MEAT	tudents we one interest will continue.  LANNING ace.  UCTION To Include the Indian equivalent in Invarieties Invar	ill have to mal choice ain two ques Meaning  O INDIAN dian food, uivalent of masalas at types F Tandoori Indian cueromatic sification d other cere RY:	e. All questions and Types and COOKER's Spices used for spices (not spices). The spices (not spices) and spices (not spices) a	d there made important Y BASICS.  ed in India ames) MASIAS AMASIAS AMA	meat	I marks (10 notes in the Engineering A, Role of spending of spending of spending of spending and Pastes uring agen E, CEREAL rice, cerea	o marks each). ese questions. g its need and pices in Indian pices, Different on of different s blends asala, karahai, ts, tenderizing S & PULSES: lls and pulses, Cuts of						
	Part B: Si unit with Each Unit MENU P: Importan INTRODI Introduct cookery, masalas, Gravies Yellow G Commod agent, Fly Introduct Varieties MEAT beef/year	tudents we one interest will continue.  LANNING ace.  UCTION To the indian equival in the invarieties of the invarieties of rice and cooke l, Cutsoflar	ill have to mal choice ain two ques Meaning  O INDIAN dian food, uivalent of masalas at types F Tandoori Indian cueromatic sification d other cere RY:	e. All questions and Types and COOKER's Spices used for spices (not spices). The spices (not spices) and spices (not spices) a	d there made important Y BASICS.  ed in India ames) MASIAS AMASIAS AMA	meat	I marks (10 notes in the Engineering A, Role of spending of spending of spending of spending and Pastes uring agenta, CEREAL rice, cerea	o marks each), ese questions. g its need and pices in Indian pices, Different on of different s blends asala, karahai, ts, tenderizing S & PULSES: and pulses, Cuts of						
	Part B: Si unit with Each Unit MENU P: Importan INTRODI Introduct cookery, masalas masalas, Gravies Yellow G Commod agent, Fly Introduct Varieties MEAT beef/vea examples	tudents we one interest will continue.  LANNING ace.  UCTION To the indian equivalent in the indian equivalent indian equivalent in the indian equ	ill have to mal choice ain two que: Meaning TO INDIAN dian food, uivalent or indian cook of masalas at types Fandoori Indian cueromatic sification d other ceremb/mutton	e. All questions an Types an COOKER' Spices use spices (n. dery-Wetmavailable in laryali, M. Preparationisine: Seand identification, Cutsofpo	tions will of there may dimportant a may be a made a may be a may	meat meats (offar	I marks (10 notes in the Engineering A, Role of spending of spending of spending of spending and Pastes uring agen E, CEREAL rice, cereal cookery, l's), Poultry	o marks each). ese questions. g its need and pices in Indian pices, Different on of different s blends asala, karahai, ts, tenderizing S & PULSES: ls and pulses, Cuts of "(With menu						
	Part B: Si unit with Each Unit MENU P: Importan INTRODI Introduct cookery, masalas masalas, Gravies Yellow G Commod agent, Fly Introduct Varieties MEAT beef/vea examples FISH CO	tudents we one interest will continue.  LANNING ace.  UCTION To the indian equivalent in the ind	ill have to rnal choice ain two que: Meaning ro INDIAN dian food, uivalent or dian cook of masalas at types I Tandoori Indian cueromatic sification d other ceromatic reference	e. All questions an Types an COOKER' Spices use f spices (no cery-Wetmavailable in Haryali, Marchaels and identification, Cutsofpoon to fish	tions will of there may dimportant y BASICS.  The dim India ames) MASICS assalas, Dryn regional statement ouring Agriculary and the pricing Agriculary and the pricing Agriculary are to ork, Variety accookery, of the distribution of the pricing Agriculary are to ork, Variety accookery, of the distribution of the pricing Agriculary are to ork, Variety accookery, of the distribution of the pricing Agriculary are to ork, Variety accookery, of the distribution of the pricing Agriculture are to ork, Variety accookery, of the distribution of the pricing agriculture are to ork, Variety accookery, of the distribution of the pricing agriculture are to ork, Variety accookery, of the pricing agriculture are to ork, Variety accookery, of the pricing agriculture are to ork, Variety and the pricing agriculture are to ork, Variety accookery, of the pricing agriculture are to ork, Variety accounts and the pricing agriculture are to ork, Variety accounts and the pricing agriculture are to ork, Variety accounts and the pricing agriculture are to ork, Variety accounts and the pricing agriculture are to ork, Variety accounts and the pricing agriculture are to ork, Variety accounts and the pricing agriculture are to ork, Variety accounts and the pricing agriculture are to ork, Variety accounts and the pricing agriculture are to ork, Variety accounts and the pricing agriculture are to ork, Variety accounts and the pricing agriculture are to ork, Variety accounts and the pricing agriculture are to ork, Variety accounts and the pricing agriculture are to ork, Variety accounts and the pricing agriculture are to ork, Variety accounts and the pricing agriculture are to ork, Variety accounts and the pricing agriculture are to ork, Variety accounts and the pricing agriculture are to ork, Variety accounts and the pricing	arry equally be short nee. Menu on cookery SALAS: Blow masalas, areas, Special hi/white, marinades ents, color ents RICI poking of meat meats (offar alassification)	I marks (10 notes in the Engineering A, Role of spending of spending of spending of spending and Pastes uring agents, CEREAL rice, cereal cookery, l's), Poultry on of fish verse in the Engine and Pastes uring agents.	O marks each). ese questions. g its need and pices in Indian pices, Different on of different blends asala, karahai, ts, tenderizing S & PULSES: lls and pulses, Cuts of "(With menu						
	Part B: Si unit with Each Unit MENU P: Importan INTRODI Introduct cookery, masalas masalas, Gravies Yellow G Commod agent, Fly Introduct Varieties MEAT beef/vea examples FISH CO	tudents we one interest will continue.  LANNING ace.  UCTION To the indian equivalent in the ind	ill have to rnal choice ain two que: Meaning ro INDIAN dian food, uivalent or dian cook of masalas at types I Tandoori Indian cueromatic sification d other ceromatic reference	e. All questions an Types an COOKER' Spices use f spices (no cery-Wetmavailable in Haryali, Marchaels and identification, Cutsofpoon to fish	tions will of there may dimportant y BASICS.  The dim India ames) MASICS assalas, Dryn regional statement ouring Agriculary and the pricing Agriculary and the pricing Agriculary are to ork, Variety accookery, of the distribution of the pricing Agriculary are to ork, Variety accookery, of the distribution of the pricing Agriculary are to ork, Variety accookery, of the distribution of the pricing Agriculary are to ork, Variety accookery, of the distribution of the pricing Agriculture are to ork, Variety accookery, of the distribution of the pricing agriculture are to ork, Variety accookery, of the distribution of the pricing agriculture are to ork, Variety accookery, of the pricing agriculture are to ork, Variety accookery, of the pricing agriculture are to ork, Variety and the pricing agriculture are to ork, Variety accookery, of the pricing agriculture are to ork, Variety accounts and the pricing agriculture are to ork, Variety accounts and the pricing agriculture are to ork, Variety accounts and the pricing agriculture are to ork, Variety accounts and the pricing agriculture are to ork, Variety accounts and the pricing agriculture are to ork, Variety accounts and the pricing agriculture are to ork, Variety accounts and the pricing agriculture are to ork, Variety accounts and the pricing agriculture are to ork, Variety accounts and the pricing agriculture are to ork, Variety accounts and the pricing agriculture are to ork, Variety accounts and the pricing agriculture are to ork, Variety accounts and the pricing agriculture are to ork, Variety accounts and the pricing agriculture are to ork, Variety accounts and the pricing agriculture are to ork, Variety accounts and the pricing agriculture are to ork, Variety accounts and the pricing agriculture are to ork, Variety accounts and the pricing	arry equally be short nee. Menu on cookery SALAS: Blow masalas, areas, Special hi/white, marinades ents, color ents RICI poking of meat meats (offar alassification)	I marks (10 notes in the Engineering A, Role of spending of spending of spending of spending and Pastes uring agents, CEREAL rice, cereal cookery, l's), Poultry on of fish verse in the Engine and Pastes uring agents.	O marks each). ese questions. g its need and pices in Indian pices, Different on of different blends asala, karahai, ts, tenderizing S & PULSES: lls and pulses, Cuts of "(With menu						
	Part B: Si unit with Each Unit MENU P: Importan INTRODI Introduct cookery, masalas masalas, Gravies Yellow G Commod agent, Fly Introduct Varieties MEAT beef/vea examples FISH CO	tudents we one interest will continue.  LANNING ace.  UCTION To the indian equivalent in the ind	ill have to rnal choice ain two que: Meaning ro INDIAN dian food, uivalent or dian cook of masalas at types I Tandoori Indian cueromatic sification d other ceromatic reference	e. All questions an Types an COOKER' Spices use f spices (no cery-Wetmavailable in Haryali, Marchaels and identification, Cutsofpoon to fish	tions will of there may dimportant y BASICS.  The dim India ames) MASICS assalas, Dryn regional statement ouring Agriculary and the pricing Agriculary and the pricing Agriculary are to ork, Variety accookery, of the distribution of the pricing Agriculary are to ork, Variety accookery, of the distribution of the pricing Agriculary are to ork, Variety accookery, of the distribution of the pricing Agriculary are to ork, Variety accookery, of the distribution of the pricing Agriculture are to ork, Variety accookery, of the distribution of the pricing agriculture are to ork, Variety accookery, of the distribution of the pricing agriculture are to ork, Variety accookery, of the pricing agriculture are to ork, Variety accookery, of the pricing agriculture are to ork, Variety and the pricing agriculture are to ork, Variety accookery, of the pricing agriculture are to ork, Variety accounts and the pricing agriculture are to ork, Variety accounts and the pricing agriculture are to ork, Variety accounts and the pricing agriculture are to ork, Variety accounts and the pricing agriculture are to ork, Variety accounts and the pricing agriculture are to ork, Variety accounts and the pricing agriculture are to ork, Variety accounts and the pricing agriculture are to ork, Variety accounts and the pricing agriculture are to ork, Variety accounts and the pricing agriculture are to ork, Variety accounts and the pricing agriculture are to ork, Variety accounts and the pricing agriculture are to ork, Variety accounts and the pricing agriculture are to ork, Variety accounts and the pricing agriculture are to ork, Variety accounts and the pricing agriculture are to ork, Variety accounts and the pricing agriculture are to ork, Variety accounts and the pricing agriculture are to ork, Variety accounts and the pricing	arry equally be short nee. Menu on cookery SALAS: Blow masalas, areas, Special hi/white, marinades ents, color ents RICI poking of meat meats (offar alassification)	I marks (10 notes in the Engineering A, Role of spending of spending of spending of spending and Pastes uring agents, CEREAL rice, cereal cookery, l's), Poultry on of fish verse in the Engine and Pastes uring agents.	o marks each). ese questions. g its need and pices in Indian pices, Different on of different blends asala, karahai, ts, tenderizing S & PULSES: lls and pulses, Cuts of "(With menu						
	Part B: Si unit with Each Unit MENU P Importan INTROD Introduct cookery, masalas masalas, Gravies Yellow G Commod agent, Fly Introduct Varieties MEAT beef/year examples FISH CO Cuts of fit of heat)	tudents we one interest will continue.  LANNING ace.  UCTION To include the includence of the includen	ill have to mal choice ain two questions are two questions are types of masalas at typ	e. All questions an Types an Types an COOKER' Spices used spices (not be spices) and identification of the spices and identification of the spices and identification of the spices, Selections and the spices, Selection of the spices, Selection of the spices and the spices are spices are spices and the spices are spi	d there maded important of the maded important of the maded important of the maded in India ames) MAM assalas, Drun regional akhni, Shabas Indian rouring Ago ification, Control ork, Variety of the maded in the mad	arry equally be short nee. Menu on cookery SALAS: Blow masalas, areas, Special hi/white, marinades ents, color ents RICI poking of meat meats (offaction and shell for the same of the sam	Il marks (10 notes in the Engineering A, Role of spending of spending of spending of spending and Pastes uring agen E, CEREAL rice, cerea cookery, l's),Poultry on of fish cish, Cooking as the cookery of the cookery o	o marks each). ese questions. g its need and pices in Indian pices, Different on of different s blends asala, karahai, ts, tenderizing S & PULSES: and pulses, Cuts of (With menu with examples, g of fish(Effects						
UNIT-2	Part B: Si unit with Each Unit MENU P: Importan INTRODI Introduct cookery, masalas masalas, Gravies Yellow G Commod agent, Fly Introduct Varieties MEAT beef/vea examples FISH CO Cuts of fit of heat]	tudents we one interest will continued in the LANNING ace.  UCTION To the Indian equised in Indian equipment of Indian equipment in Indian equip	ill have to mal choice ain two questions are two questions are types of masalas at typ	e. All questions an Types an Types an COOKER' Spices use f spices (n. kery-Wetmavailable in Haryali, M. Preparation isine: Sand identification, Cutsofpoon to fish ples, Selected, Choux, I	d there maded important of the maded important of the maded important of the maded in India ames) MAM assalas, Drun regional akhni, Shabas Indian rouring Ago picing Ago picing Ago picing Ago picing Ago present of the material of the mater	arry equally be short nee. Menu on cookery SALAS: Blow masalas, areas, Special hi/white, marinades ents, color ents RICI poking of meat meats (offaction and shell for the same of the sam	Il marks (10 notes in the Engineering A, Role of spending of spending of spending of spending and Pastes uring agen E, CEREAL rice, cerea cookery, l's),Poultry on of fish cish, Cooking as the cookery of the cookery o	o marks each), ese questions. g its need and pices in Indian pices, Different on of different s blends asala, karahai, ts, tenderizing S & PULSES: and pulses, (With menu with examples, g of fish(Effects and methods of						
UNIT-2	Part B: Si unit with Each Unit MENU P: Importan INTRODI Introduct cookery, masalas masalas, Gravies Yellow G Commod agent, Fly Introduct Varieties MEAT beef/vea examples FISH CO Cuts of fit of heat] PASTRY: preparat	tudents we one interest will continued in the LANNING ace.  UCTION To the line of the line	ill have to mal choice ain two que: Meaning to INDIAN dian food, uivalent or indian cook of masalas at types Introduction to the certain desired to the certain	e. All questions an Types an Types an COOKER' Spices use f spices (n. Kery-Wetmavailable it laryali, M. Preparationisine: Sand identicals attroduction, Cutsofpo on to fish ples, Selected, Choux, Inces,	d there maded important of impo	arry equally be short nee. Menu on cookery SALAS: Blooking of meat meats offactured and shell for the cooking of the classification of the cooking of the cooking of the classification of the cooking of th	I marks (10 notes in the Engineering A, Role of spending of spending of spending of spending and Pastes aring agen E, CEREAL rice, cereal cookery, I's), Poultry, on of fish wish, Cooking Recipes are each	o marks each), ese questions. g its need and pices in Indian pices, Different on of different sblends asala, karahai, ts, tenderizing S & PULSES: and pulses, (With menu with examples, g of fish(Effects and methods of pastry,						
UNIT-2	Part B: St unit with Each Unit MENU P. Importan INTROD Introduct cookery, masalas masalas, Gravies Yellow G Commod agent, Fly Introduct Varieties MEAT beef/vea examples FISH CO Cuts of fit of heat) PASTRY: preparat Caretobe	tudents we one interest will continued in the LANNING ace.  UCTION To the line of the line	ill have to mal choice ain two que: Meaning to INDIAN dian food, uivalent or indian cook of masalas at types Introduction to the certain desired to the certain	e. All questions an Types an Types an COOKER' Spices use f spices (n. Kery-Wetmavailable it laryali, M. Preparationisine: Sand identicals attroduction, Cutsofpo on to fish ples, Selected, Choux, Inces,	d there maded important of impo	arry equally be short nee. Menu on cookery SALAS: Blooking of meat meats offactured and shell for the cooking of the classification of the cooking of the cooking of the classification of the cooking of th	I marks (10 notes in the Engineering A, Role of spending of spending of spending of spending and Pastes aring agen E, CEREAL rice, cereal cookery, I's), Poultry, on of fish wish, Cooking Recipes are each	o marks each), ese questions. g its need and pices in Indian pices, Different on of different sblends asala, karahai, ts, tenderizing S & PULSES: and pulses, (With menu with examples, g of fish(Effects and methods of pastry,						
UNIT-2	Part B: St unit with Each Unit MENU P. Importan INTROD Introduct cookery, masalas masalas, Gravies Yellow G Commod agent, Fly Introduct Varieties MEAT beef/vea examples FISH CO Cuts of fit of heat) PASTRY: preparat Caretobe pastry	tudents we one interest will continued in the land and equivalent in the land equivalent in th	ill have to rnal choice ain two questing two questing room of the received and the received	e. All questions an Types an Types an COOKER' Spices usef spices (not be represented by the cooker) Spices usef spices (not be represented by the cooker) Spices usef spices (not be represented by the cooker) Spices and identification, Cutsofpoor to fish toles, Selected, Choux, Inces, gpastry, Rolling and Spices, Spi	tions will of there may define the may be a seed in India ames) MAY assalas, Dryn regional akhni, Shabas Indian rouring Agrication, Control of the material according to the m	arry equally be short nee. Menu on cookery SALAS: Bloy masalas, areas, Special hi/white, marinades ents, color ents RICI poking of meat meats (offactional shell for gredient, of agredient,	I marks (10 notes in the Engineering A, Role of spending of spending of spending of spending and Pastes uring agent E, CEREAL rice, cereat cookery, l's), Poultry on of fish wish, Cooking Recipes are each Temperate	o marks each). ese questions. g its need and pices in Indian pices, Different on of different s blends asala, karahai, ts, tenderizing S & PULSES: ds and pulses, Cuts of (With menu with examples, g of fish(Effects and methods of pastry, ure of baking						
UNIT-2	Part B: Si unit with Each Unit MENU P Importan INTROD Introduct cookery, masalas masalas, Gravies Yellow G Commod agent, Fly Introduct Varieties MEAT beef/vea examples FISH CO Cuts of fit of heat) PASTRY: preparat Caretobe pastry Flour: S	tudents we one interest will content to will content to will content to the conte	ill have to rnal choice ain two questions two questions of two questions o	e. All questions an Types an Types an COOKER' Spices used f spices (not be spices) and identification of the spices of the spice	d there maded important of impo	arry equally be short nee. Menu on cookery SALAS: Blow masalas, areas, Special hi/white, marinades ents, color ents RICI poking of meat meats (offar and shell for gredient, of agredient, of agredient, of agredient, of the special shell for gredient, of the special shell for gredient	I marks (10 notes in the Engineering A, Role of spending of spending of spending of spending and Pastes uring agent E, CEREAL rice, cereat cookery, l's), Poultry on of fish wish, Cooking Recipes are each Temperatur, Processi	o marks each). ese questions. g its need and pices in Indian pices, Different on of different s blends asala, karahai, ts, tenderizing S & PULSES: lls and pulses, Cuts of (With menu with examples, g of fish(Effects and methods of pastry, ure of baking						
UNIT-2	Part B: Si unit with Each Unit MENU P Importan INTROD Introduct cookery, masalas masalas, Gravies Yellow G Commod agent, Fly Introduct Varieties MEAT beef/vea examples FISH CO Cuts of fit of heat) PASTRY: preparat Caretobe pastry Flour: S Flour, Us	tudents we one interest will content to will content to will content to the conte	ill have to mal choice ain two questions two questions of two dian food, uivalent of masalas at types of m	e. All questions an Types an Types an COOKER' Spices use f spices (n. sery-Wetmavailable in Haryali, M. Preparation isine: Seand identicals and identicals aroduction, Cutsofpoon to fish oles, Selectived, Choux, Production of the	d there maded important of impo	arry equally be short once. Menu on cookery salas, areas, Specially masalas, areas, specially marinades ents, color ents RICI poking of meat meats (offar and shell for gredient, of gredient, of special special shell for gredient, of special special shell for gredient, of special special shell for gredient, of special special special shell special shell special special special special shell special speci	l marks (10 notes in the Engineering of Spending of Spending of Spending of Spending of Spending and Pastes uring agen E. CEREAL rice, cerea cookery, l's),Poultry on of fish wish, Cooking Recipes are each Temperatur, Process (Starch)SIM	o marks each). ese questions. g its need and pices in Indian pices, Different on of different s blends asala, karahai, ts, tenderizing S & PULSES: and pulses, Cuts of (With menu with examples, g of fish(Effects and methods of pastry, ure of baking ing of Wheat -						
UNIT-2	Part B: Si unit with Each Unit MENU P Importan INTROD Introduct cookery, masalas masalas, Gravies Yellow G Commod agent, Fly Introduct Varieties MEAT beef/vea examples FISH CO Cuts of fl of heat) PASTRY preparat Caretobe pastry Flour: S Flour, Us Principle	tudents we one interest will continue.  LANNING ace.  UCTION To the indian equivalent in the interest in the i	ill have to mal choice ain two questions two questions of two dian food, uivalent of masalas at types of m	e. All questiestions an Types an Types an COOKER' Spices use f spices (n. sery-Wetmavailable in Haryali, M. Preparation isine: Sand identification, Cutsofpoon to fish ples, Selectied, Choux, Inces, gpastry, Roll Production Simple years and selection of the sele	d there maded important of impo	arry equally be short once. Menu on cookery salas, areas, Specially masalas, areas, specially marinades ents, color ents RICI poking of meat meats (offar and shell for gredient, of gredient, of special special shell for gredient, of special special shell for gredient, of special special shell for gredient, of special special special shell special shell special special special special shell special speci	l marks (10 notes in the Engineering of Spending of Spending of Spending of Spending of Spending and Pastes uring agen E. CEREAL rice, cerea cookery, l's),Poultry on of fish wish, Cooking Recipes are each Temperatur, Process (Starch)SIM	o marks each). ese questions. g its need and pices in Indian pices, Different on of different s blends asala, karahai, ts, tenderizing S & PULSES: lls and pulses, Cuts of (With menu with examples, g of fish(Effects and methods of pastry, ure of baking						

I.K. Gujral Punjab Technical University
Kapurthala-144603

	production							
UNIT-4	BASICCOMMODITIES: Milk-Introduction, Processing of Milk, Pasteurisation-							
	Homogenisation, Typesof Milk-Skimmed and Condensed, Nutritive Value, Cream-							
	Introduction, Processing of Cream, Types of Cream Cheese-Introduction, Processing of							
	Cheese, Types of Cheese, Classification of Cheese, Curing of Cheese, Uses of Cheese							
	Butter-Introduction, Processing of Butter, Types of Butter. Sugar: Its Importance,							
	types of sugar, cooking Of Sugar- Various Temperature							
REFERENCES:	The Professional Chef (4th Edition) By Le RolA.Polsom							
	The Professional Pastry Chef, Fourth Edition By Bo Friberg Publisher: Wiley &							
	Sons INC							
	Theory of Catering By Kinton&Cessarani							
	Theory of Cookery By K Arora, Publisher: Frank Brothers							
	Accompaniments & Garnishes from waiter; Communicate: Fuller J. Barrie &							
	Jenkins							
	Bakery & Confectionery By S. C Dubey, Publisher: Society of Indian Bakers							
	Modern Cookery (Vol-I) By Philip E. Thangam, Publisher: Orient Longman							
	Practical Cookery By Kinton&Cessarani							

COURSE CODE:	DUMCT	102								
			NEGUND	ATION II	(DDACTIO	'AL) (DAD	T A)			
COURSE TITLE:										
OUTCOME	CO1. Students will be able to identify various cuts of poultry and meat items, along with its preparation & uses.  CO2. Students will be able to experience the production of various types of Soups and Salads. CO3. To practically prepare dishes from Indian cuisine along with dessert items.  CO3. Students will be able to practice the production of basic bakery & confectionary products such as breads, pastries & cakes.									
SYLLABUS		Such as of	eurs, pust	res a cine	5.					
MAPPING	Course Outco me	PO1	PO2	PO3	PO4	PO5	P	06		
	COI	٧	٧	٧	٧	٧	,	<b>V</b>		
	CO2	٧	٧	٧	٧	٧	,	/		
	CO3	٧	٧	٧	٧	٧				
EVALUATION: INSTRUCTIONS	participat	tion,house I rest thro	tests, regu .igh semes	students valarity and ster end exections Par	assignme amination	nts carryi of 4 hours	ng 20	pero	ent of th	
FOR PAPER				nich it will			o par	ts		
EVALUATION				D PRODUC E of 10 MA		0 MARKS				
Sr.No.				Горіс			_		Metho	d
1	2 M	eat - Io	lentificati	on of v	arious (	cuts, Car	cass		nonstrati ple appli	
	Tornado,	Fillet, Stea	ks and Esc cation & C	lassificatio		Pork Chop	os ,			
2	poultry.	entification aughtering		n and proc	essing of l	Meat, Fish	and	th Area	nonstrati e site in l a/Slaugh ouse/Mar	ocal tering
3	Salads 8 saladenic Soups	oise,	Waldrof	salad, Fru Chowder,	it salad,F Bisqu			in	nonstrati structor plication student	and s by
4	Chicken, Fish orl bakedEnt	<b>Mutton ar</b> y, a la rée-Lamb	anglaise stew, hot	eparation , colbert, pot, sheph cken, grille	meunie erd's pie,	grilled ste	eaks	in	nonstrati structor plication student	and s by
5	Indian cookery- Rice dishes, Breads, Main course, Basic Vegetables, Paneer Preparations Marinades, Paste and Tandoori Preparation of applications applied to the cookery-  application of the							nonstrati structor plication student	and s by	
PART B		BAKER	Y & PATI	SSERIE (P	RACTICAL	L)				
Sr.No.			7	Горіс					Method	
1	Pastry			tion of dis		De	enartme	in enter	nonstrati structor datagenen abstechnical	and I≰Hospit
	(I)	210 31 430		34		K	apurtha	la-144	603	1

	The second secon	
	2 Laminated - Palmiers, Khara Biscuits, Danish Pastry,	
	CreamHorns	
	Choux Paste - Eclairs, Profiteroles	
2	COLD SWEET	Demonstration by
	2 Honeycomb mould	instructor and
	Butterscotch sponge	application s by
	Coffee mousse	students
	Lemon sponge	
	2 Trifle	
	2 Blancmange	
	☐ Chocolate mousse	
	2 Lemon soufflé	
3	HOT SWEET	Demonstration by
	Bread & butter pudding	instructor and
	2 Caramel custard	application s by
	2 Albert pudding	students
	2 Christmas pudding	
4	INDIAN SWEETS	Demonstration by
	Simple ones such as chicoti, gajjarhalwa, kheer	instructor and
<b>▼</b>		application s by
		students

COURSE CODE:	ВНМСТ-	202								
COURSE TITLE:			E CERTIC							
COURSE	CO1 Stu	DEVERAG	E SERVICE	TION FO	UNDA -II	(THEORY)				
OUTCOME:	FOOD & BEVERAGE SERVICETION FOUNDA -II (THEORY)  CO1. Students will be able to enhance knowledge by learning about various types of food service techniques									
- COME.	food service techniques.  CO2. To gain expertise about the basics of Menu Planning.									
	CO2. 10 g	ain exper	tise about i	the basics	of Menu Pl	anning.				
	CO3. Students will be able to undergo the process of In Room Dining. CO4. To gain knowledge about the use and objective of Tobacco in Restaurant sector.									
SYLLABUS	001.10	ain know.	edge abou	t the use a	ınd objecti	ve of Toba	icco in Res	taurant sector		
MAPPING	Course									
11110	Outco	PO1	PO2	PO3	PO4	PO5	PO6			
	me				, 04	103	F.06			
	COI	٧	٧	٧	٧	-1				
	CO2	٧	٧	V	v	V	٧			
	CO3	٧	٧	٧	v	V	٧	_		
	CO4	٧		V	-	-	٧			
EVALUATION:	The perfe	The performance of the students will be evaluated on the basis of classparticipation,								
	house tes	ts regular	rity and ac	rianmente	e evaluate	d on the b	asis of cla	ssparticipation,		
	through	emester e	nd examin	ation of 2	carrying 4	0 percent	of the total	credit and rest		
INSTRUCTIONS	The pape	r will he d	ivided in t	wo parte	nours dura	ation.				
FOR PAPER	Part A: T	here will	he ten che	wo parts						
SETTING:	Part A: There will be ten short answer questions covering whole syllabus of Course. This part will be of 20 marks.									
	Part B: Students will have to attempt four questions in table									
	Part B: Students will have to attempt four questions in total, one question from each unit with one internal choice. All questions will carry equal marks (10 marks each).									
	Each Uni	t will cont	ain two au	estions on	d thoroma	arry equa	marks (1	0 marks each).		
UNIT-1	Each Unit will contain two questions and there may be short notes in these questions.  TYPES OF FOOD SERVICE: Silver service, American service, French service,									
	TILES OF FOOD SERVICE: Sliver Service, American service, French comice									
	Specialise	Russian service, Gueridon service, Assisted service, Self-service, Single point service, Specialised Service.								
UNIT-2	MENU PLANNING: Origin of Menu, Objectives of Menu Planning, Factors to									
	beconsid	ered while	e planning	a menu M	Menu term	inology T	u Plannir	enu, Courses of		
	French	Clas	sicalMenu	-Sequence	Evamples	from each	ypes of Mi	erofeachcourse,		
	Accompa	niments. I	rench Nan	nes of dish	es	nomeache	ourse, cove	eroreachcourse,		
	Types o	f Meals:	Early Mo	rning Tea	Breakfas	t (English	Amoria	an Continental,		
	Indian), E	Brunch, Lu	nch, Afterr	100n/High	Tea Dinn	er Sunner	i, America	in Continental,		
UNIT-3	ROOM S	ERVICE:	Introducti	on, perso	nnel taki	ng the o	rder rout	ing the order,		
-	preparing	the order	deliverin	g the ord	er provid	ing ameni	ties Poom	service menu,		
	sequence	of service	Forms &	formats.	or provid	ing amem	des, Room	service menu,		
	SALE CO	NTROL S	YSTEM: H	OT/Bill (	ontrol Sv	stem (Ma	nual)-Trin	icate Checking		
	System,D	uplicateCl	neckingSys	tem.Check	andbillsys	tem Service	ewithorde	cate thecking		
	computer	ized syste	m, circum	stantial Ko	T. Alcohol	ic Reverse	e order Ri	llina.		
UNIT-4	TOBACCO	): History	Processin	g for cigar	ettes, pipe	tobacco &	cigars	iiiig		
	Cigarette	s - Types	and Brand	names. Pi	pe Tobacc	o - Tynes	and Brand	names		
	Cigars -	shapes, si	zes, colou	rs and Br	and name	s. Care ar	nd Storage	of cigarettes&		
	cigars	, 10, 0				o, oute at	ia storage	or cigarettes&		
	0									

#### REFERENCES

- Food & Beverage Service- Bobby George & Sandeep Chatterjee, Jaico PublishingHouse
- Food & Beverage Service- R. Singaravelavan, Oxford University Press, NewDelhi.
- Food & Beverage Service Dennis R. Lillicrap. & John .A. Cousins. Publisher: ELBS
- Food & Beverage Service Training Manual Sudhir Andrews, Tata McGrawHill.
- The Waiter Handbook By Grahm Brown, Publisher: Global Books & Subscription Services New Delhi Food and Beverage Service - Vijay Dhawan

COURSE CODE:	ВНМСТ-	204							
COURSE TITLE:	FOOD & BEVERAGE SERVICE FOUNDATION-II (PRACTICAL)								
COURSE	CO1. Stud	lents will l	e able to l	ay tables f	or differen	t meals in	Restaurant	Operations.	
OUTCOME	CO2. Stud	lents will b	e confider	it to handl	e Guests d	uring Rest	aurants Ser	vice.	
				various iss	ues faced	in the Fo	od Service	Industry and	
		esolve the						-	
	CO4. Stuc	lents will b	e practica	lly able to	serve Ciga	rs & Cigar	ettes.		
SYLLABUS	Course								
MAPPING	Outco	PO1	PO2	PO3	PO4	PO5	PO6		
	me					,			
	CO1	٧	٧	V	٧	٧	٧		
	CO2	V		V	V	v	V		
	CO3	V	V	v	V	V	V		
	CO4	V	V	V	v	V	V		
EVALUATION:		_	_	-		_		participation,	
	housetes	ts. regular	ity and ac	signments	carrying	20 percen	t of the tet	al credit and	
	rest thro	ugh semes	ter end ev	amination	of 4 hours	duration	ic or the tot	ar credit and	
INSTRUCTIONS	The perf	ormance o	f the stud	ents will b	e evaluate	ed on the	hacie of his	performance	
FOR EXTERNAL	duringth	e examina	tion out of	30 marks	Cevaluati	on the	oasis of ilis	periormance	
EXAMINER				oo marko					
S.No.				-	ГОРІС				
1.	REVIEW OF SEMESTER -1								
2.	PROCED	URE FOR	SERVICE (	OF A MEAI					
		Taking Gu							
	Task-02: Receiving & Seating of Guests								
	Task-03: Order taking & Recording								
	Task-04: Order processing (passing orders to the kitchen)								
	Task-05: Sequence of service								
	Task-06: Presentation & Encashing the Bill								
	Task-07: Presenting & collecting Guest comment cards								
	Task-08: Seeing off the Guests								
3.		AY-UP &	THE RESERVE OF THE PERSON NAMED IN COLUMN						
en e	The second second	A La Carte							
8		Table d' H							
		English B							
		American	THE RESERVE OF THE PARTY OF THE	PACK ACCUSATION OF THE					
		Continent							
	Task-06: Indian Breakfast Cover								
	Task-07: Afternoon Tea Cover								
		High Tea		EDIUGE					
	,	ROLLEY S							
		Room Ser							
		Room Ser	vice Trolle	y Setup					
4.		cial Skills							
		sk-01: Han			nts				
		sk-02: Tele							
		sk-03: Din							
5,	Sp	ecial Food	Service -	(Cover, A	ccompan	iments &	Service)		
	Ta	sk-01; Cla	ssical Hor	s d' oeuvr	e- Oysters	, Caviar, S	moke Salmo	on, Pate de Foi	
		ails, Melon		it, Aspara	gus				
		sk- <mark>02: Ch</mark> sk-03: De		L n		H	ead		
		CU-1141 10	SCOTT LEVO	THE RESIDENCE D.	ALL S ALL ON A LONG AND A LONG AN	11			

	Service of Tobacco	
	Cigarettes and Cigar	
6.	Compiling of a menu in French, Service of Non-alcoholic beverages	

COURSE CODE:	внмст -	205								
COURSE TITLE:			LINIDATIO	N. II. (MIII)	0.010					
COURSE		OFFICE FO	able to w	NII (THE	ORYJ	6 D	1.00			
OUTCOME:	CO1 Student will be able to understand the usage of Room tariff structure, fixation and various types of plan.									
	CO2 Student will know the process of guest cycle and reservation procedure &									
	systems.	Terre will	Kilovy the	process	or guest c	ycle and	reservano	on procedure &		
		lent will b	e able to	develop k	nowledge	of rogistr	ation area	ess and execute		
	guest han	idling.		acreiop K	nowicage	or registi	ation proc	ess and execute		
		ent will ac	quire know	whow on v	arious tas	ks in front	desk func	tion		
SYLLABUS	Course		•		To the teles	The state of the	desk rune	Cion.		
OUTCOME	Outco	PO1	PO2	PO3	PO4	DOE	200			
	130,000	101	102	PO3	PU4	PO5	PO6			
	me							_		
	CO1	٧.	٧	٧	٧	٧	٧			
	CO2	٧	٧	٧	٧	٧	٧			
	CO3	٧	V	٧		٧	٧			
ALHATION	CO4	٧	٧	٧	٧	٧	V			
ALUATION:	house t	ormanceof	tne stude	nts will b	e evaluate	d on the b	pasis of cla	ssparticipation,		
	The performance of the students will be evaluated on the basis of classparticipation, house tests, regularity and assignments carrying 40 percent of the total credit and rest through semester end examination of 3 hours duration.									
INSTRUCTION	The pape	emester e	nd examin	ation of 3	hours dura	ition.				
FORPAPER	Part A. T	r will be di	vided into	two parts						
SETTING:	Part A: There will be ten short answer questions covering whole syllabus of course. This part will be of 20 marks.									
	Part B: Students will have to attempt four questions in total, one question from each									
	unit with one internal choice. All questions will carry equal marks (10 marks each).									
	Each unit will contain two questions and there may be short notes in these questions.									
UNIT - 1	TARIFF STRUCTURE									
	Tariff Structure, Rack Rate, Discounted rates, Tariff card and its use, Hotel Day rate,									
	Basis of Charging Room Rent, Various factors affecting Room rent, Fixing Room Tariffs									
	through Cost based pricing & Market based pricing, Rule of Thumb, Hubbart formula									
	Front Offi	Front Office Coordination, Meal Plans, and Type of Guests								
	Role of To	our operat	ors and T	ravel agen	its in hotel	business	Meal Plan	ns -Type, needs		
	and use	Role of Tour operators and Travel agents in hotel business, Meal Plans -Type, needs and use of such plans, Type of Guests - FIT, VIP, CIP, GIT, Business								
-	travellers, Specialinteresttours, domestic, foreigneretc, Front Office coordination with different departments in hotels.									
INIT - 2		CLE AND			and make the base of					
	After den	on to gue	st cycle -	Pre arriv	al, Arrival,	During g	uest stay,	Departure and		
	Statue Ros	arture, Re	CC with f	and its in	iportance,	Basic too	ols of rese	rvation - Room ation form with		
	formate	Modes of	Payman	t while	recorvation	ervation a	and reserv	on, Sources of		
	Reservation	in System	ns of Re	servation	Types of	Rocarva	tions Car	ncellations and		
	Amendme	nts. Rese	rvation r	eports and	d statistics	Overhoo	king Unce	elling, No show,		
	Walk-in g	uest, scan	ty baggag	e. stav ov	er, over s	tav unde	r stav ear	rly arrival, turn		
	away, time			7		tay, arrae	r stay, car	iy airivai, turii		
NIT - 3	REGISTRA		, otal otal							
			importano	e. Types	of registrat	tion recor	de - Roun	d book register,		
	loose leaf	register an	d Guest R	egistration	Card (GR	C) and the	air formate	d book register,		
	GUESTHA	NDLING P	reregistra	tionactivi	ties.Proced	lureofGue	st Handlin	ng – Pre arrival,		
	On Arriva	and Pos	t Arrival	procedure	es. Handli	ng reserv	ed guests	Procedure for		
	Handling F	ree Indivi	dual Trav	eller (FIT	Chance of	uests VIP	Group ar	rival, Foreigner		
	guest ( C-	forms, Fo	reign cur	rency exc	hange). Si	ngle Lad	v guest C	orporate guest,		
•	Layover pa	ssenger, (	heck-in fo	or guest ho	olding Disc	ount vode	der. Turn	away guest		
NIT - 4	FRONT DE	SK FUNC	TIONS		B 2 130	Do	nartment of N	lanagement & Hospital		
NII - T			10113			LIE	ha michigan	diagonion		
	Procedure			ment, Ro	om not	clear. W	a Guiral Punia	Technical University		

	Complimentary stay, Suite Check-in, Upgrading a guest, Downgrading a guest,
	Handling request for Late Check-out, Precautions for Scanty Baggage guest, Guest
	Stationery, Handling request for Rental Equipment, Up selling, Material
	Requisition, Shift Briefing, Morning and Afternoon Shift Handover, Night
	ShiftHandover, GuestRelations, Courtesy Calls, Roomamenities for
	Corporate/VVIP/CIPguest, Handling Awkwardguests, Room Change Procedure,
	Handling Mails, Message and Paging, Key control procedures.
References	Front Office training manual- Sudhir Andrews
	Front office operations and management- Jatashankar R. Tewari
	Front Office Operations – Colin Dix, Chris Baird
	Professional Hotel Front Office Management - Anutosh Bhakta
	Motel Front Office Management – James. A. Bardi
	Front Office Operations and Management - Ahmed Ismail(Thompson Delmar)
	Front Office Operation Management - S. K. Bhatnagar
	Managing Front Office Operations – MichealKasavana and brooks
	Principles of Front Office Operations – Sue Baker & Jermy Huyton
	Check-in check-out - Jerome Valley
	🛮 A Manual of Hotel Reception – J. R. S. Beavis, S. MedlikHeinemann Professional

COURSE CODE:	BHMCT	- 206								
COURSE TITLE:		DFFICEOU	NDATION	F-II (DDA	CTICALC					
COURSE	COT Stud	lents will b	earn the ha	sic proces	or of males					
OBUTCOME	CO1 Students will learn the basic process of welcoming Guests. CO2 Students will be able to understand the preparation of various forms and format used in front office.									
	CO3 Students will be able to learn, analyse and execute handling guest registration process.									
								est registration		
	CO4 Stud	ents will b	e able to	handle ma	ior Kou ro	lated in				
SYLLABUS	Course			italiaic ille	Joi Key re	lated issue	es.			
MAPPING	Outco	PO1	000							
		PO1	PO2	PO3	PO4	PO5	PO6			
	me									
	CO1	٧	٧	٧	٧	٧	٧			
	CO2	٧		٧	٧	v	-			
	CO3	٧	٧	V	V	-	٧			
	CO4	٧	٧	v .	v	٧	٧			
EVALUATION:	The perf				o ovaluata	V	V	s participation		
	house tes	sts, regular	ity and acc	ianmente	e evaluate	d on the b	asis of clas	s participation		
	through	semester e	nd evamin	ation of A	carrying 2	U percent	of the total	credit and res		
INSTRUCTIONS	The perf	through semester end examination of 4 hours duration.  The performance of the students will be explanted to the local credit and re								
FOR EXTERNAL	during th	The performance of the students will be evaluated on the basis of his performanc during the examination out of 30 marks								
EXAMINER			and it die of	oo marks						
Sr.No.					Topic					
1.	2 Re	view of Se	mester on	3	Topic					
2.		elcoming/								
	Providing Information to the Guest									
	Telephone handling, How to handle enquiries									
	2 Suggestive selling									
3.				ms and Fo	ormats					
4.	Filling up of various Forms and Formats Registrations: FIT, VIP, Corporate, Groups/Crew									
100	Security Deposit Box Handling									
	2 Cr	edit Card F	Handling Pr	rocedure	,					
		reign Curr			dure					
5	Introduc	tion to PM	15							
	1. Hot	function ke	evs							
		te and upd	AND DESCRIPTION OF THE PERSON	profiles						
		e FIT reser								
		confirmat	Marie Control of the Control							
	5. Printing registration cards									
	6. Make an Add-on reservation									
				ion						
	7. Ame	nd a reserv	vation							
	7. Ame 8. Canc	nd a reserv el a reserv	vation ation-with		nd with <mark>ou</mark>	t deposit				
	<ol> <li>Ame</li> <li>Canc</li> <li>Log</li> </ol>	nd a reserv el a reserv onto cashie	vation ation-with er code	deposit a	nd withou	t deposit				
	7. Ame 8. Canc 9. Log c 10. Proc	nd a reserv el a reserv onto cashie ess a reser	vation ation-with or code vation dep	deposit a	nd with <mark>ou</mark>	t deposit				
	7. Ame 8. Canc 9. Log c 10. Proc 11. Pre-i	nd a reservel a reservento cashie ess a reser register a g	vation ation-with er code vation dep west	deposit a		t deposit				
	7. Ame 8. Canc 9. Log c 10. Proc 11. Pre-i	nd a reserv el a reserv onto cashie ess a reser	vation ation-with er code vation dep west	deposit a		t deposit				
	7. Ame 8. Canc 9. Log c 10. Proc 11. Pre- 12. Put n	nd a reservel a reservento cashie ess a reservegister a g ness a reservegister a g	vation ation-with er code vation dep uest id locator f	deposit a		t deposit				
	7. Ame 8. Canc 9. Log o 10. Proc 11. Pre- 12. Put n 13. Put t	nd a reservel a reservento cashie ess a reser egister a gnessage an	vation ation-with er code vation dep uest d locator f	deposit a osit or a guest		t deposit				
	7. Ame. 8. Canc. 9. Log co. 10. Proc. 11. Pre-112. Put n. 13. Put t. 14. Chec.	nd a reservel a reservento cashie ess a reservelser a genessage an race for gukin a rese	vation vation-with er code vation dep guest id locator f lest rved guest	deposit a osit or a guest						
	7. Ame. 8. Canc. 9. Log of 10. Proc. 11. Pre-112. Put n. 13. Put t. 14. Chec. 15. Chec.	nd a reservel a reservento cashicess a reservegister a gnessage and race for guk in a reserves to day us	vation ration-with er code vation dep quest id locator f est rved guest	deposit a osit or a guest		Head	ent of Manager	nent & Hospitality		
	7. Ame 8. Canc 9. Log o 10. Proc 11. Pre- 12. Put n 13. Put t 14. Chec 15. Chec	nd a reservel a reservento cashie ess a reservelser a genessage an race for gukin a rese	vation vation-with er code vation dep guest id locator f est rved guest k-in guest	deposit a osit or a guest		Head Departm	ent of Managen	nent & Hospitality		

Phy

19. Verify a key
20. Cancel a key
21. Issue a duplicate key
22. Extend a key
23. Programme keys continuously
24. Re-programme keys
25. Programme one key for two rooms

COURSE CODE: BHMCT-207

COURSE TITLE: ACCOMODATION OPERATIONS-II (THEORY)

COURSE OBJECTIVES:

CO1 Students will acquire knowledge about handling & usage of different cleaning agents.

CO2 Students will be able to learn about the knowhow of various surface cleaning procedures.

CO3 Students will be able to learn how to fill various housekeeping forms and formats.

CO4 Students will be able to understand the importance of Interdepartmental relations

SYLLABUS MAPPING

Course	PO1	PO2	PO3	PO4	PO5	PO6
Outcome						AV. S
COI	٧	٧	٧	٧	٧	٧
CO2	٧	٧	٧	٧		٧
CO3	٧	٧	٧	٧	٧	٧
CO4	٧	٧	٧	٧	٧	٧

**ALUATION:** The performance of the students will be evaluated on the basis of class participation house tests, regularity and assignments carrying 40 percent of the total credit and rest through semester end examination of 3 hours duration.

#### INSTRUCTIONS FORPAPER SETTING

The performance of the students will be evaluated on the basis of class participation house tests, regularity and assignments carrying 20 percent of the total credit and rest through semester end examination of 3 hours duration.

UNIT-1 CLEANING AGENTS:

General Criteria for selection, Polishes, Floor seats, Use care and Storage, Distribution and Controls,

AREA CLEANING: Guest rooms, Front-of-the-house Areas, Back-of-the house Areas, Work routine and associated problems e.g. high traffic areas, Façade cleaning etc.

WATER SYSTEMS IN HOTEL: Water distribution system in a hotel, Cold water systemsinIndia, Hardness of water, waters of tening, base exchangemethod (Demonstration), Cold water cistern swimming pools, Hot water supply system in hotels, Flushing system, water taps, traps and closets Classification, Use of Ecofriendly products in Housekeeping. (HE)

UNIT-2 COMPOSTION, CAREAND CLEANING OF DIFFERENT SURFACES

Metals, Glass, Leather, Leatherites, Rexines, Plastic, Ceramics, Wood, Wall finishes Floor Finishes,

IN ROUTINE SYSTEMS AND RECORDS OF HOUSE KEEPING (3rd to 2nd)

PARTMENT: Reporting Staff placement, Room Occupancy Report, Guest Roo Inspection, Entering Checklists, Floor Register, Work Orders, Log Sheet., Lost an FoundRegisterandEnquiryFile,Maid'sReportandHousekeeper'sRepor Handover Records, Guest's Special Requests Register, Record of Special CleaningCall Register, VIP Lists Guest room layout, type of bed & mattresses

UNIT-4 KEYS:

Types of keys, Computerized key cards, Key control

OVERVIEW OF MAINTENANCE DEPARTMENT:Roll, Responsibilities, Importance of maintenance department in the hotel industry with emphasis on it, relation with other departments of the hotel. Preventive and breakdown maintenance comparisons (HE)

#### REFERENCES:

- Hotel Hostel and Hospital Housekeeping -by Joan C Branson& Margaret Lennox, ELBS with Holder & Stoughton Ltd.
- Hotel House Keeping a Training Manual by SudhirAndrews, Tata McGraw Hill publishing company limited New Delhi.
- Hotel Housekeeping Operations & Management by Raghubalan, Oxford University Press.
- Management of Hotel & Motel Security (Occupational Safety and Health) 1830H. Burstein, CRC Punlisher.
- Professional Management of Housekeeping Operations (IIEdn.) by Rob Department & Hospitally WileyPublications

  I.K. Gujral Punjab Technical University

My

- The Professional Housekeeper by Tucker Schneider, WileyPublications
- · Professional management of Housekeeping by ManojMadhukar, Rajat Publications

COURSE CODE:	ВНМСТ2	208-18								
COURSE TITLE:		DATION (	PERATIC	NS-II (PR	ACTICALS	3				
COURSE							aning and re	eplenishing of		
UTCOME	guest sup		oc practic	any abie t	o periorii			-promoting of		
	CO2 Students will be able to understand the intricacies of bed making procedure.									
	CO3 Students will have exposure on filling various forms and formats & their usage.									
	CO4 To gain knowledge to inspect a room as per standard Operating Procedures.									
YLLABUS		uni mio mi	age to mis	peer a roo	in as per s	undard o	Jerum grio	cedar es.		
MAPPING	Course	204					200			
	Outco	PO1	PO2	PO3	PO4	PO5	PO6			
	me									
	CO1	٧	٧	٧	٧	٧	٧			
	CO2	· <b>V</b>	٧	٧	٧	٧	V			
	CO3	٧	٧		٧	٧	٧			
	CO4	٧	٧	٧	٧	<b>V</b>	٧			
EVALUATION:	The perf	ormance o	f the stude	ents will b	e evaluate	d on the b	asis of class	participation,		
								tal credit and		
P		ugh semes								
INSTRUCTIONS							isperformai	nce during		
FOR EXTERNAL	the exam	ination ou	t of 30 ma	rks						
EXAMINER										
Sr.No.	Topic									
01	Review of semester 1									
02	Servicing	guest roo	m(checko	ut/ occupie	ed and vac	ant)				
	ROOM		•			,				
	Task 1- open curtain and adjust lighting.									
	Task 2-clean ash and remove trays if any									
	Task 3- strip and make bed									
	Task 4- dust and clean drawers and replenish supplies									
	Task 5-dust and clean furniture, clockwise or anticlockwise									
	Task 6- clean mirror									
	Task 7- replenish all supplies									
	Task 8-clean and replenish minibar									
	Task 9-vaccum clean carpet									
	Task 10- check for stains and spot cleaning									
-		BATHROOM								
		Task 1-disposed soiled linen								
	The second secon	Task 1-disposed solled linen Task 2-clean ashtray								
		Task 3-clean WC								
	St. of the latest and		nd bath ar	ea						
	SECTION AND DESCRIPTION OF	Task 4-clean bath and bath area Task 5-wipe and clean shower curtain								
	The second secon	lean mirro								
		ean tooth								
		ean vanito								
		eplenish b		ac						
				-5						
12		mop the fl		l / night ho	4)					
03		ing supplie								
,										
		Step 1-spread the first sheet(from one side) Step 2-make miter corner (on both corner of your side)								
	Ci.			A STATE OF THE PARTY OF THE PAR						
4		oread seco	nd sheet (	upside dov	wn)					
	Step 4-sp	pread seco read blank	nd sheet ( cet	upside dov	wn)		lond			
	Step 4-sp Step 5- Sp	pread seco pread blant pread crint	nd sheet ( ket kle sheet				Head			
	Step 4-sp Step 5- Sp Step 6- m	pread seco pread blant pread crint	nd sheet ( ket kle sheet			e (second	lana dene Blackl	उत्तरकारका ने भारका		
	Step 4-sp Step 5- Sp	pread seco pread blant pread crint	nd sheet ( ket kle sheet			e (second	lana dene Blackl	Technical University		

Kapurthala-144603

	Cton 7 tuck the folders were ide
	Step 7- tuck the folds on your side
	Step 8- make miter corner with all three on your side
	Step 9- change side and finish the bed in the same way
0.4	Step 10- spread the bed spread and place pillow
04	Records
	Room occupancy report
	2 Checklist
	2 Floor register
	Work/ maintenance order]
	2 Lost and found
	2 Maid's report
	Housekeeper's report
	2 Log book
	Guest special request register
	Record of special cleaning
	Call register
	2 VIP list
	Floor linen book/ register
0,5	Guest room inspection
nis.	Minibar management
	2 Issue
	Stock taking
	checking expiry date
07	Handling room linen/ guest supplies
1 63	maintaining register/ record
	2 replenishing floor pantry
	2 stock taking
08	Guest handling
	Guest request
	Guest complaints

Ó

#### Ability Enhancement Compulsory Course

#### EVS102-18 Environmental Studies

Course Code	Course Type	Course Title	Load Allocations			Marks Di	stribution	Total Marks	Credits
						Internal	External		
	Ability EnhancementCo mpulsory Course(AECC)- III	Environmental Studies	2	0	0	40	60	100	2

#### Course Outcomes:

CO1 Students will enable to understand environmental problems at local and national level through literature and general awareness

CO2 The students will gain practical knowledge by visiting wild life areas, environmental institutes and various rsonalities who have done practical work on various environmental Issues.

 $\pm 53$  The students will apply interdisciplinary approach to understand key environmental issues and critically analyze them to explore the possibilities to mitigate these problems

CO4 Reflect critically about their roles and identities as citizens, consumers and environmental actors in a complex, interconnected world

SYLLABUS MAPPING

Course Outcome	PO1	PO2	PO3	PO4	PO5	PO6
CO1	٧	٧	٧	٧	٧	٧
CO2	٧	٧	٧	٧	٧	٧
CO3	٧	٧	٧	٧	٧	٧
CO4	٧	٧	٧	٧	٧	٧

#### UNIT-1: Introduction to Environmental Studies

tidisciplinary nature of Environmental Studies: Scope & Importance

Need for Public Awareness

#### UNIT-2: Ecosystems

Concept of an Ecosystem: Structure & functions of an ecosystem (Producers, Consumers & Decomposers) Energy Flow in an ecosystem: Food Chain, Food web and Ecological Pyramids Characteristic features, structure & functions of following Ecosystems:

Forest Ecosystem

Aquatic Ecosystem (Ponds, Lakes, River & Ocean) [7]

#### **UNIT-3: Natural Resources**

Renewable & Non-renewable resources

Forest Resources: Their uses, functions & values (Biodiversity conservation, role in climate change, medicines) & threats (Overexploitation, Deforestation, Timber extraction, Agriculture Pressure), Forest Conservation Act Theiruses(Agriculture,Domestic&Industrial),functions&values, Overexploitation and WaterResources: Pollution of Ground & Surface water resources (Case study of Punjab), Water Conservation, Rainwater Harvesting,

Land Resources: Land as a resource; Land degradation, soil erosion and desertification

Energy Resources: Renewable & non-renewable energy resources, use of alternate membridisary memb

LK Guiral Punjab Technical University Kapurthala-144603

Wind, Biomass, Thermal), Urban problems related to Energy

## UNIT-4: Biodiversity & its conservation

Types of Biodiversity: Species, Genetic & EcosystemIndia as a mega biodiversity nation, Biodiversity hot spots and biogeographic regions of IndiaExamples of Endangered & Endemic species of India, Red data book

## UNIT-5: Environmental Pollution & Social Issues

Types, Causes, Effects & Control of Air, Water, Soil & Noise Pollution

Nuclear hazards and accidents & Health risks

Global Climate Change: Global warming, Ozone depletion, Acid rain, Melting of Glaciers & Ice caps, Rising sea levels

Environmental disasters: Earthquakes, Floods, Cyclones, Landslides

#### UNIT-6: Field Work

Visit to a National Park, Biosphere Reserve, Wildlife Sanctuary

Documentation & preparation of a Biodiversity (flora & fauna) register of campus/river/forest

Visit to a local polluted site: Urban/Rural/Industrial/Agricultural

Identification & Photography of resident or migratory birds, insects (butterflies) Public hearing on environmental issues in a village

gested Readings:

- 1.Bharucha, E. Text Book for Environmental Studies. University GrantsCommission, New Delhi.
- 2.Agarwal, K.C. 2001 Environmental Biology, Nidi Publ. Ltd. Bikaner.
- 3.BharuchaErach, The Biodiversity of India, Mapin Publishing Pvt. Ltd., Ahmedabad 380 013, India, Email:mapin@icenet.net (R)
- 4.Brunner R.C., 1989, Hazardous Waste Incineration, McGraw Hill Inc. 480p
- 5.Clark R.S., Marine Pollution, Clanderson Press Oxford (TB)
- 6.Cunningham, W.P. Cooper, T.H. Gorhani, E & Hepworth, M.T. 2001, Environmental Encyclopedia, Jaico Publ. House, Mumabai, 1196p
- 7.De A.K., Environmental Chemistry, Wiley Eastern Ltd.
- 8.Down to Earth, Centre for Science and Environment (R)
- 9.Gleick, H.P. 1993. Water in crisis, Pacific Institute for Studies in Dev., Environment & Security. Stockholm Env. Institute Oxford Univ. Press. 473p
- 10. Hawkins R.E., Encyclopedia of Indian Natural History, Bombay Natural HistorySociety, Bombay (R)
- 11. Heywood, V.H &Waston, R.T. 1995. Global Biodiversity Assessment. CambridgeUniv. Press 1140p.
- 12. Jadhav, H &Bhosale, V.M. 1995. Environmental Protection and Laws. HimalayaPub. House, Delhi 284 p.
- 13. Mckinney, M.L. & School, R.M. 1996. Environmental Science systems & Solutions, Web enhanced edition.
- 14. Mhaskar A.K., Matter Hazardous, Techno-Science Publication (TB)
- 15. Miller T.G. Jr. Environmental Science, Wadsworth Publishing Co. (TB)
- 16. Odum, E.P. 1971. Fundamentals of Ecology. W.B. Saunders Co. USA, 574p
- 17. Rao M N. &Datta, A.K. 1987. Waste Water treatment. Oxford & IBH Publ. Co.Pvt. Ltd. 345p.
- 18. Sharma B.K., 2001. Environmental Chemistry. Geol Publ. House, Meerut
- 19. Survey of the Environment, The Hindu (M)
- 20. Townsend C., Harper J, and Michael Begon, Essentials of Ecology, BlackwellScience (TB)
- 21. Trivedi R. K. and P.K. Goel, Introduction to air pollution, Techno-SciencePublication (TB)
- 22. Wanger K.D., 1998 Environmental Management. W.B. Saunders Co. Philadelphia, USA 499p

#### Guidelines regarding Mentoring and Professional Development

- CO1 Students will actively participates in various classroom activities like expert talk, aptitude test, Group Discussion and quiz which in turn help them improve communication skills.
- CO4 students will be able to analyse and discuss on various issues raised in Group Discussions.
- CO3 Students will have various outdoor activities which in turn helps them with team building.
- CO4 Students will be able to be more confident.

#### SYLLABUS MAPPING

Course Outcome	PO1	PO2	PO3	PO4	PO5	PO6
CO1	٧	٧	٧	٧	٧	٧
CO2	٧	٧	٧	٧	٧	٧
CO3	٧	٧	٧		٧	٧
CO4	٧	٧	٧	٧	٧	٧

The objective of mentoring will be development of:

	Overall	Personal	ity
--	---------	----------	-----

Aptitude (Technical and General)

General Awareness (Current Affairs and GK)

Communication Skills

Presentation Skills

The course shall be split in two sections i.e. outdoor activities and class activities. For achieving the above, suggestive list of activities to be conducted are:

#### t - A (Class Activities)

- Expert and video lectures
- Aptitude Test
- Group Discussion
- Quiz (General/Technical)
- 5. Presentations by the students
- 6. Team building Exercises

#### Part - B (Outdoor Activities)

#### 3.Sports/NSS/NCC

4. Society Activities of various students chapter i.e. ISTE, SCIE, SAE, CSI, Cultural Club, etc.

Evaluation shall be based on rubrics for Part - A & B

Mentors/Faculty incharges shall maintain proper record student wise of each activity conducted and the same shall be submitted to the department.

Head

Department of Management & Hospitality
I.K. Gujral Punjab Technical University

Kapurthala-144603

# THIRD SEMESTER

COURSECODE:	внмст3	01-18 - to	<b>ВНМСТЗ</b>	05-18				
COURSETITLE:	INDUSTRIAL TRAINING							
DURATION:	Minimum	Minimum 22-24 Weeks with coverage of the following operational department of a						epartment of a
- V.S.	full service hotel.							
		Food and beverage service						
	2 Ac							
COURSEOUTCO					posure in i	real life bu	isiness act	ivity under the
ME:	supervision of industry experts. CO2 They will also learn to co-relate theoretical knowledge with practical realities.						and roalition	
	CO2 They	will also l	earn to co	-relate the	oretical Kr	lowleage v	with practi	cal realities.
	CO3 Stud	ents will n	nanage to I	earn in tea	ims whilst	on Traini	ng at a not	etry
	CO4 They	will enha	nce their ii	nterpersor	iai skiiis w	nne work	ing in maa	l stry
SYLLABUS	Course							
OUTCOME	Outco	PO1	PO2	PO3	PO4	PO5	PO6	
	me							
	CO1	٧	٧	٧	٧	٧	٧	
	CO2	٧	٧	٧	٧	V	٧	
, c.16	CO3	٧	٧	٧	٧	٧	٧	
	CO4	٧	٧	٧	. ✓	٧	٧	
INSTRUCTIONSF	The per	rformance	of thes	studentsw	illbe eva	luatedontl		ofDepartmental
OR EXTERNAL	Certificat	e Issued b	y the Hote	l assigned	for Trainir	ng andVIV	A VOICE co	onducted in the
EXAMINER:	college at	fter the cor	mpletion o	f training.				
	Docume	nts to be s	ubmitted	after suc	cessful co	mpletion	of INTERN	NSHIP:
	2 Tr	aining Log	- Book (T	o be issue	d by Learn	ing Centre	:)	
		partmenta		al Forms –	to be filled	l and signe	ed by the s	upervisor
		aining Rep						
	② Tr	aining Cer	tificate fro	m the con	cerned org	anization		

## **Guidelines regarding Mentoring and Professional Development**

CO1 Students will actively participates in various classroom activities like expert talk, aptitude test, Group Discussion and quiz which in turn help them improve communication skills.

CO4 students will be able to analyse and discuss on various issues raised in Group Discussions.

Students will have various outdoor activities which in turn helps them with team building.

Co4 Students will be able to be more confident.

#### SYLLABUS MAPPING

Course Outcome	PO1	PO2	РОЗ	PO4	PO5	PO6
COI	٧	٧	٧	٧	√	٧
CO2	٧	٧	٧	٧	<b>√</b>	٧
CO3	٧	٧	٧	٧		٧
CO4	٧	٧	٧	٧	٧	.√

The objective of mentoring will be development of:

- Overall Personality
- Aptitude (Technical and General)
- General Awareness (Current Affairs and GK)
- Communication Skills
- Presentation Skills

Head

Department of Management & Hospitality I.K. Gujral Punjab Technical University Kapurthala-144603

The course shall be split in two sections i.e. outdoor activities and class activities. For achieving the above, suggestive list of activities to be conducted are:

#### Part - A (Class Activities)

- 1. Expert and video lectures
- Aptitude Test
- 3. Group Discussion
- 4. Quiz (General/Technical)
- Presentations by the students
- 6. Team building Exercises

#### Part - B (Outdoor Activities)

5.Sports/NSS/NCC

6. Society Activities of various students chapter i.e. ISTE, SCIE, SAE, CSI, Cultural Club, etc.

Evaluation shall be based on rubrics for Part - A & B

Mentors/Faculty incharges shall maintain proper record student wise of each activity conducted and the same shall be submitted to the department

PC

# FOURTH SEMESTER

COURSE CODE:	ВНМСТ4	01 - 18								
COURSETITLE:	INTRODU	UCTION T	O INDIAN	COOKERY	(THEORY	Y)				
COURSEOUTCO	CO1 Stud	ents will	be able to	gain know	vledge abo	out the his	tory & her	itage of Indian		
ME:	Regional Cuisine									
	CO2 Stud	ents will h	ave insigh	t on vario	ıs Regiona	ıl Indian Cı	iisines			
	CO3 Stud	ents will a	cquire kno	owledge or	Dum coo	king and T	andoor Coo	king		
	CO4 Stud	ents will b	e able to k	now the H	istory and	cooking o	f Indian Sw	reets		
SYLLABUS	Course									
MAPPING	Outco	PO1	PO2	PO3	PO4	PO5	PO6			
	me									
	COI	٧	٧	٧	٧	٧	٧			
	CO2	٧	٧	٧	٧	٧	٧			
	CO3	٧		٧	٧	٧	٧			
	CO4	٧	٧	٧	٧	٧	٧			
EVALUATION:	The pe	rformance	of th	e studer	nts will	be eva	luated or	n the basis		
	ofclasspa	rticipation	n,housetes	ts,regulari	tyandassig	nments ca	rrying 40	percent of the		
rc			est 60 pe	rcent thre	ough sem	ester end	examination	on of 3 hours		
	duration									
INSTRUCTIONS			livided into							
FORPAPER							rks each)c	overing whole		
SETTING:	Syllabus. The total marks for this part will be of 20.									
	Part B: There will be Five questions. The student has to be attempt any 4 (5 marks									
	each) covering the whole Syllabus. The total marks for this part will be of 20.									
	Part C: There will be Three questions. The student has to be attempt any 2 (10 marks									
UNIT - 1	each). The total marks for this part will be of 20.  INTRODUCTION TO INDIAN COOKERY:									
UNII - I										
	<ul> <li>Introduction to Indian Regional Cuisine</li> <li>History &amp; heritage of Indian Cuisine</li> </ul>									
						parts of th	e country			
	Factors that affect eating habits in different parts of the country  Geographic location									
			ckground							
		asonal ava		1						
	Special equipment									
<b>*</b>	Staple diets									
1	Specialty cuisine for festivals and special occasions									
	Indian cuisine Culinary Terms									
UNIT - 2	INDIAN	CUISINES	NORTH R	EGION						
	2 Ka	shmir								
	2 Mugalai									
	Punjab									
		ijasthan								
	INDIAN	CUISINES	EAST							
	2 Be	engal			Wall tracks who	· ·	Mark.	-laus Missersm		
				unachal P	radesh, As	ssam, Man	pur, Megna	alaya, Mizoram,		
		l & Tripur								
		CUISINES	WEST							
		ijarat								
		aharashtra								
		CUISINES								
		ımil Nadu	N.			Head		O Manifalib		
	2 Ke	erala				Departn	ent of Manage	ment & Hospitality		
	2 Ar	idhra Prac	iesh	*****		I.K. Gujr	al Punjab Tech	nical University		
	INDIAN	CUISINES	CENTRAL	INDIA		Kanurth	ala-144603	/		

	m Walley Durdel
	Madhya Pradesh
	Chhattisgarh
	Uttar Pradesh/Bihar
UNIT - 3	INTRODUCTION TO DUM COOKING AND TANDOORCOOKING
	Introduction
	Origin of Dum Cooking
	Special Equipment and their use
	Classical Dishes
	Origin and history of tandoor
	Types of Tandoor and their uses
	Installing a new tandoor
	Marinating and making techniques for kebab
	Basic Indian breads made in tandoor
UNIT- 4	INTRODUCTION TO INDIAN SWEETS
	Introduction
	Origin and history of Indian sweets
	Ingredients used in Indian Sweets
	Regional Influence on Indian Sweets
	Equipment used in preparing Indian Sweets.
EFERENCES:	Food Production Operations: Parvinder S Bali, OxfordPublication
	Prashad Cooking With Indian Masters, J. Inder SinghKalra.
	A Taste Of India, MadurJaffery, Great Britain PavilionBooks Ltd.
	ZaikeKa Safar, Jiggs Kalra
	Daawat, Jiggs Kalra, New Delhi, Allied Publishers
	The Professional Chef, Arvind Saraswat, New Delhi, UbsPublishers
	i ne riolessional chei, Arvinu saraswat, New Delni, obst ubishers

COURSE CODE:	внмст4	02 - 18							
COURSE TITLE:	INTRODU	JCTION T	O INDIAN	COOKERY	(PRACTI	CAL)			
COURSEOUTCO	CO1 Stud	ents will h	ave hands	on experie	nce of coo	king of Va		n Cuisines	
ME:	CO2 Stud	CO2 Students will acquire knowledge on cooking of different Gravies used in India							
	Cuisine.							N 9	
	CO3 Stud	CO3 Students will be able to differentiate on cuisines of various parts of India.							
	CO4 They will be also be able to get the knowhow of Different Indian Breakfast items.								
SYLLABUS	Course								
<b>PPING</b>	Outco	PO1	PO2	PO3	PO4	PO5	PO6		
	me								
-	COI	٧	٧	٧	٧	٧	٧		
	CO2	٧	٧	٧	٧		٧		
	CO3		٧	٧	٧	٧	٧		
	CO4	٧	٧	٧	٧	٧	٧		
EVALUATION:	The perfo	rmance o	f the stud	ents will b	e evaluate	d on the	basis of cl	assparticipation,	
	house tes	ts, regula	rity, asses	sments an	d assignm	ents carry	ing60 per	cent of the total	
	credit and	i rest 40 p	ercent at s	emester e	nd practic	al examina	ation of 4 h	ours duration.	
INSTRUCTIONSF	The Perfo	ormance o	of the stud	ients will	be evalua	ted on th	e basis of	hisperformance	
OREXTERNAL	during th	e practical	examinat	ion @ viva	voice				
EXAMINAR				20011					
S. No.			ISINES N	ORTH					
1.		shmir							
2.		njab				Hea	d		
3.		jasthan				Den	oriment of Ma	nagement & Hospitalit	
4.		ıgalai	n 4 am			Jeb Deb	Guiral Puniah	Technical University	
	INDIAN (	UISINES	EAST				urthala-14480		
				55		Nah	ditillad 14400	10.6	

5.	2 Bengal	
6.	Seven sister states (Arunachal Pradesh, Assam, Man	inur, Meghalaya, Mizoram
0.	Nagaland & Tripura)	par, rieginia, a, riizorani
	INDIAN CUISINE WEST	
7.	Gujarat	
8.	Maharashtra	
9.	D Goa	
9.	INDIAN CUISINE SOUTH	
10.	Tamil Nadu	
10.	Kerala	
	Andhra Pradesh	
11.	Hvderbad Hvderbad	
11.	INDIAN CUISINES CENTRAL INDIA	
12.		
12.		
	<ul><li>Chhattisgarh</li><li>Uttar Pradesh/Bihar</li></ul>	
13.	North Indian Break Fast	
14.	South Indian Breakfast	
	- Country Di Cultude	
	basic gravies to be covered	
	F THE MENU TO BE COMPILED: (Menu 1-12)	Any one item
1.	Starter/Soup	Any one item
2. 3.	Meat/Poultry/Fish (Main Course) any one item	Any one item
	Lentils (Dal item)	Any one item
4.	Paneer Item	Any one item
5.	Vegetable (dry / curry / kofta / korma / kadhietc)	Any one item
6.	Rice preparation / Roti preparation	Any one item
7.	Salad / papad / pickle / raita	Any one item
8.	Sweets (Region wise)	Any one item

COURSE CODE:	ВНМСТ-	403 - 18							
COURSE TITLE:			ACESEDV	ICE OPER	ATIONG	(mrtpop)			
COURSE	CO1 Stud	ND BEVER	AGESERV	ICE OPER	ATTONS-II	(THEOR)	Y)		
OUTCOME:	Production	on of alcoh	ol able to	acquire k	nowledge	about diff	erent met	hods used in the	
o o r do in E.				1			4.00	92	
	CO2 Thou	ents will b	e able to c	lassify var	ious Wine	s along wi	th its prod	uction methods.	
	& Pause	will be at	ole to anal	yse the va	rious type:	s of alcoho	olic bevera	ges used in Food	
	& bever	age Servic	e industr	y. Stude	ents will	get to kn	ow about	Beer, its types,	
	production and Storage CO4 Students will acquaint themselves with various types of Cheese, it							,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,	
	Branda a	ents will	acquaint t	hemselves	with vari	ious types	of Cheese	e, its production,	
SYLLABUS	Dianus a	nd their Se	rvices						
MAPPING	Course								
MAI PING	Outco	PO1	PO2	PO3	PO4	PO5	PO6		
	me					, 03	, 00		
	CO1	V	v	٧				_	
	CO2	٧	v	V V	٧	٧	V	_	
	CO3	v		V	٧	V	٧	_	
	CO4	٧	V	V	_	٧	٧	-	
EVALUATION:		rformance	-		٧	V	V		
		icipation b	or the	student	s will l	oe evalua	ated on	the basis of	
	credit an	d roct 60 m	ousetests,	regularity	andassign	mentscarr	ying40 pe	rcent of the total	
INSTRUCTIONS	The pane	u rest ou p	ercent thr	ougn seme	ester end e	xaminatio	n of 3 hou	rs duration	
FOR PAPER	Part A.	r will be d	ivided into	three par	ts.				
SETTING:	Syllabue	The total	be ten s	nort answ	er questio	ons (2 ma	rks each)	covering whole	
-2111114	Part A: There will be ten short answer questions (2 marks each) covering whole Syllabus. The total marks for this part will be of 20.								
	Part B: There will be Five questions. The student has to be attempt any 4 (5 marks each) covering the whole Syllabus. The total marks for this part will be of 20.								
	each cov	ering the	wnoie Syll	abus. The	total mark	s for this r	art will be	of 20	
	cach) Th	nere will t	oe Inree q	uestions.	The studer	it has to b	e attempt	any 2 (10 marks	
UNIT-I	each). Th	e total ma	rks for this	s part will	be of 20.				
CMIT-I									
		troduction		ition					
		oduction o	The second secon						
	• Fe	rmentatio	n process						
		stillation p							
_	Classification with examples								
T-II	WINES								
	o Definition & History								
	o Classification with examples								
	o Table/Still/Natural 🛮 Sparkling 🗈 Fortified 🗈								
	Aromatized								
	o Production of each classification								
	o Old World wines (Principal wine regions, wine laws, grapevarieties, production and								
	brand nai	mes)	•	0		arro, Brah	eval lettes	, production and	
	2 Fra	ance 🛮 Ger	many 🛭 It	alv 🖰 Spair	Portug	al			
	2 Ne	w World	Wines (	Principal	wine rec	tions with	no lavva	grape varieties,	
	productio	on and bra	nd names)	rincipal	wille Te	gions, wi	ile laws,	grape varieties,	
	2 US	A 🛮 Austra	dia 🕅 India	D Chile D	South Afr	ion Almoni	- N - 7		
	2 F. I	Food & Wi	ne Harmon	nv	Journ All	ica Algeria	a New Zea	land	
	7.	Storage of		ily					
				Inalial a	ALLES TO				
U <b>NIT-III</b>	BEER	Wine term	imology (E	angush & I	rench)				
		duation 0	Definition						
		duction &	Definition						
		s of Beer	-			He			
	<ul> <li>Prod</li> </ul>	uction of B	eer					lanagement & Hospitali	
						1 K	Guiral Punia	b Technical University	

I.K. Gujral Punjab Technical University
Kapurthala-144603

	D. Storage
UNIT-IV	TABLE CHEESE
	<ul> <li>Introduction</li> </ul>
	• Types
	• Production
	Brands and Services
	• Storage
REFERENCES:	Food & Beverage Service – Denis Lillicrap
	Food & Beverage Service – Vijay Dhawan
	Food & beverage Service- Rao J Suhas
	<ul> <li>The Waiter Handbook by Grahm Brown, Publisher: Global Books&amp;Subscription Service New Delhi</li> </ul>
	<ul> <li>Food &amp; Beverage Service Training Mannual-SudhirAndrew, Tata McGraw Hill</li> </ul>

COURSE CODE:	BHMCT404 - 18							
COURSE TITLE:	FOOD AND BEVERAGE SERVICE OPERATIONS-II (PRACTICAL)							
COURSE	CO1 Students will be able to organize Mise-en-place for various alcoholic beverage							
OUTCOME	used in Food & Beverage Industry. CO2 Students will get hands on experience in service of various kinds of Win							
	CO2 Stude	nts will ge	t hands or	experien	ce in servi	e of vario	us kinds of	Wines.
	CO3 Stude	nts will b	e able to o	do analysi:	s of variou	is Wine B	ar, Beer ba	r and Cockta
	Bars		11111	_				
	CO4 Stude	ents will p	ractically	perform t	ask to ser	ve bottled	l, canned, l	Draught bee
	along with	Service o	Cheese.					
SYLLABUS	Course							
MAPPING	Outco	PO1	PO2	PO3	PO4	PO5	PO6	
	Juited							
	me CO1	V	V	٧	٧	٧	٧	
	CO2	v	٧	٧	٧	٧	٧	
	CO3	٧	٧	٧	٧	٧.	٧	
	CO4	٧	٧	٧	٧	٧	٧	
VALUATION:		performan	ce of	the	students	will	be eva	aluated o
DVALUATION:							nments	carrying 2
	thebasisofclassparticipation,housetest,regularityand assignments carrying 20 percent ofthe total credit and rest through semester end examination of							
	4hoursduration							
INSTRUCTIONS	The Perf	ormance o	f the stud	ents will	be evaluat	ed on the	pasis of his	performan
FOREXTERNAL	during th	e practica	examinat	ion &viva	voice			
EXAMINAR:	uuring ti	e practica	CAULITIE					
LAMINAM	Dispense	Bar - Or	ganizing l	Mise-en-p	lace			
Task-01	Identifica	tion of Wi	ne service	equipmen	it			
Task-01	Identifica	tion of Be	er service	equipmen	t			
	Identification of Beer service equipment							
Tack-03	Identification of Cocktail bar equipment Identification of Liqueur / Wine Trolley							
Task-03	Identifica Identifica	tion of Lic	ueur / Wi	ne Trolley				
Task-04	Identifica	ition of Lic	ueur / Wi	ne Trolley				
Task-04 Task-05	Identifica Bar stock	ition of Lic - alcoholi	queur / Wi c & non-al	ne Trolley coholic be	verages			
Task-04 Task-05 Task- 06	Identifica Bar stock	ition of Lic - alcoholi ion of Bar	queur / Wi c & non-al accompan	ne Trolley coholic bev iments & g	verages arnishes			
Task-04 Task-05	Identifica Bar stock Preparati Identifica	ition of Lic c - alcoholi ion of Bar ition of Ba	queur / Wi c & non-al accompan	ne Trolley coholic be	verages arnishes			
Task-04 Task-05 Task- 06 Task-07	Identifica Bar stock Preparati Identifica Service o	ation of Lic c - alcoholi ion of Bar ation of Ba of Wines	queur / Wi c & non-al accompan r accessor	ne Trolley coholic bev iments & g	verages arnishes			
Task-04 Task-05 Task- 06 Task-07 Task-01	Identifica Bar stock Preparati Identifica Service o Service o	ation of Lic - alcoholic ion of Bar ation of Ba of Wines f Red Wine	queur / Wi c & non-al accompan r accessor	ne Trolley coholic bev iments & g	verages arnishes			
Task-04 Task-05 Task-06 Task-07 Task-01	Identifica Bar stock Preparati Identifica Service o Service o Service o	ation of Lic - alcoholic ion of Bar ation of Ba of Wines f Red Wine f White/Re	queur / Wi c & non-al accompan r accessor e ose Wine	ne Trolley coholic bev iments & g	verages arnishes			
Task-04 Task-05 Task-06 Task-07 Task-01 hsk-02	Identifica Bar stock Preparati Identifica Service o Service o Service o Service o	ation of Lic c - alcoholic ion of Bar ation of Ba of Wines f Red Wine f White/R f Sparkling	queur / Wi c & non-al accompan r accessor e ose Wine g Wines	ne Trolley coholic bev iments & g	verages arnishes			
Task-04 Task-05 Task-06 Task-07 Task-01 nsk-02 Task-03 Task-04	Identifica Bar stock Preparati Identifica Service o Service o Service o Service o Service o	ation of Lic c - alcoholi ion of Bar ation of Ba of Wines f Red Wine f White/Re f Sparkling f Fortified	queur / Wi c & non-al accompan r accessor e ose Wine g Wines Wines	ne Trolley coholic bev iments & g	verages arnishes			
Task-04 Task-05 Task-06 Task-07 Task-01 hsk-02	Identifica Bar stock Preparati Identifica Service of Service of Service of Service of Service of Service of	ation of Lic c - alcoholic ion of Bar ation of Ba of Wines f Red Wine f White/Red f Sparkling f Fortified f Aromatiz	queur / Wi c & non-al accompan r accessor e ose Wine g Wines Wines ted Wines	ne Trolley coholic bev iments & g	verages arnishes			
Task-04 Task-05 Task-06 Task-07 Task-01 psk-02 ask-03 Task-04 Task-05	Identifica Bar stock Preparati Identifica Service of	ation of Lic a - alcoholic con of Bar ation of Bar of Wines f Red Wines f White/R f Sparkling f Fortified f Aromatiz Orinks Lis	queur / Wi c & non-al accompan r accessor e ose Wine g Wines Wines ted Wines	ne Trolley coholic ber iments & g ies & dispo	verages parnishes psables			
Task-04 Task-05 Task-06 Task-07 Task-01 hsk-02 ask-03 Task-04 Task-05	Identifica Bar stock Preparati Identifica Service of	ation of Lic c - alcoholic ion of Bar ation of Bar of Wines f Red Wines f White/Re f Sparkling f Fortified f Aromatiz Drinks Listive analys	queur / Wi c & non-al- accompan r accessor e ose Wine g Wines Wines ted Wines t	ne Trolley coholic ber iments & g ies & dispo	verages arnishes osables ar			
Task-04 Task-05 Task-06 Task-07 Task-01 nsk-02 ask-03 Task-04 Task-05 Task-05	Identifica Bar stock Preparati Identifica Service of Service of Service of Service of Service of Service of Service of Service of Comparati	ation of Lick  - alcoholicy  -	queur / Wi c & non-al- accompan r accessor e ose Wine g Wines Wines wines ted Wines t sis of various sis of various	ne Trolley coholic ber iments & g ies & dispo ous Wine B	verages tarnishes osables ar			
Task-04 Task-05 Task-06 Task-07 Task-01 hsk-02 ask-03 Task-04 Task-05	Identifica Bar stock Preparati Identifica Service of Comparati Comparati Comparati	ation of Lic c - alcoholic con of Bar ation of Bar of Wines f Red Wine f White/R f Sparkling f Fortified f Aromatiz Drinks Lis tive analystive analystive	queur / Wi c & non-al- accompan r accessor e ose Wine g Wines Wines wines ted Wines t sis of various sis of various	ne Trolley coholic ber iments & g ies & dispo	verages tarnishes osables ar			
Task-04 Task-05 Task-06 Task-07 Task-01 psk-02 ask-03 Task-04 Task-05 Task-05 Task-05	Identifica Bar stock Preparati Identifica Service of	ation of Lic a - alcoholic ion of Bar ation of Bar of Wines f Red Wine f White/Red f Sparkling f Fortified f Aromatiz Orinks List tive analystive analystive tive analystive analystive	queur / Wi c & non-al- accompan r accessor e ose Wine g Wines Wines wines ted Wines t sis of various sis of various sis of various	ne Trolley coholic ber iments & g ies & dispo us Wine B ous Beer Ba ous Cocktai	verages tarnishes osables ar			
Task-04 Task-05 Task-06 Task-07 Task-01 Pask-02 Task-03 Task-04 Task-05 Task-05 Task-05	Identifica Bar stock Preparati Identifica Service of Comparati Comparati Comparati Service of Service of	ation of Lic c - alcoholic ion of Bar ation of Bar of Wines f Red Wines f White/Ro f Sparkling f Fortified f Aromatiz Orinks Listive analystive analystive if Beer f Bottled &	queur / Wi c & non-al- accompan r accessor e ose Wine g Wines Wines wines ted Wines t sis of various of various of various canned B	ne Trolley coholic ber iments & g ies & dispo us Wine B ous Beer Ba ous Cocktai	verages tarnishes osables ar			
Task-04 Task-05 Task-06 Task-07 Task-01 psk-02 ask-03 Task-04 Task-05 Task-05 Task-05	Identifica Bar stock Preparati Identifica Service of Comparati Comparati Comparati Service of Service of	ation of Lic a - alcoholic con of Bar ation of Bar of Wines f Red Wines f White/Red f Sparkling f Fortified f Aromatiza Drinks Listive analystive analystive tive analystive analystive f Beer f Bottled & Draught	queur / Wi c & non-al- accompan r accessor e ose Wine g Wines Wines wines ted Wines t sis of various of various of various canned B	ne Trolley coholic ber iments & g ies & dispo us Wine B ous Beer Ba ous Cocktai	verages tarnishes osables ar			

Head
Department of Management & Hospitality
LK. Gujral Punjab Technical University
Kapurthala-144603

COURSE CODE:	ВНМСТ-4	05 - 18								
COURSE TITLE:			ERATIONS	S - 11 (THE	ORYI					
COURSE	CO1 Stud	ents will	oe able to	develop k	nowledge	on work	ethics to	wards computer		
OUTCOME:	CO1 Students will be able to develop knowledge on work ethics towards computer application and software used in front office.									
	CO2 Stude	ents will b	e able to or	utline and	explain Fro	nt Office	Accountir	ig System.		
	CO3 Stud	lents will	be able	to endors	e classify	different	mode o	f guest account		
	settlemen	t.								
1/1	CO4 Stude	ent will be	able to an	alyse, eval	uate & disc	uss night	auditing i	n front office.		
YLLABUS	Course									
OUTCOME	Outco	PO1	PO2	PO3	PO4	PO5	PO6			
	me									
	CO1	٧	٧	٧	٧	٧	٧	-		
	CO2	٧	٧	٧	٧	V	٧	+		
	CO3	٧	٧	٧	٧	٧	v			
	CO4	٧	٧	٧	٧	٧	٧			
VALUATION:	The p	erforman	e of	the	students	will		evaluated on		
						nd assign	nents car	evaluated on rying 40 percent		
	of the to	otal credi	t and res	t 60 per	centthrough	hsemeste	rendevam	inationof3hours		
	duration					nsemeste	CHUCAGII	mationorsnours		
NSTRUCTIONS	The paper	r will be d	vided into	three part	S.					
OR	Part A:	There will	be ten sh	nort answe	er question	ıs (2 mar	ks each)	covering whole		
APERSETTING	s Syllabus.	The total r	narks for t	his part wi	ll be of 20.					
	Syllabus. The total marks for this part will be of 20.  Part B: There will be Five questions. The student has to be attempt any 4 (5 marks)									
	each) cov	each) covering the whole Syllabus. The total marks for this part will be of 20.								
	Part C: T	Part C: There will be Three questions. The student has to be attempt any 2 (10 marks each). The total marks for this part will be of 20.								
JNIT -1	each). Th	e total ma	rks for this	part will b	e of 20.					
JN11 -1	Compute	r Applica	tion and s	oftware u	sed in Fro	ntOffice				
	2 Ro	ole ofinior	mation Ted	chnology in	Hospitalit	y industry	7.			
	Amadeus	Galalia	roperty M	anagemen	t Systems	- Opera	, Ids, Fig	lelio, ShawMan,		
			tules of the	o DMC E.	ont Dools N	todula D		- P - C -		
	Various modules of the PMS – Front Desk Module, Reservations, Rooms, Setup Module, Cashier, Night audit, Report center, Back Office Module and linking of Property									
	Module (	ashier Nic	int audit k	enort cent	or Rack OF	fice Modu	servation	leine of December		
	Module, (	Lashier, Ni	gnt audit, R n in Other	leport cent	er, Back Of	fice Modu	le and lin	king of Property		
■1T - 2	Managen	lashier,Nig lent System	n in Other	leport cent Departme	er, Back Of	fice Modu	le and lin	king of Property		
T - 2	Managem Front Off	ashier,Nig ent System fice Accou	n in Other nting Syst	leport cent Departme t <b>em</b>	er, Back Of nts	fice Modu	le and lin	king of Property		
)IT - 2	Managent Front Off	ent System fice Account ont Office	n in Other nting Syst	Report cent Department tem g and its F	er, Back Of nts unctions, T	fice Modu	le and lin	king of Property		
)T - 2	Managem Front Off Fructedger, F	Cashier, Nignent System fice Account ont Office Paid Out, A cont Office	n in Other Inting Syst Accountin Ilowance, ( Accountin	Report cent Department tem g and its F Credit Cont	er, Back Of nts unctions, T trol.	fice Modu	le and lin	king of Property ouchers, Folios,		
	Managem Front Off Fructedger, F	cashier, Nig nent System fice Accou ont Office Paid Out, A	n in Other Inting Syst Accountin Ilowance, ( Accountin	Report cent Department tem g and its F Credit Cont	er, Back Of nts unctions, T trol.	fice Modu	le and lin	king of Property ouchers, Folios,		
	Front Off Front Off Fructed Fr	cashier, Nignent System fice Account ont Office Paid Out, A cont Office it of account It Procedi	n in Other Inting Syst Accountin Ilowance, ( Accountin nts Ire -	Report cent Department tem g and its F Credit Con g Cycle – (	er, Back Of nts unctions, T trol. Creation of	ypes of Adaccounts,	le and lin	ouchers, Folios,		
	Front Off Check Otto	cashier, Nignent System fice Account office and Out, A cont Office out of account Procedurest Account	n in Other Inting Syst Accountin Illowance, ( Accountin Ints Ire - Int Settlem	Report cent Departmentem g and its F Credit Cont g Cycle - (	er, Back Of nts unctions, T trol. Creation of	ypes of Adaccounts,	ccounts, V	ouchers, Folios, nce of Accounts,		
JNIT-3	Front Off Great Great Great Great Great Great	cashier, Nignent System fice Account office Paid Out, A cont Office out of account Procedurest Account of Guest A	n in Other Inting Syst Accountin Illowance, ( Accountin Ints Ire - Int Settlem	Report cent Departmentem g and its F Credit Cont g Cycle - (	er, Back Of nts unctions, T trol. Creation of	ypes of Adaccounts,	ccounts, V	ouchers, Folios, nce of Accounts,		
JNIT-3	Front Off Grant Off Transfer Off NIGHT All	cashier, Nignent System fice Account Office Paid Out, A cont Office at of account Procedurest Accounted to the Counter of Guest Accounter of Guest	n in Other Inting Syst Accountin Ilowance, ( Accountin Ints Ire - Int Settlem Ccount, BT	Report cent Departmentem g and its F Credit Cont g Cycle - (	er, Back Of nts unctions, T trol. Creation of	ypes of Adaccounts,	ccounts, V	ouchers, Folios, nce of Accounts,		
JNIT-3	Front Off Grant Off Grant Off Transfer of NIGHT Al	cashier, Nignent System fice Account Office Paid Out, A cont Office it of account Procedurest Account of Guest A UDITING: ght Audito	n in Other Inting Syst Accountin Illowance, ( Accountin Ints Ire - Int Settlem Ccount, BT	Report cent Departmentem g and its F Credit Con g Cycle - ( nent -Cash A, BTC, Ex	er, Back Of nts unctions, T trol. Creation of , Credit, Inc press Check	ypes of Adaccounts,	ccounts, V	ouchers, Folios, nce of Accounts,		
JNIT-3	Front Off Grant Off Front Off Grant Off Front Off Grant Off Front	cashier, Nignent System fice Account Office Paid Out, A cont Office it of account Procedurest Account of Guest Account UDITING: ght Auditoght Auditoght Auditoght	n in Other Inting Syst Accountin Illowance, ( Accountin Ints Ire - Int Settlem	Report cent Departmentem g and its F Credit Con g Cycle - ( nent -Cash A, BTC, Exp	er, Back Of nts unctions, T trol. Creation of , Credit, In- press Check	ypes of Adaccounts,	le and lin ccounts, V Maintena ency & Fo c Check O	ouchers, Folios, nce of Accounts, preign Currency,		
JNIT-3	Front Off Gransfer Night Al Ni Ni	cashier, Nignent System fice Account office Paid Out, A cont Office of account Procedurest Account of Guest Account Guest Account Guest Account Guest Auditor ght Auditor ght Auditor	n in Other Inting Syst Accountin Blowance, G Accountin Its Ire - Int Settlem Count, BT Ir Ir Duties & Process -E	Report cent Departmentem g and its F Credit Con g Cycle – ( nent –Cash A, BTC, Exp Responsibility	unctions, T trol. Creation of Credit, Incoress Check	ypes of Ad Accounts, dian Curr of the Day	ccounts, V Maintena ency & Fo check O	ouchers, Folios, nce of Accounts, oreign Currency, ut		
JNIT-3	Front Off Grant Off Grant Off Night Al	cashier, Nignent System fice Account Office Paid Out, A cont Office of account Procedurest Account of Guest Account Guest Account Guest Account Guest Account Guest Auditor Guest	n in Other Inting Syst Accountin Illowance, ( Accountin Ints Ire - Int Settlem Iccount, BT. Ir Duties & Process -E Iying Tran	Report cent Departmentem g and its F Credit Con g Cycle - ( nent -Cash A, BTC, Exp Responsibility sactions,	unctions, Torol. Creation of Apress Check Dilities, g the End of Reconcile	ypes of Ad Accounts, dian Curr of the Day	ccounts, V Maintena ency & Fo check O	ouchers, Folios , nce of Accounts, oreign Currency, ut		
JNIT-3 JNIT - 4	Front Off Front	cashier, Nignent System fice Account Office Paid Out, A cont Office at of account Procedurest Account of Guest Account Guest Account Guest Account Guest Account Guest Auditor ght Auditor ght Auditor	n in Other Inting Syst Accountin Illowance, ( Accountin Ints Ire - Int Settlem Int Settlem Int Duties & Process -E Int Iran Illowance, ( Int Iran Illowance, ( Iran Illowance,	Departmentem g and its F Credit Con g Cycle - ( nent -Cash A, BTC, Exp Responsible Establishin sactions, he System	unctions, Totrol. Creation of Apress Check Dilities, g the End of Reconcile	ypes of Adams, dian Curres Out, Late	Maintena ency & Fo check O	ouchers, Folios, nce of Accounts, oreign Currency, at ting Outstanding fying No-Shows,		
JNIT-3 JNIT - 4	Front Off Grant Off Grant Off Night Al Night Nig	cashier, Nignent System fice Account Office Paid Out, A cont Office of account Procedurest Account Office State ght Audito	n in Other Inting Syst Accountin Illowance, ( Accountin Ints Ire - Int Settlem Count, BT. Ir Duties & Process -E ying Tran Updating t Training n	Report cent Departmentem g and its F Credit Cont g Cycle - ( nent -Cash A, BTC, Exp Responsib Stablishin sactions, he System nanual - Su	unctions, Total. Creation of the Creation of t	ypes of Adam Curre Out, Late	ency & For Check Of Completions, Verices of Completion	ouchers, Folios, nce of Accounts, oreign Currency, at		
JNIT-3 JNIT - 4	Front Off Front Off Front Off Front Off Front Off Front Off Grant Grant Grant Front Off Front Off Grant Grant Front Off Front	cashier, Nignent System fice Account Office Paid Out, A cont Office of of account Procedurest Account of Guest A UDITING: ght Audito	n in Other Inting Syst Accountin Illowance, ( Accountin Ints Ire - Int Settlem Int Settlem Int Duties & Process -E Int Settlem	Report cent Departmentem g and its F Credit Cont g Cycle - ( nent -Cash A, BTC, Exp Responsib Stablishin sactions, he System nanual - Su	unctions, Totrol. Creation of Apress Check Dilities, g the End of Reconcile	ypes of Adam Curre Out, Late	ency & For Check Of Completions, Verices of Completion	ouchers, Folios, nce of Accounts, oreign Currency, at		
JNIT-3 JNIT - 4	Front Off Ni Ni Ni Postings Preparing Front Off Mail Institute Off I	cashier, Nignent System fice Account Office Paid Out, A cont Office of account Procedurest Account Guest Account Auditory and Verific Reports, ont Office anaging Frestitution Accounts of the Auditory of the	n in Other Inting Syst Accountin Blowance, Countin Accountin Its Ire - Int Settlem Its Ire Duties & Process -E Itying Tran Updating t Training n Int Office HMA	Report cent Department tem g and its F Credit Con g Cycle - ( nent -Cash A, BTC, Exp Responsibility sactions, he System nanual - St Operation	nts unctions, T trol. Creation of Cress Check pilities, g the End of Reconcile	ypes of Adam Curra Out, Late Transactions. Publicate Brook	de and lin ecounts, V Maintena ency & Fo e Check On y, Comple ons, Veri	ouchers, Folios, nce of Accounts, oreign Currency, at ting Outstanding fying No-Shows, a Mac Graw Hill onal		
UNIT-3 UNIT-4 REFERENCES	Module, C Managem Front Off Front Off Front Off Front Off Front Off Front Off Gransfer Check Ou Transfer NIGHT Al Ni Ni Ni Postings Preparing Front Material	cashier, Nignent System fice Account Office Paid Out, A cont Office of of account Procedu test Account of Guest A UDITING: ght Audito ght Audit	n in Other Inting Syst Accountin Illowance, ( Accountin Ints Ire - Int Settlem Int Settlem Int Duties & Process -E Int Training Intion Office IMA Imputers in	Report cent Department	unctions, Torol. Creation of According to the End of Reconcile of According to the End of Reconcile of End	ypes of Adam Curra Out, Late Transaction & Publica Brook	de and lin ccounts, V Maintena ency & Fo check On comple ons, Veri	ouchers, Folios, nce of Accounts, oreign Currency, it ting Outstanding fying No-Shows, a Mac Graw Hill onal		
UNIT-3 UNIT - 4	Module, C Managem Front Off Front Of	cashier, Nignent System fice Account Office Paid Out, A cont Office at of account Procedurest Account off Guest A UDITING: ght Audito ght Audit	n in Other Inting Syst Accountin Illowance, ( Accountin Ints Ire - Int Settlem Count, BT. Ir Duties & Process -E Iying Tran Updating t Training n Ont Office HMA Imputers in	Report cent Department Department Beam g and its F Credit Cont g Cycle - ( Department Gredit Cont g Cycle - ( Department Gredit Cont Gredi	er, Back Of nts unctions, T trol. Creation of , Credit, Indo press Check pilities, g the End of Reconcile of adhir Andre s – Kasavar	ypes of Adams Accounts, dian Curr c Out, Late Transacti ews. Publi ha& Brook	de and lin ccounts, V Maintena ency & Fo c Check Or c, Comple ons, Veri isher: Tata s Educati	ouchers, Folios, nce of Accounts, oreign Currency, at ting Outstanding fying No-Shows, a Mac Graw Hill onal		

T.K. Gujral Punjab Technical University Kapurthala-144603

2	Hotel Front Office Management, 4th Edition by James Socrates Bardi Wiley
7	Hotel Front Office Operations& Management

COURSE CODE:	ВНМСТ-4									
COURSE TITLE:	FRONT OFFICE OPERATIONS-II (PRACTICAL)									
COURSE OUTCOME	CO1 Students will be able to acquire the knowledge of night auditing in front office operations.  CO2 Students will be able to analyse, evaluate & learn the various stages of reservation through software.  CO3 Students will be able to demonstrate reservation practices and to process deposit for arriving guest.  CO4 To understand the use of various softwares									
SYLLABUS	CO4 10 u	nderstand	tite use of	various s	Jitwares					
MAPPING	Outco me	PO1	PO2	PO3	PO4	PO5	PO6			
	COL	٧	٧	٧	٧	٧	٧			
	CO2	٧	٧	٧	٧	٧	٧			
	CO3	٧	٧	٧	٧	٧	٧			
	CO4	٧	V	٧	٧	٧	٧			
NALUATION: INSTRUCTIONS FOREXTERNAL EXAMINAR:	Auditing 8 the Hospi The Perfo	The course is aimed at familiarizing the students with various functions of Nigh Auditing & Accounting. Students will Learn about the various Software being used i the Hospitality Industry.  The Performance of the students will be evaluated on thebasis of his performance during the practical examination &viva voice								
Sr. No.				Т	opic					
1	How to co	nduct a ni	ght audit ir							
2	Collection	of sample	s of variou e various r	s voucher	used in the	front offi Auditor	ce			
3	PMS Train	ing - Hot l	Function ke epare regis	eys						
4	How to man reservation	ake a rese nake add n ake group	rvation	ation How			ation How	to cancel		
5		eate and u	pdate gues t folio							
6		ake a roon	n change of	the syste	m					
7	How to log	g in cashie	r code	of each sh	ift					
	THE RESERVE THE PERSON NAMED IN COLUMN TWO IS NOT THE OWNER.									
8		ow to close a bank at the end of each shift ow to check room rate variance report ow to process charges ow to process deposit for arriving guest								
9	How to pre	ocess depo	osit for arri	iving guest touse gues	t t					
9	How to pro	ocess depo ocess depo	osit for arr	iouse gues	t t					
10.1751	How to pre	ocess depo ocess depo ocess a gu	osit for arr osit for in h est check o	iouse gues	t t					

Department of Management & Hospitality I.K. Gujral Punjab Technical University Kapurthala-144603

COURSECODE:	BHMCT-407 - 18									
COURSETITLE:	ACCOMO	OATION O	PERATIO	NS -III (TE	(EORY)					
COURSEOUTCOME:	IE: CO1 Students will be able to acquire knowledge and learn about the inspection and self-supervision techniques for cleaning staff. CO2 Students will be able to understand and perform the liprocedure and maintaining par stock, managing inventory and their CO3 Students will be able to handle special cleaning programme agents in a scientific and efficient manner. CO4 Student will be able to analyse & discuss Classification and lot Textile Fibers used in hotel industry.									
SYLLABUS OUTCOME	Course Outco me	PO1	PO2	PO3	PO4	PO5	PO6			
	COI	٧	٧		٧	٧	٧	1		
	CO2	٧	٧	٧	٧	٧	٧			
	CO3	٧	٧	٧	٧	٧	٧			
	CO4	٧	٧	٧	٧	٧	٧			
EVALUATION: INSTRUCTIONSFOR PAPER SETTING:	classpartic the total co duration The paper Part A: Th Syllabus. T Part B: Th	The performance of the students will be evaluated on the basis classparticipation, house tests, regularity and assignments carrying 40 percent the total credit and rest 60 percent through semester end examination of 3 hou duration  The paper will be divided into three parts.  Part A: There will be ten short answer questions (2 marks each) covering who syllabus. The total marks for this part will be of 20.  Part B: There will be Five questions. The student has to be attempt any4 (5 marks).								
	each) covering the whole Syllabus. The total marks for this part will be of 20.  Part C: There will be Three questions. The student has to be attempt any2 (10 marks each). The total marks for this part will be of 20.									
JNIT - 1	HOUSEKEEPING SUPERVISION									
	<ul> <li>Importance of Inspection</li> <li>Special Function of Supervisors</li> <li>Checklist for Infection</li> <li>Typical Areas usually neglected where special attention is required.</li> </ul>									
9)	100	upervision	The second secon		-					
	Degree of Discretion / Delegation to Cleaning Staff									

Head
Department of Management & Hospitality
LK Gujral Punjab Technical University
Kapurthala-144603

UNIT - 2	<ul> <li>LINEN / UNIFORM / TAILOR ROOM</li> <li>Layout</li> <li>Types of Linen, Sizes, and Linen Exchange Procedure</li> <li>Selection of Linen</li> <li>Storage Facilities and Conditions</li> <li>Par Stock: Factors affecting Par Stock, Calculation of Par Stock</li> <li>Discard Management</li> <li>Linen Inventory System</li> <li>Uniform Designing: Importance, Types, Characteristics, Selection, Par Stock</li> <li>Function of Tailor Room</li> <li>Managing Inventory</li> <li>Par Level of Linen, Uniform, guest loan items, machines and equipment cleaning supplies &amp; guest Supplies.</li> </ul>
EWIT - 3	<ul> <li>SPECIAL CLEANING PROGRAMME</li> <li>Daily, Weekly, Fortnightly and Monthly Cleaning</li> <li>Routine cleaning, Spring cleaning, deep Cleaning.</li> <li>Cleaning of different types of floor Surfaces</li> <li>Special Service - baby sitting, second service, freshen up service, valet service.</li> <li>Care and Cleaning of Metal - Brass, Copper, Silver, EPNS, Bronze, Gun Metal, Chromium pewter, Stainless Steel, Types of Tarnish, Cleaning Agents</li> </ul>
UNIT- 4	and their uses.  TEXTTILES  Textile Terminology  Classification and Identification of Textile Fibers  Characteristic of Textile Fibers  Yarn  Fabric Construction Blends and Unions  Textile Finishes  Use of Textile in Hotels
REFEREN CES:	<ul> <li>Hotel, Hostel and Hospital Housekeeping - by Joan C Bransom&amp; Margaret Lennox, ELBS with Hodder &amp; Stoughten Ltd.</li> <li>Hotel House Keeping A Training Manual by Sudhir Andrews, Tata Mc</li> <li>Hotel Housekeeping Operations &amp; Management by Rghubalan, Oxford.</li> <li>Management of Hotel &amp; Motel Security (Occupational Safety and Health) by H Brustein, CRC Publisher.</li> <li>Professional Management of Housekeeping Operations II Edi. ByRobert J. Martin &amp; Thomas J. A. Jones, Wiley Publications</li> <li>The Professional Housekeeper by Tucker Schneider, Wiley Publications</li> <li>Professional Management of Housekeeping by Manoj Madhukar, Rajat Publications.</li> </ul>

Head
Department of Management & Hospitality
LK. Gujral Punjab Technical University
Kapurthala-144603

COURSE CODE:	ВНМСТ4	08 - 18								
COURSE TITLE:	ACCOMO	ACCOMODATION OPERATIONS -III (PRACTICAL)								
COURSE OUTCOME:	CO1 To gain the knowledge on usage of various fabric cleaners in Accommodation operations.  CO2 Students will be able to identify the cleaning equipment and cleaning agents have the ability to use them appropriately.  CO3 Students will be able to analyse and develop cleaning schedule as per to requirement.  CO4 Students will be able to setup all necessary materials and equipment's require for special cleaning.									
SYLLABUS MAPPING	Course Outco me	PO1	PO2	PO3	PO4	PO5	PO6			
	CO1	٧	٧	٧	٧	٧.	٧			
	CO2	٧.	V		٧	٧	٧			
	CO3	٧	٧	٧	٧	√	٧			
	CO4	٧	٧	٧	٧	٧.	٧			
EVALUATION:	tests, reg	ularity an	d assignm	ents carry	aluatedon ring 40 per tion of 3 ho	rcent of th	e total cr	ipation, house editandrest 60		
INSTRUCTIONS FOREXTERNAL EXAMINER	The Per	formance	of the	students		evaluated		basis of his		
S. No.					Task					
01	How to remove stains from different surface or fabrics using all relevant cleaning agents in a practical real life environment						; all relevant			
02					Equipme					
03			hly and De							
04	Taking In	ventories								
05	How to re	pair unifo	rm - diffe	rent types	of stitching	g				
06		ery practic								



COURSE CODE:	the same of the sa		0 F0 F 110	anum 4 I II	W MANIA C	TEDE (THE	OBV			
COURSE TITLE:								ting and use		
COURSE					of the P	rinciples	or Accoun	ting and use		
OUTCOME:	accounting				the studen	te to encu	e the healt	h of husiness		
							e the near	th of business		
	CO3 Stude						cing in torr	ns of financial		
	aspects	ents snan t	be able to	anaiyze an	d solve an	y issue arr	sing in terr	ns of financial		
SYLLABUS	_									
MAPPING	Course									
MATTING	Outco	PO1	PO2	PO3	PO4	PO5	PO6			
	me			1						
	CO1	٧	٧	٧	٧	٧	٧			
	CO2	٧	٧	٧	٧	٧	٧			
	CO3	٧	٧	٧	٧	٧	٧			
	CO4	٧	٧	٧	٧	٧	٧			
EVALUATION:	The perfo	rmance of	the stude	nts will be	evaluated	on the ba	sis of class	participation,		
								tal marks and		
						of 3 hours				
INSTRUCTIONS				three part						
FOR PAPER						s (2 mark	s each) co	vering whole		
SETTING:	Part A: There will be ten short answer questions (2 marks each) covering whole Syllabus. The total marks for this part will be of 20.									
	Part B: There will be Five questions. The student has to be attempt any 4 (5 marks									
	each) covering the whole Syllabus. The total marks for this part will be of 20.									
	Part C: There will be Three questions. The student has to attempt any 2 (10 marks									
LINITE 4	each). The total marks for this part will be of 20.									
UNIT - 1	BASIC ACCOUNTING AND BOOK KEEPING									
	Introduction to accounting,									
	• journal,									
		dger,								
	• Ca	ish book								
UNIT - 2	UNIFORM	SVSTEM	OF ACCOU	NTS FOR F	IOTEI S					
UNII - Z	-			m system						
						•				
	Contents of the Income Statement     Practical Problems									
	Contents of the Balance Sheet (under uniform system)									
	Practical problems									
	Departmental Income Statements and Expense statements (Schedules 1to 16)									
	Practical problems									
UNIT 3	TRIAL BA	and the second second								
	• M	eaning								
	• M	ethods								
	<ul> <li>Ac</li> </ul>	ivantages					Hond			
	• Li	mitations					Head	of Management & Hos		
	<ul> <li>Pr</li> </ul>	actical					LK Guiral Di	unjab Technical Univers		
UNIT 4	FINAL AC	COUNTS					Kapurthala-			
	• M	eaning					Vahat maia.	000		
	• Pr	ocedure fo	or prepara	tion of Fin	al Account	ts	11	VV		
							ss Account	s and Balance		
	Sheet			_			September 1			

	Adjustments (Only four)
	Closing Stock
	Pre-paid Expenses
	Outstanding Expenses
	Depreciation
REFEREN CES:	<ul> <li>An Introduction To Accountancy; S.N. Maheshwari; Vikas Publishing House</li> <li>Fundamentals Of Accounting; Mukherjee &amp; Hanif; Tata McGraw-Hill</li> <li>Elements Of Hotel Accountancy; Rawat G.S., Dr Negi J, Gupta.; Aman publications.</li> </ul>

## Guidelines regarding Mentoring and Professional Development

CO1 Students will actively participates in various classroom activities like expert talk, aptitude test, Group Discussion and quiz which in turn help them improve communication skills.

CO4 students will be able to analyse and discuss on various issues raised in Group Discussions.

CO3 Students will have various outdoor activities which in turn helps them with team building.

CO4 Students will be able to be more confident.

#### SYLLABUS MAPPING

Course Outcome	PO1	PO2	PO3	PO4	PO5	PO6
CO1	٧	٧	٧	٧	٧	٧
CO2	٧	٧	٧	٧	٧	٧
CO3	٧	٧	٧	٧		٧
CO4	٧	٧	٧	٧	٧	v

The objective of mentoring will be development of:

- Overall Personality
- Aptitude (Technical and General)
- General Awareness (Current Affairs and GK)
- Communication Skills
- Presentation Skills

The course shall be split in two sections i.e. outdoor activities and class activities. For achieving the above, suggestive list of activities to be conducted are:

#### Part - A (Class Activities)

- 1. Expert and video lectures
- 2. Aptitude Test
- 3. Group Discussion
- 4. Quiz (General/Technical)
- 5. Presentations by the students
- 6. Team building Exercises

## art - B (Outdoor Activities

7.Sports/NSS/NCC

8. Society Activities of various students chapter i.e. ISTE, SCIE, SAE, CSI, Cultural Club, etc.

Evaluation shall be based on rubrics for Part - A & B

Mentors/Faculty incharges shall maintain proper record student wise of each activity conducted and the same shall be submitted to the department

Head

Department of Management & Hospitality I.K. Gujral Punjab Technical University

Kapurthala-144603

# FIFTH SEMESTER

## Larder & Kitchen practices

COURSE	CO1 Student	s will lear	rn about v	arious asp	ects of lar	rder sectio	n of the kit	chen and its			
OUTCOMES	CO1 Students will learn about various aspects of larder section of the kitchen and its functions.										
	CO2 They wi	CO2 They will learn about the processing of Charcuterie along with the preparation of									
	rorcemeats,	Galantine	is and Pate	25							
	CO3 Student	S Will Kno	w about v	arious Mo	usse and M	lousselines	S.				
	the importa	nce of gar	to differe	ntiate bety	veen vario	us kinds o	fappetizer	s along with			
YLLABUS	ine importa	nee or gar	manes.								
IAPPING		001	202		20.						
	Course	PO1	PO2	PO3	PO4	PO5	PO6				
	Outcome										
	CO1	٧	٧	٧	٧	٧	٧				
	CO2	٧	٧	٧	٧	٧	٧				
	CO3	٧	٧	٧	٧	٧	٧				
	CO4	٧	٧	٧	٧	٧	٧				
31	CO5	٧	٧	٧		٧	٧				
NIT-1	LARDER- L	AYOUT	& EQUIP	MENT: In	troduction	of Larc	ler Work.	Definition.			
	Equipment	ound in ti	ie larder, l	Layout of a	a typical la	rder with	equipment	and various			
	Equipment found in the larder, Layout of a typical larder with equipment and various sections. TERMS & LARDER CONTROL: Common terms used in the Larder and Larder										
	control, Essentials of Larder Control, Importance of Larder Control, Devising Larder										
	Control Systems, Leasing with other Departments, Yield Testing, DUTIES AND RESPONSIBILITIES OF THE LARDER CHEF: Functions of the Larder, Hierarchy of										
	Larder Staff	Sections	of the Lard	RDER CH	EF: Functi	ons of the	Larder, F	lierarchy of			
NIT-2	Larder Staff, Sections of the Larder, Duties & Responsibilities of a larder chef.  CHARCUTERIE: Introduction to charcuterie, SAUSAGES: Types & Varieties, CASINGS:										
	Types & Varieties, FILLINGS: Types & Varieties, Additives & Preservatives										
	FORCEMEATS: Types of forcemeats, Preparation of forcemeats, Uses of forcemeats,										
	BRINES, CUI	RES & MA	RINADES	Types of	Brines, Pr	reparation	of Brines,	Methods of			
	Curing, Type	es of Mar	inades, Us	es of Mari	nades ,Diff	ference be	tween Brin	es, Cures &			
	Curing, Types of Marinades, Uses of Marinades ,Difference between Brines, Cures & Marinades, HAM, BACON & GAMMON: Cuts of Ham, Bacon & Gammon, Differences										
	between Ham, Bacon & Gammon Processing of Ham & Bacon, Green Bacon, Uses of										
	different cuts, GALANTINES: Making of galantines, Types of Galantine Ballotines,										
5		PATES: Types of Pate, Pate de foie gras, Making of Pate, Commercial pate and Pate Maison Truffle -sources, Cultivation and uses and Types of truffle									
NIT-3								naration of			
	MOUSE & MOUSSELINE: Types of mousse, Preparation of mousse, Preparation of mousseline, Difference between mousse and mousseline. CHAUD FROID: Meaning of										
	Chaudfroid, Making of chaudfroid&Pecautions, Types of chaudfroid ,Uses of										
	chaudfroid . ASPIC & GELEE: Definition of Aspic and Gelee, Difference between the										
	two, Making of Aspic and Gelee Uses of Aspic and Gelee. QUENELLES, PARFAITS,										
	ROULADES: Preparation of Quenelles, Parfaits and Roulades. NON EDIBLE DISPLAYS:										
	Ice carvings, Tallow sculpture, Fruit & vegetable Displays, Salt dough, Pastillage, Jelly										
	Logo, Therm			16			1 6				
NIT-4	APPETIZERS										
	Historic imp	ortance	of culina	ry Garnis	nes, Expi	anation of	f filling Cl	Garnishes.			
	SANDWICHE	S- Parts	of Sandwi	ches, Type	es of Bread	d, Types o	r ming: Ci	assification,			
	Spreads and	Garnish	es, Types	or Sandy	vicnes, Ma	King of S	andwiches	, Storing of			
PEDENCEC	Sandwiches.	Dalaam 7	The Profes	sional Che	f						
EFERENCES:	Le RolA.	Poisom.	) The Dec	ofessional	Pastru Ch	ef Fourth	Edition W	iley & Sons			
		erg (2002	i ine Pro	nessional	rastry Cir			ney & Julis			
	INC	ni S. Vintos	(2007) 7	heary of (	atering H	Hea odder Etha		hadement & Hos			
					rank Broth		Guital Punish	Technical Univer			
	K Arora	(2008), 1	neory or c	concry, F	um protti		purthala-14460				
				70		1/0	Permission 1 1 101	-			

- Fuller J. Barrie & Jenkins. Accompaniments & Garnishes from waiter
- S. C Dubey. Bakery & Confectionery. Socity of Indian Bakers
- Philip E. Thangam (2010) Modern Cookery (Vol-I) Orient BlackSwan
- Kinton R Cessarani V., Foskett D. (2000) Practical Cookery (9th edition) Hodder Education

#### Larder & Kitchen practices (Practical's)

BHMCT 502-18

#### COURSE OUTCOME

CO1 Students will get hands on experience on forcemeats along with the preparation of Pates, Terrines, Galantine & Ballontine.

CO2 To develop the ability to prepare various food items including meat products.

CO3 Students will get hadns on exposure in preparing the dishes

CO4 They will classify and build various accompaniments used along maincourse.

#### SYLLABUS MAPPING

Course Outcome	PO1	PO2	РОЗ	PO4	PO5	PO6
CO1	٧	٧	٧	٧	٧	٧
CO2		٧	٧	٧	٧	٧
CO3	٧	٧	٧		٧	٧
<b>\$</b> 04	٧	٧	٧	٧	٧	٧

MENU 01	Forcemeats of	lif	ferent	style.

MENU 02 Pates and Terrine

MENU 03 Galantine and ballontine

MENU 04 Different types of salads and Dressings:- meat based, fish Based, Vegetable, Chicken, fruits.

Menu 05 Quenelles, Parfaits and Roulades

MENU 06 Various types of sandwiches, canapés

MENU 07 Preparation of various accompaniments and garnishes

#### Plus 5 Buffets

Cold Buffet,

Hot Continental,

Hot Indian.

Buffet Desserts,

Bread Displays Demonstration of: Charcuterie Galantines, Pate, Terrines, Mousselines



Head
Department of Management & Hospitality
I.K. Gujral Punjab Technical University
Kapurthala-144603

## Bar operations & Management BHMCT 503-18

CO1 Students will get insight about various spirits and their method of production. CO2 They will learn about varieties of Aperitifs & Liqueurs along with their uses.

	CO3 Studen Industry in I CO4 Student	ndia.						of Bar & Beverage
SYLLABUS MAPPING	Course Outcome	PO1	PO2	PO3	PO4	PO5	PO6	•
	CO1	٧	٧	٧	٧	٧	٧	
	CO2	٧	٧	٧	٧	٧	٧	
	CO3	٧.	٧	٧	٧	٧	٧	
UNIT-1	CO4	٧	٧	٧	٧	٧	٧	
UNIT-2	History, Prod & Kernel), P	Introduct and name duction of opular Li- luction, B	ion and D s), Bitters f Liqueurs, queurs (Na rief Histor	(Definition Broad Cat ame, colou y, Bar and	n, Types & tegories of r, predomi Beverage	Brand na Liqueurs inant flavo Industry ir	mes) LIQU (Herb, Citru ur& country LIndia, Typ	mouth (Definition, EURS:Definition & us, Fruit/Egg, Bean y of origin) ees of Bars, Parts of
UNIT-4	supplies, Mix	ATIONS: xes, Garni E AND S	Bar equip shes and of ELLING T	oment's, A condiment ECHNIQUE	lcoholic a s, Service a ES: The Ba	ind Non A accessorie artender a	Alcoholic Ir s, Opening a s a Sales I	ngredients, Liquor & closing duties of Person, Up selling
REFERENCES:	<ul><li>Dennis</li><li>Sudhir</li><li>John Fu</li></ul>	R. Lillicra Andrews . Iller,Hutcl	ip. & John . Food & Be hinson, Mo	A. Cousins. everage Se odern Resta	Food & Be rvice Train aurant Ser	everage Sening Manua	rvice. Edwa al.Tata McG n Thornes	rd Arnold raw Hill.



Department of Management & Hospitality I.K. Gujral Punjab Technical University Kapurthala-144603

### Bar operations & Management (Practicals)

#### **BHMCT 504-18**

COURSE OUTCOME

CO1 Students will learn about the service of various spirits; ie. Whisky, vodka, Rum, Gin,

CO2 They will also learn to serve about varieties of Aperitifs & Liqueurs along with their uses.

CO3 Students will also learn to set bar for daily operations.

CO4 Students will also be able to mix beverages

#### SYLLABUS MAPPING

Course Outcome	PO1	PO2	РОЗ	PO4	PO5	PO6
COI	٧	٧	٧	٧	٧	٧
CO2	٧	V	٧	٧	٧	٧
CO3	٧	٧	٧	٧	٧	٧
CO4	٧	٧	٧	٧	٧	٧

## SERVICE OF SPIRITS

- Service styles neat/on-the-rocks/with appropriate mixers
- Service of Whisky
- Service of Vodka
- Service of Rum
- Service of Gin
- Service of Brandy

#### Service of Tequila SERVICE OF APERITIFS

- Service of Bitters
- Service of Vermouths

#### SERVICE OF LIQUEURS

- Service styles neat/on-the-rocks/with cream/en frappe
- Service from the Bar
- Service from Liqueur Trolley

#### SETTING OF BAR

Bar equipment's,

Alcoholic and Non Alcoholic Ingredients,

- Liquor supplies,
- Mixes.
- Garnishes and condiments.
- Service accessories

Head

Department of Management & Hospitality I.K. Guiral Punjab Technical University Kapurthala-144603

74

## Front Office Operations & Management BHMCT 505-18

COURSE OUTCOME SYLLABUS MAPPING	CO1 Students will be able to outline and explain Introduction of Bell desk Equipment's used in Bell desk, Functions of Bell desk, Luggage handling, Paging Change of room etc. Functions of Concierge, Forms & Formats.  CO2 Students will be able to analyse, evaluate Forecast formula, Types of forecast Sample forecast forms, Factors for evaluating front office operations. Forecasting techniques, Forecasting Room availability.  CO3 Students will be able to endorse Importance of security systems, Safe deposit Key control, Emergency situations.  CO4 Student will be able to perform Sales Techniques for Hotel Rooms.  Course PO1 PO2 PO3 PO4 PO5 PO6  Outcome									
	CO1	٧		٧	٧	٧	٧			
	CO2	٧	٧	v	V	v	V			
	CO3	٧	٧	٧	٧	-	٧			
	CO4	٧	٧	٧	٧	٧	٧			
UNIT-2 UNIT-3	Bell desk, I Functions o FORECAST for evaluati availability, FRONT OF systems, Sal bomb) Late detectors, b	f Concierg ING: Fore- ing front Useful for FICE ANI fe deposit, st security	e, Forms & cast formu office ope recasting d D GUEST Key contry measures	Formats, la, Types rations. F ata (% of v SAFETY ol, Emerge s used in h	of forecast orecasting valking, % AND SECU ency situat notels at th	, Sample for technique of oversta URITY: In ions (Accide time of	orecast for es, Forecast lying, % of aportance dent, illness check-in: u	ms, Factors sting Room under stay) of security s, theft, fire,		
JNIT-4	detectors, baggage checks, X-ray machines, bollards, collapsible gates etc.  Sales Techniques for Hotel Rooms: - Offering Alternatives and Suggestive Sellin Internal / In-house sales promotion. Direct sales - through intermediaries. Tailor made Package Plans according to seasons. Online- Selling: - Meta Search Engine Hotel Apps & website, Social Media, OTA's, TA's, Airlines Network, Cruise-Liner Railway Networks, CRS, Non- Affiliate Networks & GDS.									
FFERENCES:	<ul> <li>Managi HAMA</li> <li>Front 0</li> <li>Front o</li> <li>Managi</li> </ul>	ng Front ( Office – ope ffice Oper ng Front ( Front Office	Office Oper erations an ation Mana Office Oper	rations – k ad manage agement- S ations By	Karsavina & ment - Ah SKI Bhavna Karsavina	& Brooks E med Ismai agar, Publi & Brooks	l (Thomsoi sher: Frank	Institution n Delmar)		

Head
Department of Management & Hospitality
I.K. Gujral Punjab Technical University
Kapurthala-144603

75

#### Front Office Operations & Management BHMCT 506-18 COURSE OUTCOME

CO1 Students will be able to acquire the knowledge of Handling Concierge operations and Handing Bell desk.

CO2 Students will be able to analyse, evaluate &learn working of Forecasting reports for Room Availability with Individual Check-in, Check-Out, Overstay, under stay, Group Check-in & Group Checkout.

CO3 Students will be able to Handling of keys-situations related to loss of keys.

#### SYLLABUS MAPPING

Course Outcome	PO1	PO2	PO3	PO4	PO5	PO6
CO1	٧	٧	٧	٧	٧	٧
CO2	٧	٧	٧	٧	٧	٧
CO3	٧	٧	٧	٧	٧	٧



#### Handling Concierge operations

- Handing Bell desk Operations
- Forecasting reports for Room Availability with Individual Check-in, Check-Out, Overstay, under stay, Group Check-in & Group Checkout.
- Compare Room Tariffs of Hotels of cities / towns of Punjab on Indian OTA: -MakeMyTrip, Yatra,
   Goibibo, International OTA: Expedia, Priceline.com, Booking.com, Agenda and write a review
- Check & use of Meta Search Hotel Website: Google Hotel Ads, Trip Advisor, Kayak, and Trivago for Hotels in Panjab and write about 5 hotels opted by you as a guest with reasons.
- Handling of keys-situations related to loss of keys.



Department of Management & Hospitality
I.K. Gujral Punjab Technical University
Kapurthala-144603

## Accommodation Operations and Management BHMCT 507-18

BHMCT 507						11						
COURSE	CO1 Students will be able to acquire knowledge and learn about the Planning and organising											
OUTCOME	the housekeeping department.  CO2 Students will be able to perform various Budget and budgetary control, Operating											
	Budgets- controlling expenses- income statement, purchasing systems- methods of buying											
	Stock records- issuing and control in Housekeeping operational CO3 Students will be able to perform their professional Housekeeping skill in institute other											
	than Hotels.											
	CO4 Students will be able to acquire the knowledge of contract service and Safety awarenes											
	and acciden							ma barety avvarences.				
SYLLABUS					•							
MAPPING		PO1	PO2	PO3	PO4	PO5	PO6					
	Course	701	102	103	F04	PO5	100					
	Outcome											
	CO1	٧	٧	٧	٧	٧	٧					
	CO2	٧		٧	٧	٧	v.					
	CO3	٧	٧	٧	٧		٧					
	CO4	٧	٧	٧	٧	٧	٧					
UNIT-1	PLANNING	AND ORG	ANISING '	THE HOUS	E KEEPIN	G DEPAR	MENT					
	Area inventory list											
	Frequency schedules											
	<ul> <li>Performance and productivity standards</li> </ul>											
	<ul> <li>Time and motion study in housekeeping operations</li> </ul>											
	<ul> <li>Standard operating manuals – Job procedures</li> </ul>											
	Job allocation and work schedules											
	<ul> <li>Calculating staff strength &amp; planning duty rosters, team work and leadership in HK</li> </ul>											
	<ul> <li>Training in HKD, devising training programs for HK staff</li> </ul>											
	<ul> <li>Inventory level for non recycled items</li> </ul>											
	<ul> <li>Energy and water conservation in housekeeping operations</li> </ul>											
UNIT-2	BUDGETS											
	Budget and budgetary control											
	The budget process											
5	Planning capital budgets											
	<ul> <li>Planning operation budgets</li> </ul>											
	<ul> <li>Operating Budgets- controlling expenses- income statement</li> </ul>											
	<ul> <li>Purchasing systems- methods of buying</li> </ul>											
		k records-										
JNIT-3	HOUSEKEE		NSTITUTE	SOTHER	THAN HO	TELS						
	The state of the s	pitals										
	<ul> <li>Host</li> </ul>											
	<ul> <li>Mall</li> </ul>											
		dential est	ablishmer	nts								
	<ul> <li>Offic</li> </ul>	es										
	<ul> <li>Univ</li> </ul>	ersities										
	- Interest	r commer	cial areas									
NIT-4	CONTACT S											
	<ul> <li>Type</li> </ul>	s of contra	act service	es								
				tract servi								
				ntages of c		rvices						
	SAFETY ANI	D SECURIT	ГҮ				Head					
	<ul> <li>Safet</li> </ul>	y awarene	ss and ac	cident prev	vention			of Management & Hospitality				
							LK Guiral Pu	njab Technical University				
				77			Kanurihala 1					

Kapurthala-144603

	:	Fire safety and fire fighting Crime prevention and dealing with emergency situation							
REFERENCES	•	Andrews, S. (2013). Hotel Housekeeping: A Training Manual. Tata McGraw-Hill Education.							
	•	Raghubalan, G., &Raghubalan, S. (2014). Hotel housekeeping: operations an management. Oxford University Press.							
		Burstein, H. (1980). Management of Hotel and Motel Security (Vol. 5). CRC Press. Jones, T. J. (2007). Professional management of housekeeping operations. John Wiley 8 Sons.							
	•								
	•	Singh, M. (2012). Hotel Housekeeping. Tata McGraw-Hill Education.							
	•	Ghosal, S. (2011). Hotel Engineering. Oxford University Press.							

Head
Department of Management & Hospitality
LK Gujral Punjab Technical University
Kapurthala-144603

#### Accommodation Operations and Management

BHMCT 508-18

#### COURSE OUTCOME

CO1 Students will be able to identify different layout To the Scale, Earmark Pillars, Specification of Colors, Furniture, Fixture, Fitting, Soft Furnishing and Accessories Etc. Used

CO2 Students will be able to identify the standard operating procedure of different cleaning surfaces and will be able to use in an appropriate&professional manner.

CO3 Students will be able to identify the first aid kit and dealing with emergency situation in housekeeping operation.

#### SYLLABUS MAPPING

Course Outcome	PO1	PO2	PO3	PO4	PO5	PO6
COI	٧	٧	٧	٧	٧	٧
CO2	٧	٧	٧	٧	٧	٧
CO3	٧	٧	٧	<b>V</b>	٧	٧



LAYOUT OF GUEST ROOM: To the Scale, Earmark Pillars, Specification of Colors, Furniture, Fixture, Fitting, Soft Furnishing and Accessories Etc. Used

#### STANDARD OPERATING PROCEDURE

Skill Oriented Task (e.g. cleaning and polishing glass, brass etc)

FIRST AID: First Aid Kit, Dealing With Emergency Situation, Maintaining Records

Reporting Maintenance and Follow Ups



Head
Department of Management & Hospitality
I.K. Gujral Punjab Technical University
Kapurthala-144603

M

## Food and Beverage Control and Management

BHMCT 509- COURSE	CO1 To und	erstand th	e basics o	f Food &	Beverage	Cost Contr	ol and it's	importance in Food &				
OUTCOME	CO1 To understand the basics of Food & Beverage Cost Control and it's importance in Food & Beverages. CO2 Students will be able to analyze and procure requirements to optimize yield. CO3 Students will learn about various methods of storing and issuing control along with											
	CO3 Studen	ts will le	arn about	various	methods (	of storing	and issuir	ng control along with				
	inventory co	ontrol.										
	CO4 Student	ts will hav	e understa	nding on a	ims & obj	ective of P	roduction o	control and methods of				
	Sales contro	1										
SYLLABUS												
MAPPING	Course	PO1	PO2	PO3	PO4	PO5	PO6					
	Outcome											
	COI	٧	٧	٧	٧	٧	٧					
	CO2		٧	٧	٧	٧	٧					
	CO3	٧	٧	٧	٧	٧	٧					
	CO4	V	V	v	v	V	٧					
6		-		-		_		ofine Cost Control The				
€IT-1								efine Cost Control, The				
	Objectives a						Descrit	ption of Receiving				
		RECEIVING CONTROL , Mills of Receiving, Job Best Part										
	Clerk/Personnel, Equipment required for receiving. Documents by the Supplier (including format), Delivery Notes, Bills/Invoices, Credit Notes, Statements, Records maintained in the											
	Receiving Department, Goods Received Book, Daily Receiving Report, Meat Tags, Receiving											
	Procedure, Blind Receiving, Assessing the performance and efficiency of receiving department,											
	Frauds in the Receiving Department, Hygiene and cleanliness of area.											
UNIT-2	PURCHASING CONTROL: Purchasing Control, Aims of Purchasing Policy, Job Description of											
	Purchase Manager/Personnel, Types of Food Purchase, Quality Purchasing, Food Quality Factors											
	for different commodities, Definition of Yield, Tests to arrive at standard yield, Definition of											
	Standard Purchase Specification, Advantages of Standard Yield and Standard Purchase											
	Specification, Purchasing Procedure, Different Methods of Food Purchasing, Sources of Supply,											
	Purchasing	Purchasing by Contract, Periodical Purchasing, Open Market Purchasing, Standing Order										
		Purchasing, Centralized Purchasing, Methods of Purchasing in Hotels, Purchase Order Forms,										
	Ordering Cost, Carrying Cost, Economic Order Quantity, Practical Problems.  STORING & ISSUING CONTROL: Storing Control, Aims of Store Control, Job Description of Food											
UNIT-3	STORING 8	LISSUING	CONTRO	L: Storing	Control, A	ims of Stor	re Control,	Job Description of rood				
6	Store Room Clerk/personnel, Storing Control, Conditions of Facilities and Equipment,											
	Arrangements of Food, Location of Storage Facilities, Security, Stock Control, two types of Foods											
	Received- direct stores (Perishables/non-perishables), Stock Records Maintained Bin Cards (Stock Record Cards/Books).											
	(Stock Record Cards/Books).  ISSUING CONTROL: Requisitions, Transfer Notes, Perpetual Inventory Method, Monthly											
		Inventory/Stock Taking, Pricing of Commodities, Stock taking and comparison of actual physical										
		inventory/Stock Taking, Pricing of Commodities, Stock taking and Comparison of actual physical inventory and Book value, Stock levels, Practical Problems, Hygiene & Cleanliness of area.										
								d technique, Perpetual				
								physical and perpetual				
	inventory	TOTAL PROPERTY OF	Mention and the Control									
UNIT-4		N CONTR	OL: Aims	and Obje	ctives, Fo	recasting,	Fixing of S	Standards, Definition of				
	standards	(Quality 8	<b>Quantity</b>	), Standa	rd Recipe	(Definition	on, Objecti	ves and various tests),				
	Standard P	ortion Si	ze (Defini	tion, Obje	ctives an	d equipm	ent used),	Standard Portion Cost				
	(Objectives											
	SALES CON	TROL: S	ales - way	s of expr	essing sel	ling, deter	rmining sa	les price, Calculation o				
								g costs with sales, Billing				
								ocedure of Cash Control				
	Machine Sy	stem, Ele	ctronic Ca	sh Regist	er, Nation	nal Cash F	legiteer, Pr	reset Machines, Point o				
	Sale, Report	ts, Thefts,	Cash Hand	lling,			Departmen	nt of Management & Hospitality				
REFERENCES	• Foo	J C Davies	Cook C				L LV C	Punjab Technical University				

Kapurthala-144603

Hotel & Catering Costing & Budgets, RD. Boardman, Publisher: Heinemann

6

- Introductory Foods. Hughes, D. and Bannion M., The Macmillan Co. Ltd., New York
- Modern Cookery for Teaching and the Trade, Philip T.E., Vol-I, Orient Longman Ltd.,

Head Department of Management & Hospitality I.K. Gujrat Punjab Technical University Kapurthala-144693

#### Mentoring and Professional Development

#### BMPD 502-18

#### COURSE OUTCOME

CO1 Students will actively participates in various classroom activities like expert talk, aptitude test, Group Discussion and quiz which in turn help them improve communication skills.

CO4 students will be able to analyse and discuss on various issues raised in Group Discussions.

CO3 Students will have various outdoor activities which in turn helps them with team building.

CO4 Students will be able to be more confident.

SYLLABUS MAPPING

Course Outcome	PO1	PO2	PO3	PO4	PO5	PO6
COI	٧	٧	٧	٧	٧	٧
CO2	٧	٧		٧	٧	٧
CO3	٧	٧	٧	٧	٧	٧
CO4	٧	٧	٧	٧	V	٧

## Guidelines regarding Mentoring and Professional Development

The objective of mentoring will be development of:

- Overall Personality
- Aptitude (Technical and General)
- General Awareness (Current Affairs and GK)
- Communication Skills
- Presentation Skills

The course shall be split in two sections i.e. outdoor activities and class activities.

For achieving the above, suggestive list of activities to be conducted are:

#### Part - A

#### (Class Activities)

- Expert and video lectures 1.
- 2. Aptitude Test
- 3. Group Discussion
- Quiz (General/Technical) 4.
- Presentations by the students 5.

Team building Exercises

## Part - B

#### (Outdoor Activities)

- Sports/NSS/NCC 7.
- Society Activities of various students chapter i.e. ISTE, SCIE, SAE, CSI, Cultural Club, etc.

Evaluation shall be based on rubrics for Part - A & B

Mentors / Faculty in charges shall maintain proper record student wise of each activity conducted and the same shall be submitted to the department.

> Head Department of Management & Hospitality I.K. Gujral Punjab Technical University

Kapurthala-144603

82

# SIXTH SEMESTER



## International cuisine- An Exploration BHMCT 601-18

URSE OUTCOME	CO1 Students nations along CO2 Students CO3 Students CO4 Students	with Chir will learn will acqu	about foo ire knowled	d productio	on manage	ement and R les of Food F	&D in kitch	nen.
SYLLABUS MAPPING	Course Outcome	PO1	PO2	PO3	PO4	PO5	PO6	
	COI	٧	٧	٧	٧		٧	1
	CO2	٧	٧	٧	V	٧	٧	
	CO3	٧		٧	٧	Head V	٧	To a second section
	CO4	٧	٧	٧	٧	Department of I.K. Gujral Pun	Management	A Hospitality

rthala-144003

UNIT-1	INTERNATIONAL CUISINE
	A. Geographic location B. Historical background C. Staple food with regional Influences D. Specialities E. Recipes F. Equipment in relation to:  Great Britain France Italy Spain & Portugal Scandinavia Germany Middle East Oriental Mexican Arabic  CHINESE  A. Introduction to Chinese foods B. Historical background
	C. Regional cooking styles D. Methods of cooking E. Equipment and Utensils  PRODUCTION MANAGEMENT
UNIT-2	A Kitchen Organization  B Allocation of Work - Job Description, Duty Rosters  C Production Planning  Production Scheduling
	E Production Quality & Quantity Control F Forecasting & Budgeting G Yield Management  PRODUCT & RESEARCH DEVELOPMENT A. Testing new equipment, B. Developing new recipes C. Food Trails D Organoleptic & Sensory Evaluation

Head Department of Management & Hospitality I.K. Gujral Punjab Technical University Kapurthala-144603

UNIT-3	FOOD PRESENTATION PRINCIPLES: Basic presentations, Modern perspectives, use of technology, Use of contemporary plates, Role and use of garnish, Unconventional							
	garnishes, Plate Presentation techniques							
UNIT-4	MOLECULAR GASTRONOMY							
	<ul> <li>History and development</li> </ul>							
	<ul> <li>Chemical structure of proprietary food</li> </ul>							
	Carbohydrates in MG							
	Equipments and Chemicals							
	<ul> <li>Emulsion – theory and application</li> </ul>							
	<ul> <li>Culinary cooking process</li> </ul>							
	i) Heating							
	ii) Conduction							
	iii) Convection							
	iv) Radiation							
6	v) Freezing							
REFERENCES:	Le Rol A.Polsom. The Professional Chef							
	<ul> <li>Bo Friberg (2002) The Professional Pastry Chef, Fourth Edition Wiley &amp; Sons INC</li> </ul>							
	<ul> <li>Cessarani &amp; Kinton (2007). Theory of Catering. Hodder Education Publisher</li> </ul>							
	<ul> <li>K Arora (2008), Theory of Cookery. Frank Brothers</li> </ul>							
	<ul> <li>Fuller J. Barrie &amp; Jenkins. Accompaniments &amp; Garnishes from waiter</li> </ul>							
	<ul> <li>S. C Dubey, Bakery &amp; Confectionery, Socity of Indian Bakers</li> </ul>							
	<ul> <li>Philip E. Thangam (2010) Modern Cookery (Vol-I) Orient BlackSwan</li> </ul>							
	<ul> <li>Kinton R Cessarani V., Foskett D. (2000) Practical Cookery (9th edition) Hodder Education</li> </ul>							



Head
Department of Management & Hospitality
I.K. Gujral Punjab Technical University
Kapurthala-144603

ph

# International cuisine- An Exploration (Practical's) BHMCT 602-18

SYLLABUS MAPPING	CO1 Students Italian, Germa CO2 Students CO3 They will CO4 Students cuisines.	an, British will get h built up k	and Greek ands expos nowledge	sure on var about the i	ious techni menu planr	ques of Mo	olecular Ga	stronomy. e same
	Outcome							
	CO1	٧	٧	٧	٧	٧	٧	
	CO2	٧		٧	٧	٧	٧	
	CO3	٧	٧	٧	∨.	٧	٧	
	CO4	٧	٧	٧	٧		٧	
COUNTRY	Topic							
	Rice	Rice MENU 03 Sweet Corn Soup, Shao Mai, Tung-Po Mutton, Yangchow Fried Rice MENU 04 Wanton Soup, Spring Rolls, Stir Fried Beef & Celery Chow Mein MENU 05 Prawns in Garlic Sauce, Fish Szechwan, Hot & Sour Cabbage, Steamed Noddle's						
CHINESE	MENU 03 Sw MENU 04 Wa MENU 05 Pra	eet Corn Sou	Soup, Shao p, Spring R	Mai, Tung- olls, Stir Fri	Po Mutton	, Yangchow Celery Chov	w Mein	2
CHINESE SPAIN	MENU 03 Sw MENU 04 Wa MENU 05 Pra	reet Corn S anton Sou awns in Ga awns cho, F	Soup, Shao p, Spring R arlic Sauce,	Mai, Tung- olls, Stir Fri Fish Szech	Po Mutton ed Beef & ( wan, Hot &	, Yangchow Celery Chow Sour Cabb	v Fried Rice v Mein age, Stean	2
	MENU 03 SW MENU 04 Wa MENU 05 Pra Noddle's MENU 06 ,Ga De Mazaana MENU 07 Mi Cacciatore, M	anton Sou awns in Ga azpacho, F inestrone, Medanzan	Soup, Shao p, Spring R arlic Sauce, Pollo En Pe Ravioli Ara e Parmigia	Mai, Tung- olls, Stir Fri Fish Szech pitoria, Pae abeata, Fett ne	Po Mutton ed Beef & G wan, Hot & lla, Fritata	, Yangchow Celery Chov Sour Cabb De Patata, onara, Poll	v Fried Rice v Mein age, Steam Pastel o Alla	2
<u>SPAIN</u>	MENU 03 SW MENU 04 Wa MENU 05 Pra Noddle's MENU 06 ,Ga De Mazaana MENU 07 Mi Cacciatore, M	anton Sou awns in Ga azpacho, F inestrone, Medanzan nsensuppe	Soup, Shao p, Spring Re arlic Sauce, Pollo En Pe Ravioli Ara e Parmigia e, Sauerbaa	Mai, Tung- olls, Stir Fri Fish Szech- pitoria, Pae beata, Fett ne ten, Spatza	Po Mutton ed Beef & G wan, Hot & lla, Fritata tocine Carb	, Yangchow Celery Chov Sour Cabb De Patata, onara, Poll	v Fried Rice v Mein age, Steam Pastel o Alla	2
SPAIN ITALY	MENU 03 SW MENU 04 Wa MENU 05 Pra Noddle's MENU 06 ,Ga De Mazaana MENU 07 Mi Cacciatore, M	anton Sou awns in Ga azpacho, F inestrone, Medanzan nsensuppe otch Broth	Soup, Shao p, Spring R arlic Sauce, Pollo En Pe Ravioli Ara e Parmigia e, Sauerbaa n, Roast Be	Mai, Tung- olls, Stir Fri Fish Szech- pitoria, Pae beata, Fett ne ten, Spatza	Po Mutton ed Beef & G wan, Hot & lla, Fritata tocine Carb	, Yangchow Celery Chov Sour Cabb De Patata, onara, Poll	v Fried Rice v Mein age, Steam Pastel o Alla	2
SPAIN ITALY GERMANY	MENU 03 SW MENU 04 Wa MENU 05 Pra Noddle's MENU 06 ,Ga De Mazaana MENU 07 Mi Cacciatore, M MENU 08 Lin MENU 09 Sci	azpacho, Finestrone, Medanzan insensuppe otch Broth	Pollo En Per Ravioli Ara e Parmigia e, Sauerbaa n, Roast Ber ast Potato	Mai, Tung- olls, Stir Fri Fish Szech pitoria, Pae beata, Fett ne ten, Spatza ef, Yorkshir	Po Mutton ed Beef & G wan, Hot & lla, Fritata cocine Carb le, German e Pudding	, Yangchow Celery Chov Sour Cabb De Patata, Onara, Poll Potato Sal Glazed	v Fried Rice v Mein age, Steam Pastel o Alla	2

Head
Department of Management & Hospitality
1.K. Gujral Punjab Technical University
Kapurthala-144603

## BHMCT Batch 2018 onwards

## Banquet and restaurant operations & Management

BHMCT 603-18

COURSE OUTCOME	CO1 Student	s will be	able to ac	quire know	vledge abo	ut Planning	and oper	ations of			
COOKSE OUTCOME	CO1 Students will be able to acquire knowledge about Planning and operations of various F&B outlets.										
	CO2 Students will be able to Plan and execute Function catering along with various										
	Banquets & E	Buffets									
	CO3 Studen	ts will ge	et practica	l experien	nce in org	anizing an	d Executin	g Event			
	Management	and impo	rtance of N	ΛICE.							
	CO4 Students	will know	about the	role of Kitc	hen Stewar	ding.					
SYLLABUS OUTCOME											
	Course	PO1	PO2	PO3	PO4	PO5	PO6				
	Outcome										
	COI	٧	٧	٧	٧		٧				
	CO2	٧	٧	٧	٧	٧	٧				
	CO3	v	-	٧	٧	٧	٧				
			V	V	V	V	V				
	CO4	٧						anal and			
_UNIT-1	PLANNING &	OPERATI	NG VARIO	US F&B O	UILEI: Phi	ysical layou	to be see	oridored			
	ancillary area	s, Objectiv	e of a goo	d layout, St	teps in plan	ning, Facto	rs to be co	Dianning			
	while planning	ig, Calcula	ting space	requireme	nt, Various	set ups ic	ing Soloct	ing and			
	staff require	ment, Me	nu plannir	ig, Constra	aints of m	enu piann	of quant	ities of			
	planning of	planning of heavy duty and light equipment, Requirement of quantities of									
	equipment re	equipment required like crockery, Glassware, Cutlery - steel or silver etc. Suppliers &									
	manufacturers, Approximate cost, Planning Décor, furnishing fixture etc.										
UNIT-2	FUNCTION CATERING: - BANQUETS: History, Types, and Organization of Banquet										
		department, Duties & responsibilities, Sales, Booking procedure, Banquet menus.									
	BANQUET PROTOCOL: Space Area requirement, Table plans/arrangement, Misc-en-										
	place, Service, Toast & Toast procedures. INFORMAL BANQUET: Reception, Cocktail										
	parties, Convention, Seminar, Exhibition, Fashion shows, Trade Fair, Wedding,										
	Outdoor catering. FUNCTION CATERING:- BUFFETS: Introduction, Factors to plan buffets, Area requirement, Planning and organization, Sequence of food, Menu										
		planning, Types of Buffet, Display, Sit down, Fork, Finger, Cold Buffet, Breakfast Buffets, Equipment, Supplies, Check list									
UNIT-3	EVENT MANA				toristics To	ines of Eve	nts-Cultura	1			
UNIT-3											
	The second secon	festivals, religious, business etc. Need of event management, Key factors for best event management. Event management checklist. Case study of some events. MICE:									
	Introduction,		1								
	conference m							Control of the Contro			
	facilities. The							crice			
UNIT-4	Variable of the second second			13 011 10 00	ario riacioni	ar commun	ities.				
UNII-4	KITCHEN STEWARDING										
	A. Impor	rtance									
	The second secon		n kitchen s	ewarding							
	The state of the s	d maintai		Cwaruing							
				and callet	lina						
		ine used f	or cleaning	and polish	iirig						
DEFERENCES	Inventory	6 1 111	0 1 1		F . 10 F						
REFERENCES:			ap. & John	A. Cousins.	Food & Be	verage					
	Service. Edwa		85212								
	100 to 10		. Food & E	leverage Se	ervice Train		t.				
	Tata McGraw					Head					
	John F	uller,Hutc	hinson. M	odern Rest	aurant Serv	rice. Welsen	entropMagage	ment & Hos			
	John Fuller, Hutchinson. Modern Restaurant Service. PRESIDENT MARAGEMENT & Hospit Brown G. & Hapner K. The Waiter Handbook. Hospital Maragement & Hospital & Hospital & Hospital & Hospital & Hospital & Hospital & Hospita										

MS

#### **BHMCT Batch 2018 onwards**

#### Banquet and restaurant operations & Management

#### Practicals BHMCT 604-18

#### COURSE OUTCOME

CO1 Students will be able to plan and operate various F&B Outlets.

CO2 Students will get hands on experience on Function Catering where they will organize and execute Banquet caterings.

CO3 Students will be able to plan and set up Buffets for functions.

CO4 Students will perform task on using and operating machines used in Kitchen Stewarding and maintain Inventory.

#### SYLLABUS MAPPING

Course Outcome	PO1	PO2	PO3	PO4	PO5	PO6
CO1	٧	- √	٧	٧	٧	٧
CO2	٧	٧	٧	٧		٧
CO3	٧	. √	٧	٧	٧	٧
CO4	٧		٧	٧	٧	٧

#### 1 Planning & Operating Food & Beverage Outlets

- Developing Hypothetical Business Model of Food & Beverage Outlets
- Case study of Food & Beverage outlets Hotels & Restaurants

#### 2 Function Catering - Banquets

- Planning & organizing Formal & Informal Banquets
- Planning & organizing Outdoor caterings

#### 3 Function Catering - Buffets

- Planning & organizing various types of Buffet
- 4 Kitchen Stewarding
  - Using & operating Machines
  - Exercise physical inventory

6

Head
Department of Management & Hospitality
I.K. Gujral Punjab Technical University

Kapurthala-144603

## I. K. Gujral Punjab Technical University

## BHMCT Batch 2018 onwards

#### Front Office Management BHMCT 605-18

COURSE	CO1 Students	will be ab	ie to outin	e and expi	ani oi baa	Ser a baab	er cycle,		
OUTCOME					control ar	d Forecast	ing room		
	Factors affecting budget planning, budgetary control and Forecasting room revenue in front office management.								
	CO2 Students	will be ab	le to expla	in timesha	re options	and vacation	on ownershi		
	CO3 Students	will be ab	le to endo	rse Importa	ance of ac	commodat	ion		
	management	aspects a	nd Establis	hing standa	ards, monit	oring perfo	ormance, Co		
	& pricing-Hub	bart form	ula, Rule o	f the Thum	ıb.				
	CO4 Students	will be ab	le to acqui	re knowled	dge and lea	rn about th	ne, Structur		
	of the Airline								
SYLLABUS									
MAPPING	Course	PO1	PO2	PO3	PO4	PO5	PO6		
	Course	101	102	1.03	,	,			
	Outcome			8.	.,	-1	٧		
	CO1	V	٧.	٧	V	٧	V		
	CO2	٧	٧.	٧	٧	.,	v		
	CO3	٧	٧	V	V	V	V		
	CO4	V	٧		٧	٧	V		
UNIT-1	BUDGETING								
	B. Mak	ing front o	et & budget ffice budge	t					
	C. Fact	ors affecti	ng budget p	lanning					
	D. Capi	tal & oper	ations budg	et for fron	t office				
	E. Refi	ning budge	ts, budget	ary control					
	F. Fore	casting ro	om revenu	e					
	Advantages	& Disadva	ntages of b	udgeting					
UNIT-2	TIMESHARE	& VACATI	ON OWNE	RSHIP					
	• Defi	nition and	types of ti	meshare of	otions				
	• Diffi	culties fac	ed in mark	eting times	hare busin	ess			
	Adv	antages &	disadvanta	ges of time	share husi	necc			
	<ul> <li>Advantages &amp; disadvantages of timeshare business</li> <li>Exchange companies -Resort Condominium International, Intervals</li> </ul>								
	Exch			-			Intervals		
	100000		panies -Re	-			, Intervals		
	Int	nange com ernational	panies -Re	sort Condo	minium Int	ernational			
	100000	nange com ernational rove the ti	panies -Re meshare /	sort Condo	minium Int	ernational			
UNIT-3	How to imp	nange com ernational rove the ti t's role/ind	panies -Re meshare / dustry role	sort Condo referral/co	minium Int	ernational			
UNIT-3	How to imp Governmen ACCOMMO	nange com ernational rove the ti t's role/ind DATIONS	panies -Re meshare / dustry role	sort Condo referral/co	minium Int ndominiun CTS	ernational			
UNIT-3	How to imp Governmen ACCOMMO • Effective	nange com ernational rove the ti t's role/ind DATIONS I e use of SC	panies -Rem meshare / dustry role MANAGEN DP's in fron	sort Condo referral/co IENT ASPEC t office dep	minium Int ndominiun CTS partment.	ernational			
UNIT-3	How to imp Governmen ACCOMMO • Effective	nange com ernational rove the ti t's role/ind DATIONS I e use of SC hing stand	panies -Re meshare / dustry role MANAGEN	sort Condo referral/co IENT ASPEC t office dep	minium Int ndominiun CTS partment.	ernational			
UNIT-3	How to imp. Governmen ACCOMMO  Effective Establis Tariff de	nange comernational rove the ti t's role/ind DATIONS the use of SC hing stand ecisions	meshare / dustry role MANAGEN DP's in fron ards, moni	referral/co  ENT ASPE  t office dep	ndominium ndominiun CTS partment. ormance,	ernational			
UNIT-3	Int How to imp Governmen ACCOMMO  Effective Establis Tariff de Cost & p	nange comernational rove the ti t's role/ind DATIONS I e use of SC hing stand ecisions pricing-Hul	meshare / dustry role MANAGEN OP's in fron ards, moni	sort Condo referral/co IENT ASPE t office dep toring perf ula, Rule of	minium Int ndominiun CTS partment.	ernational			
UNIT-3	How to imp Governmen ACCOMMO  Effective Establis Tariff de Cost & p	nange comernational rove the ti t's role/ind DATIONS I e use of SC hing stand ecisions pricing-Hul al/Contribu	meshare / dustry role MANAGEN OP's in fron ards, moni	sort Condo referral/co ENT ASPE t office dep toring perf ula, Rule of g	ndominium ndominiun CTS partment. ormance,	ernational			
UNIT-3	How to imp. Governmen  ACCOMMO  Effective Establis Tariff de Cost & p Margina Occupa	nange comernational rove the tit's role/inco DATIONS If a use of SC hing stand a cisions oricing-Hulal/Contributory & Revo	meshare / dustry role MANAGEN OP's in fron ards, moni	sort Condo referral/co ENT ASPE t office dep toring perf ula, Rule of g ts	minium Int ndominium CTS partment. ormance, f the Thum	ernational			

Department of Management & Hospitality I.K. Gujral Punjab Technical University Kapurthala-144603

#### **BHMCT Batch 2018 onwards**

• UNIT-4	INTRODUCTION TO AIRLINE INDUSTRY: Introduction, Structure of the Airline Industry, Major & National Carriers, Regional Carriers, Role of Regional Air Carrier. SAFETY REGULATION AND OVERSIGHT OF FLIGHT OPERATION Introduction, Safety Regulation of Flight Operations, Flight crew requirements for flight safety, Alternate arrangements by operator, In- flight Monitoring by Operator, Flight operation to a new station, security clearance for foreign pilot and Engineers, Flight safety manual, Safety Audit.
REFERENCES:	<ul> <li>Front Office Training manual – Sudhir Andrews, Publisher: Tata Mac Grew Hill</li> <li>Managing Front Office Operations – Karsavina &amp; Brooks Educational Institution HAMA</li> <li>Front Office – operations and management – Ahmed Ismail (Thomson Delmar)</li> </ul>
	<ul> <li>Front office Operation Management- SKI Bhavnagar, Publisher: Frank Brothers</li> <li>Managing Front Office Operations By Karsavina &amp; Brooks</li> <li>Hotel Front Office Management, 4th Edition by James Socrates Bard; Wiley International</li> </ul>

#### Front Office Management BHMCT 606-18

#### COURSE OUTCOME

CO1 Students will be able to acquire the knowledge of Yield Management calculations, preparing statistical data based on actual calculations.

CO2 Students will be able to learn Preparation of sales letters, brochure, tariff cards & other sales documents Assignment on GDS.

CO3 Students will be able to acquire the knowledge of Calculation of staff requirement & making of duty rotas for front office department of small, large & medium sized hotels with different levels of occupancy

#### SYLLABUS MAPPING

Course Outcome	PO1	PO2	PO3	PO4	PO5	PO6
COI	٧	٧	v	٧	٧	٧
CO2	٧	٧	٧	٧	٧	٧
CO3	٧	٧	٧	V	٧	٧

		(200)
1,	1. Preparation	on of SOP's for guest arrival, departure, complaint handling
2.	2. Yield Man	agement calculations, preparing statistical data based on
	actual calculations	
3.	3. Role play	& problem handling 4
4.	4. Preparation	n of sales letters, brochure, tariff cards & other sales
	documents Assignment on GDS	
5.	5. Calculation	of staff requirement & making of duty rotas for front office
	department of small, large & medium sized he	otels with different levels of occupancy
6.	6. Preparation	n of operating budget for front office
7.	7. Computer	proficiency in all hotel computer applications-actual
	computer lab Hours.	Head
8.	8. Preparatio	n of SOP's for guest arrival, departures a the Adams of Hospitality I.K. Gujral Punjab Technical University

Kapurthala-144603

### Accommodation Management BHMCT 607-18

	Design, Lightening and Lightening Fixtures in Housekeeping department.  CO2 Students will be able to perform various 3R's of waste management, Garbage segregation and Energy Generation.  CO3Students will be able to explain ECO-FRIENDLY PRACTICES and System of certifying Ecotel  CO4 Students will be able to identify the ENERGY AND WATER CONSERVATION IN HOUSEKEEPING OPERATIONS							
SYLLABUS MAPPING								
	Course	PO1	PO2	PO3	PO4	PO5	PO6	
	Outcome							
	CO1	٧	٧	٧	٧	٧	V	
	CO2	٧	٧	٧	٧	٧	٧	
	CO3	٧	٧	٧	٧	٧	V	
	CO4	٧	٧		٧	٧	٧	
HAUT 2	<ul> <li>Accessor</li> </ul>							
UNIT-2	<ul><li>Garbage</li><li>Disposal</li><li>Compost</li></ul>	aste man segregatio	agement on					
UNIT-3	<ul><li>Guest Su</li><li>Cleaning</li></ul>	eping role pplies	in a green	property				
UNIT-4	NEW PROPER			ION IN HO	USEKEEPIN	IG BRERAT	IONS	

WY

#### BHMCT Batch 2018 onwards

REFERENCES	<ul> <li>Andrews, S. (2013). Hotel Housekeeping: A Training Manual. Tata McGraw- Hill Education.</li> </ul>
	<ul> <li>Raghubalan, G., &amp; Raghubalan, S. (2014). Hotel housekeeping: operations and management. Oxford University Press.</li> </ul>
	<ul> <li>Burstein, H. (1980). Management of Hotel and Motel Security (Vol. 5). CRC Press.</li> </ul>
	<ul> <li>Jones, T. J. (2007). Professional management of housekeeping operations.</li> <li>John Wiley &amp; Sons.</li> </ul>
	<ul> <li>Singh, M. (2012). Hotel Housekeeping. Tata McGraw-Hill Education.</li> </ul>
	<ul> <li>Ghosal, S. (2011). Hotel Engineering. Oxford University Press.</li> </ul>

#### Accommodation Management BHMCT 608-18

#### COURSE OUTCOME

CO1 Students will be able to identify special decoration and planning with time split executing

CO2 Students will be able to understand the importance of team cleaning

CO3 Students will be able to identify the standard operating procedure of different cleaning surfaces and will be able to use in an appropriate& professional manner.

#### SYLLABUS MAPPING

Course Outcome	PO1	PO2	PO3	PO4	PO5	PO6
CO1	٧	٧	V	٧	٧	٧
CO2	٧		v	٧	٧	٧
CO3	٧	٧	٧	٧		٧

Special decoration (theme related to hospitality industry)

- indenting
- costing
- · planning with time split executing

#### Team cleaning

- Planning
- Organizing
- Executing
- Evaluating

Devising/ designing training module

- Refresher training(5 days)
- Induction training(2 days)
- Remedial training(5 days)

#### Standard operating procedure

skill oriented task (e.g. cleaning and polishing glass, brass etc)

Head
Department of Management & Hospitality
I.K. Gujral Punjab Technical University
Kapurthala-144603

My

## BHMCT Batch 2018 onwards

### Principles of Management BHMCT 609-18

COURSE OUTCOME	CO1 Students CO2 Students CO3 Students CO4 Students	will get t	o know the about cor	e planning ntrolling ar	and organ nd directin	IIZING IN IVI	anagement.
SYLLABUS MAPPING	Course	PO1	PO2	PO3	PO4	PO5	PO6
	Outcome			٧	٧	٧	٧
	COl	٧	٧	V	V	V	V
	CO2		٧	V	V	-	V
	CO3	٧	٧	V	V	٧	٧
	CO4	٧	٧	V			
	<ul> <li>Appropriate Appropriate Appropria</li></ul>	tingency), ntation to of Mana nagerial E nagement	, Contribut o managen ger- Profes thics and C t Thought.	ion Of Lead nent thoug ssional Mar	ding Thinke tht process nager and	i.	Managerial skills,
UNIT-2				f manager	ment;		
	<ul> <li>Con</li> <li>Plan</li> <li>and</li> <li>Plan</li> <li>Tim</li> <li>Plan</li> <li>Man</li> <li>Org</li> <li>Fort</li> </ul>	cepts of faming and Importation in pro- blems solved Management and Important in pro- management in pro- management in pro- management in pro- position in pro-	POSDCORB Management Paradign cess in Det ving and d ement. Decision I t By Object and Organization Organization	nent Proces ns, ail, Types a ecision ma Making - N tives (MBC ting Structure Structure	and Levels king, ature, Proc ), Nature ure, Line & Stal	of Plans  cess and Ty  & Principle	rpes of Planning, is Of Organization chart, lanagement & Hospita be Technical University

#### BHMCT Batch 2018 onwards

	Diffici Batter 2-1-1
	<ul> <li>Span of Control, Centralization and Decentralization,</li> <li>Authority and Responsibility, Delegation</li> </ul>
UNIT-3	<ul> <li>CONTROLLING &amp;DIRECTING</li> <li>Basic concepts of control- Definition, Process and Techniques.</li> <li>Directing: Nature &amp; Scope of Directing,</li> <li>Motivation and Morale,</li> <li>Communication,</li> <li>Leadership, Concept, Theories of Leadership, styles, Successful versus effective leadership styles in travel trade and hospitality organizations, Coordination</li> </ul>
UNIT-4	<ul> <li>GROUP DYNAMICS</li> <li>Types of Groups,</li> <li>Reason for the formation of group, Group cohesiveness, group conflicts, team building,</li> <li>Individual differences: Causes of individual differences.</li> <li>Interpersonal Skill - Transactional analysis, Life Positions, Johari Window</li> </ul>
REFERENCES	<ul> <li>Heinz Weihrich, Cannice&amp; Koontz, Management (A Global Perspective), Tata McGrawHill</li> <li>Griffin, Management: Principle &amp; Applications, CengageLearning</li> <li>Stephen Robbins &amp; Coulter Mary, Management, PearsonsEducation</li> <li>V S P Rao &amp; V H Krishna, Management, ExcelBooks</li> <li>P.Subba Rao, Principles of Management, HimalayaPublishing Mukherjee, Principles of Management and Organisationalbehaviour, Tata McGrawHill.</li> </ul>

#### Mentoring and Professional Development BMPD 602-18

### Guidelines regarding Mentoring and Professional Development

CO1 Students will actively participates in various classroom activities like expert talk, aptitude test, Group Discussion and quiz which in turn help them improve communication skills.

CO4 students will be able to analyse and discuss on various issues raised in Group Discussions.

CO3 Students will have various outdoor activities which in turn helps them with team by ding.

CO4 Students will be able to be more confident.

Department of Management & Hospitality I.K. Guiral Punjab Technical University

Kapurthala-144603

#### BHMCT Batch 2018 onwards

#### SYLLABUS MAPPING

Course Outcome	PO1	PO2	PO3	PO4	PO5	PO6
CO1		٧	٧	٧	٧	٧
CO2	٧	٧	٧	٧	٧	٧
CO3	٧	٧	٧	٧		٧
CO4	√	٧	V	٧	٧	٧

The objective of mentoring will be development of:

- Overall Personality
- Aptitude (Technical and General)
- General Awareness (Current Affairs and GK)
- Communication Skills
- Presentation Skills

The course shall be split in two sections i.e. outdoor activities and class activities. For achieving the above, suggestive list of activities to be conducted are:

#### Part - A (Class Activities)

- 1. Expert and video lectures
- 2. Aptitude Test
- Group Discussion
- 4. Quiz (General/Technical)
- 5. Presentations by the students
- 6. Team building Exercises

#### Part - B (Outdoor Activities)

- Sports/NSS/NCC
- 8. Society Activities of various students chapter i.e. ISTE, SCIE, SAE, CSI, Cultural Club, etc.

Evaluation shall be based on rubrics for Part – A & B

Mentors / Faculty in charges shall maintain proper record student wise of each activity conducted and the same shall be submitted to the department.

> Head Department of Management & Hospitality L.K. Gujral Punjab Technical University Kapurthala-144603

# SEVENTH SEMESTER

0

Head
Department of Management & Hospitality
I.K. Gujral Punjab Technical University
Kapurthala-144603

Mr

## BHMCT Batch 2018 onwards

#### BHMCT 701A-18 FOOD PRODUCTION MANAGEMENT

	FOOD P			to latest tre	ends the ne	ia or speci	anzanon.	100	
COURSE	CO1 Students will get acquainted to latest trends the field of specialization. CO2 They will be able to classify and explain the use of technology in Food &								
OUTCOME	1 Managament								
	Beverage production and Management CO3 Students will be able to analyze the various products and demonstrate their								
								4	
	use. CO4 Learner	will be ab	ale to excel	in the area	of special	ization and	d able to		
	formulate sol	utions to t	the issues r	ertaining t	o the Indu	stry			
	ioiniulate soi	unons to	are issues p						
SYLLABUS									
MAPPING		PO1	PO2	PO3	PO4	PO5	PO6		
MAFFING	Course	POI	102	103	,				
	Outcome					٧	٧		
	CO1	٧		٧	٧		v	1	
	CO2	٧	٧	٧	٧	٧	V V	1	
1	CO3	√	٧	٧	٧		V	- 1	
,1	CO4	٧	٧	٧	V	٧	V		
UNIT-1	INTRODU								
	• Late	est Trends	s and Cond	epts			ow food		
	<ul> <li>Latest Trends and Concepts</li> <li>Life style cooking- Gluten free, sugar free, Vegan, slow food</li> </ul>								
	movement, menu examples.     Sustainable Food & Beverage Production- Importance of								
	mo	vement r	nenu exam	nles.			2.06		
	mo	vement, n	nenu exam	ples. verage Pro	oduction-	Importanc	e of		
	• Sus	vement, n stainable l	nenu exam Food & Be v in food o	ples. verage Propertions,	oduction- Farm to F	ork, Orga	e of nic food,		
	• Sus	vement, n stainable l tainability	nenu exam Food & Be y in food o	ples. verage Properations, actices, wa	oduction- Farm to F	ork, Orga sable	nic rood,	nure	
	Sus sus sus	vement, national stainable la tainability stainable controlles thropological stainable controlles thropological stainable controlles thropological stainable controlles through the stainable controlles through the stainable controlles through the stainable controlles through the stainable controlles the stainable control	nenu exam Food & Be y in food o culinary pr ty of food-	ples. verage Properations, actices, was Evolution	oduction- Farm to F aste dispos of Mode	ork, Orga sable rn Era, Fo	nic rood,	ture	
	• Sus sus sus • An	vement, nationable la tainability tainable contropologications (R	nenu exam Food & Be y in food o culinary pr gy of food- eligion, G	ples. verage Properations, actices, was Evolution	oduction- Farm to F aste dispos of Mode	ork, Orga sable rn Era, Fo	nic rood,	ture	
UNIT-2	Sus sus sus • An rel:	vement, n stainable l tainability stainable of thropolog ations ( R	nenu exam Food & Be y in food o culinary pr gy of food- eligion, Go ens,	ples. everage Properations, actices, was Evolution eography,	oduction- Farm to F aste dispos of Moder Influences	ork, Orga sable rn Era, Fo	nic rood,	ture	
UNIT-2	Sus sus sus An rel:	vement, nestainable letainability tainable of thropologiations (Roud kitches paration)	nenu exam Food & Be y in food o culinary pr gy of food- eligion, Go ens, of food in	ples. everage Properations, actices, wa Evolution eography, centralised	Farm to F aste dispose of Moder Influences	ork, Orga sable m Era, Fo	nic rood,	ture	
UNIT-2	Sus sus sus sus control of the	vement, no stainable la tainable la tainable control tain	renu exam Food & Be y in food oculinary pr gy of food- eligion, Go ens, of food in and disad	ples. everage Properations, actices, was Evolution eography, centralised wantage of	Farm to F aste dispose of Moder Influences	ork, Orga sable m Era, Fo	nic rood,	ture	
UNIT-2	Sus sus sus sus control of the	vement, no stainable la tainability stainable of thropologiations (R) coud kitche eparation divantages puipments	renu exam Food & Be y in food of culinary property of food- eligion, Go ens, of food in and disadirequired,	ples. everage Properations, actices, was Evolution eography, centralised wantage of	Farm to F aste dispose of Moder Influences	ork, Orga sable m Era, Fo	nic rood,	ture	
UNIT-2	• Sussus sus sus • An relation Preco Add o Equation HA	vement, no stainable la tainability stainable of thropologiations (R) and kitche eparation dvantages suipments ACCP pro-	renu exam Food & Be y in food of culinary property of food- eligion, Gents, of food in and disade required, occdures,	ples. everage Properations, actices, was Evolution eography, centralised vantage of	Farm to F aste dispose of Moder Influences	ork, Orga sable m Era, Fo	nic rood,	ture	
UNIT-2	• Sus sus sus • An relation of the control of the c	vement, no stainable la tainable la tainable conthropologiations (Roud kitches eparation livantages puipments ACCP pro ansportation of the tainable conthropologianis (Rough ansportation de la tainable control de la tainable contr	renu exame Food & Be y in food oculinary property of food- eligion, Goens, of food in and disadured, ocedures, ion and log	ples. everage Properations, actices, wa Evolution eography, centralised vantage of	Farm to F aste disposa of Moder Influences d outlet,	ork, Orga sable en Era, Foo s)	od & Cult	ture	
	• Sus sus sus • An relation of the control of the c	vement, no stainable la tainable la tainable conthropologiations (Roud kitches eparation livantages puipments ACCP pro ansportation of the tainable conthropologianis (Rough ansportation de la tainable control de la tainable contr	renu exame Food & Be y in food oculinary property of food- eligion, Goens, of food in and disadured, ocedures, ion and log	ples. everage Properations, actices, wa Evolution eography, centralised vantage of	Farm to F aste disposa of Moder Influences d outlet,	ork, Orga sable en Era, Foo s)	od & Cult	ture	
UNIT-2 UNIT-3	Sussus sussus sussus sussus sussus sussus	vement, no stainable la tainability stainable of thropologiations (Roud kitches eparation dvantages suipments ACCP pro ansportation to the thropologianis (Rough Market et al., 1988).	required, ocedures, ion and logos / Exotic	ples. everage Properations, actices, wa Evolution eography, centralised vantage of	Farm to F aste disposa of Moder Influences d outlet,	ork, Orga sable en Era, Foo s)	od & Cult	ture	
	• Sussus sussus sussus • Ann relation Properties of Addition of Equation of Eq	vement, nestainable la tainability tainable of thropologiations (Roud kitche eparation divantages uipments ACCP programsportation to the transportation of	renu exam Food & Be y in food of culinary pr gy of food- eligion, Go ens, of food in and disadd required, occdures, ion and log os / Exotic	ples. everage Properations, actices, wa Evolution eography, centralised vantage of	Farm to F aste disposa of Moder Influences d outlet,	ork, Orga sable en Era, Foo s)	od & Cult	ture	
	• Sus sus sus sus sus e An rel:  • Cle o Pro o Ado o Eq o HA o Tr	vement, no stainable la tainability stainable of thropologiations (Reparation divantages puipments ACCP programsportation deir types apportance	renu exam Food & Be y in food of culinary property of food- eligion, Go ens, of food in and disade required, occdures, ion and log os / Exotic	ples. everage Properations, actices, wa Evolution eography, centralised vantage of	Farm to F aste disposa of Moder Influences d outlet,	ork, Orga sable en Era, Foo s)	od & Cult	ture	
	• Sus sus sus sus sus e An relation of the control	vement, no stainable la tainability tainable of thropolog ations (R toud kitche eparation divantages quipments ACCP programs portation types apportance sage in constant to the tought of the tought o	renu exam Food & Be y in food of culinary property of food- eligion, Go ens, of food in and disade required, occdures, ion and log os / Exotic	ples. everage Properations, actices, wa Evolution eography, centralised vantage of	Farm to F aste disposa of Moder Influences d outlet,	ork, Orga sable en Era, Foo s)	od & Cult	ture	
	• Sus	vement, no stainable la tainability tainable of thropolog ations (R oud kitche eparation divantages aupments ACCP programsportation types in portance sage in conedicinal programs of the conedicinal	required, ocedures, ion and logos / Exotic poking,	ples. Everage Properations, actices, was Evolution eography, centralised vantage of gistics	Farm to F aste disposa of Moder Influences d outlet,	ork, Orga sable en Era, Foo s)	od & Cult	ture	
	• Sus	vement, no stainable la tainability tainable of thropologiations (R toud kitche eparation divantages auipments ACCP programs portate totic Herbacity types apportance sage in content of the content of t	required, booking, properties or properties	ples. everage Properations, actices, wa Evolution eography, centralised vantage of gistics spices /ma	oduction- Farm to F aste disposa of Moder Influences d outlet, centralise	ork, Orga sable m Era, For s)	od & Cult	ture	
	• Sussus sussus sussus sussus sussus sussus	vement, no stainable la tainability tainable of thropologiations (R toud kitche eparation divantages uipments ACCP programsportation types apportance sage in confederapeutic toud Prese reservation of the toud preservation	required, coding, properties on methods or m	ples. Everage Properations, actices, was Evolution eography, centralised vantage of gistics spices /mass	arinades /	ork, Orga sable en Era, For s)	od & Cult	ture	
	• Sussus sussus sussus sussus sussus sussus	vement, no stainable la tainability tainable of thropologiations (R toud kitche eparation divantages uipments ACCP programsportation types apportance sage in confederapeutic toud Prese reservation of the toud preservation	required, coding, properties on methods or m	ples. Everage Properations, actices, was Evolution eography, centralised vantage of gistics spices /mass	arinades /	ork, Orga sable en Era, For s)	od & Cult	ture	
	• Sussus sussus sussus sussus sussus sussus	vement, nestainable la tainability tainable of thropologiations (Roud kitche eparation divantages auipments ACCP programsportate totic Herbacit types apportance sage in confederapeutic dedicinal pherapeutic preservation reservations and the confederapeutic preservation reservations.	required, occdures, ion and logory Exotic properties or properties or methods on methods on methods on methods of the properties on methods on methods on methods or properties on methods on methods on methods on methods or properties on methods on methods on methods or properties or properties or properties or properties or properties or methods on methods or methods or properties or propert	ples. Everage Properations, actices, was Evolution eography, centralised vantage of gistics spices /mass	arinades /	ork, Orga sable en Era, For s)	od & Cult	ture	
	• Sussus sussus sussus sussus sussus sussus	vement, no stainable la tainability tainable of thropolog ations (R oud kitche eparation divantages uipments ACCP programs portation of the types and the types apportance sage in content of types apportance apportance sage in content of types apportance sage in cont	required, ocedures, ion and logoroperties or properties on methods on,	ples. Everage Properations, actices, was Evolution eography, centralised vantage of gistics spices /mass	arinades /	ork, Orga sable en Era, For s)	od & Cult	ture	
	• Sussus sussus sussus sussus sussus sussus	vement, in stainable la tainability itainable of thropologiations (R oud kitche eparation divantages auipments ACCP programs portaine entrypes in confederal proportance sage in confederal proportance delicinal proportance reservations and justice and proportations and justice and programs and justice and proportations and proportations and proportations and proportations are proportations and proportations are proportations and proportations are proportations and proportations are proportations are proportations and proportations are	required, occlures, ion and logoroperties or properties or methods on, ellies,	ples. Everage Properations, actices, was Evolution eography, centralised vantage of gistics spices /mass	arinades /	ork, Orga sable en Era, For s)	od & Cult	nure	
	• Sussus sussus sussus sussus sussus sussus	vement, in stainable la tainability itainable of thropologiations (R oud kitche eparation divantages puipments ACCP programs portation of the eparation desire types in confederation of the eparation of the epar	renu example of the sy in food & Be by in food of culinary properties, of food in and disadvarequired, occdures, ion and logos / Exotic ooking, properties or properties on methods on methods on, ellies, d syrups,	ples. Everage Properations, actices, was Evolution eography, centralised vantage of gistics spices /mass	arinades /	condiments or vatives exervatives	od & Cult		
	• Sussus sussus sussus sussus sussus sussus	vement, in stainable la tainability itainable of thropologiations (R oud kitche eparation divantages auipments ACCP programs portate to the trypes in color dedicinal programs and preservation ephydration and preservation ephydratic	required, occdures, ion and logory Exotic ooking, properties or properties on methods on methods on, ellies, d syrups, d foods,	ples. Everage Properations, actices, was Evolution eography, centralised vantage of gistics spices /mass susing nates using chests	oduction- Farm to F aste dispose of Model Influences d outlet, centralise arinades /	condiments or vatives eservatives	ts	ment & Hosp	
	• Sussus sussus sussus sussus sussus sussus	vement, in stainable la tainability itainable of thropologiations (R oud kitche eparation divantages auipments ACCP programs portate to the trypes in color dedicinal programs and preservation ephydration and preservation ephydratic	required, occlures, ion and logoroperties or properties or methods on, ellies, d syrups, d foods, Pickles and Pick	ples. Everage Properations, actices, was Evolution eography, centralised vantage of gistics spices /mass susing nates using chests	oduction- Farm to F aste dispose of Model Influences d outlet, centralise arinades /	condiments or vatives eservatives	od & Cult	ment & Hosp	

Mr

### BHMCT Batch 2018 onwards

	o Garnishes-
	Buffet presentation –
	Display work
	o Sugar displays:
	<ul> <li>Pastillage,</li> </ul>
	<ul> <li>Gum paste</li> </ul>
	<ul> <li>Molding &amp; modelling techniques,</li> </ul>
	Marzipan
	o Bread Displays
	<ul> <li>Center pieces,</li> </ul>
	<ul> <li>Bread basket</li> </ul>
	Bread Art
REFERENCES	Arora, Krishna - Theory of Cookery-, Frank Bros., New Delhi 2009
The state of the s	Philip, Thangam E- Modern Cookery, 5th edition, Anna Salai, Chennai 2009
	Bali, Parvinder: Quantity Food Production Operations and Indian Cuisine
	oxford, London 2013
	Aggarwal, D.K., Kitchen Equipment & Design, Aman Publications, New
	Delhi, 2006.
	Vikas Singh, Text Boook Of food Production (BTK), Aman Pub., N. Delhi,
	2011.
	Mcvety, Paul J- Fundamentals of menu planning, 3rd edition John Wiley•
	& Sons, New Jersey
	Le Rol A.Polsom. The Professional Chef Bo Friberg (2002)
	Cessarani• & Kinton (2007). Theory of Catering. Hodder Education
	Publisher
	Fuller J. Barrie & Jenkins. Accompaniments & Garnishes from walter
	Kinton R Cessarani V., Foskett D. (2000) Practical Cookery• (9th edition)
	Hodder Education
	The Professional Pastry Chef, Fourth Edition• Wiley & Sons INC



Head
Department of Management & Hospitality
I.K. Gujral Punjab Technical University
Kapurthala-144603

#### BHMCT Batch 2018 onwards

#### BHMCT 702A-18 - PRACTICAL FOOD PRODUCTION MANAGEMENT

#### COURSE OBJECTIVE

CO1 Learner will be able to illustrate supervisory role

CO2 Students will be practically able to formulate the plan to execute the operations of Hospitality business

CO3 Students will showcase their skills learned by hands on exposure in practical laboratories.

CO4 Students will be able to propose and develop Food & Beverage business models and ensure smooth running of the same.

#### SYLLABUS MAPPING

STEEABO	, WINI I I					
Course Outcome	PO1	PO2	PO3	PO4	PO5	PO6
CO1	٧	٧	٧	٧	٧	٧
CO2	٧		٧	٧	٧	٧
CO3	٧	٧	٧	٧	٧	
CO4	٧	٧	٧	٧	٧	٧

- 1. Practical 1: Time experiment (24 hrs., 12 hrs., 6 hrs., 2 hrs.) using sous vide or similar techniques. Output- How long meat (Lamb loin chops) should cook for the best results.
- Practical 2: Blast freeze/ cook freeze vegetables, sauces, and cooked food for longer shelf life.
- Practical 3: Vegan food and recipes including presentation, plating, and garnishing.
- Practical 4: Dehydrate and preserve organic fruits/ pickling/ cocktail syrup making.
- Practical 5: Processing Herbs and spices used in cooking.
- 6. Practical6: Dry rub and marinade output: which taste better/ differences and how they are done.
- 7. Practical 7: Bread art and presentation

(W)

- 8. Practical 8: Buffet presentation (Can be done during events)
- Practical 9: Gluten Free recipes and Menus
- Practical 10: Sugar Free Recipes and menus
- Practical 11: Recipes and Menus as per Food and Culture relations.

lead

Department of Management & Hospitality I.K. Gujral Punjab Technical University Kapurthala-144603

### BHMCT Batch 2018 onwards

703A – 18 TANDOOR-PRINCIPLE, CONCEPT AND APPLICATION

	TANDO	OK-PRIN	CIPLE, C	ONCEP	A PARTON	te and war	ious roles	involved in		
COURSE	COI	Students	will expla	in all the	componen	an event		involved in		
OUTCOME	planning, organizing, running and evaluating an event; CO2 They will apply the theory and skills necessary to professionally plan, organize and run a business event. CO3 Students will understand the importance of strategic planning for an									
	CO.	Students	at includi	na monite	ring and	valuating	the impac	ts on the		
		er commu		ng monte	ning and v	varaating	me impae	is on the		
	CO	Lagrage	mty. will manac	re the all t	he aspects	of a busin	ness opera	tions.		
CNILLABILE	COS	Learner	will illalia	c the un	ne aspeca	0140401				
SYLLABUS MAPPING			202	PO3	PO4	PO5	PO6			
MAPPING	Course	PO1	PO2	PU3	PU4	103	100			
	Outcome									
	COI	٧	٧	٧	٧	٧	٧			
	CO2		٧	٧	٧	٧	٧			
	CO3	٧	٧	٧		٧	٧			
\	CO4	V	٧	٧	٧	٧	٧			
UNIT - 1		lution of	Fandoori							
UNII - I			ry of Tand	oor						
	• Cui	sac/Era of	tandoora	nd tandoo	ri cookerv	Influence	of Mugha	ls on tandoori		
			tandour a	nd tandoo	ir cooker)					
	Inc	<ul> <li>Cookery</li> <li>Ingredients used in tandoori cookery and Identification of ingredients</li> </ul>								
	• Ing	of variou	e enices II	ses of ten	derizers					
	Use of various spices Uses of tenderizers  Uses of backs in tandoori sockery									
	• Use	<ul> <li>Uses of herbs in tandoori cookery</li> <li>Various garnishes and plate presentation in tandoori cookery</li> </ul>								
		idoori plat		nate prese	in the same of the					
	• Tar	de and oth	er equi <b>nm</b>	ents relate	d to tando	or Types	of fuel use	d in tandoor		
	• Fue	es of tand	loor	cins relate	d to tallac					
	1 1 1	ther acuin	ments requ	vired in ta	ndoor coo	kerv				
TINITE 3		paring of		arred in to	ndoor coo					
UNIT - 2	• Pre	paring or	ise and flo	or of tand	oor					
			clay pot ar							
	• Ins	iching Ei	ing and cu	ring of th	e tandoor					
			inades and							
	Va	rious type	of marina	ides used	in tandoor	i cookerv				
	• Val	Farance he	tween ma	rinades ar	d Rubs U	sefulness	of marinac	les and rubs		
	Difference between marinades and Rubs Usefulness of marinades and rubs     Section and sealing of food items.									
	<ul> <li>Searing and sealing of food items</li> <li>Methods of basting and sealing of food items</li> </ul>									
	• Me	CIC COM	MODITI	ES OF TA	NDOOR	MARINA	TION			
			sed in Tan			.,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,				
	• Ing	redients u	seu III Tan	times use	e e					
	• Ma	rinade: in	portance,	andoor di	chae					
	• Acc	companim	ents for T	andoor di	snes,	4				
	• Va	riety of ve	getable an	d meat cu	us require	u .				
UNIT - 3	• Tec	hniques to	o control t	he temper	ature of ta	indoor		and mank hours		
	• Me	thods to c	ontrol the	temperati	ire of tand	oor during	g operation	nal peak hours		
		1		. 11'		eries III-				
UNIT - 4				and the second second second	Marie Control of the	AND DESCRIPTION OF THE PARTY OF	Partment of Mi	anagement & Hospital		
	• Co	mpatibilit	y of vario	ous alcon	olic bever	rages and	non-alto	Technical University		
	wit	h tandoor	food iten	ıs		V.a	putitiala-1440			
							1/20			

	<ul> <li>Hygiene and safety standards cleanliness near tandoor and kitchen</li> <li>Cleaning of tandoor and disposal of fuel residue Personal hygiene of tandoor chef</li> <li>Protective clothing and gear of tandoor personal Equipment's and tools required in cleaning and safety</li> <li>Location and use of fire extinguishers near tandoor and kitchen.</li> </ul>
References	https://nsdcindia.org/sites/default/files/QP_THC-Q3001_Tandoor-Cook.pdf Tandoor: The Great Indian Barbecue Hardcover – 12 November 2001 by Ranjit Rai

Head
Department of Management & Hospitality
I.K. Gujral Punjab Technical University
Kapurthala-144603

#### 704A – 18 - PRACTICAL - . TANDOOR-PRINCIPLE, CONCEPT AND APPLICATION

Suggested Menus:

COURSE OUTCOME	CO1 Student	s will exp	olain all th	e compon	ents and va	arious role	S		
500	involved in planning, organizing, running and evaluating an event; CO2 They will apply the theory and skills necessary to professionally								
	plan, organize and run a business event.								
	plan, organiz	ze and run	a busines	s event.	nea of str	tegic plan	ning for		
	CO3 Studen	ts will un	derstand ti	ne importa	and avalu	ating the i	mnacts		
	an event or f	estival, ir	icluding n	iomtoring	and evalu	ating the n	inpacts		
	on the wider	commun	iity.	II the eene	etc of a bu	einess one	rations		
	CO4 Learne	r will ma	nage the a	ii the aspe	cis of a bu	siness ope	attons.		
SYLLABUS MAPPING						205	noc		
	Course	PO1	PO2	PO3	PO4	PO5	PO6		
	Outcome								
	CO1	٧	٧	٧	٧	٧	٧		
	CO2	٧	٧	٧	٧	٧	٧		
	CO3	٧	٧	٧	V	٧	٧		
Menu 1	Menu 2								
Tandoori roti,	Bhakharkha	ani Naan							
Kulcha Naan / Muslim	Shikampur	i Kabab,							
Naan	Phaldari Ka								
Paneer tikka, / Murgh Tikka	Mint chutn	ey							
Mint chutney									
Menu3	Menu 4								
Roomali roti	Khasta roti	i							
Sheekh Kabab,	Kakori Ke	bab							
Vegetable Sheekh Kabab	Mint chutr	ney							
VEGETATIVE SHECKII IXAGAG	IVIIII CHILL								
	Willie Char	- 2.2							
Mint and yoghurt sauce	Menu 6	- 3.8							
Mint and yoghurt sauce Menu 5	Menu 6 Bhakri ( N	Jachani, B	Bajra) ( Ric	ce, Jawar)					
Mint and yoghurt sauce Menu 5 Sheeramal	Menu 6 Bhakri ( N	Jachani, B	Bajra) ( Ric	e, Jawar) ushroom					
Mint and yoghurt sauce Menu 5 Sheeramal Shammi Kabab,	Menu 6	rawns / A	Bajra) ( Ric Ajawain M	ee, Jawar) ushroom					
Mint and yoghurt sauce Menu 5 Sheeramal Shammi Kabab , Toonde kebab	Menu 6 Bhakri ( N Ajawain P	rawns / A	Bajra) ( Ric Kjawain M	ee, Jawar) ushroom	i.				
Mint and yoghurt sauce Menu 5 Sheeramal Shammi Kabab, Toonde kebab Mint chutney	Menu 6 Bhakri ( N Ajawain F Chilli saud	Prawns / A	Ajawain M	ushroom					
Mint and yoghurt sauce Menu 5 Sheeramal Shammi Kabab, Toonde kebab Mint chutney Menu 7	Menu 6 Bhakri ( N Ajawain F Chilli saud	Prawns / A	Bajra) ( Ric Ajawain M wegetarian	ushroom					
Mint and yoghurt sauce Menu 5 Sheeramal Shammi Kabab , Toonde kebab Mint chutney Menu 7 Missi Roti	Menu 6 Bhakri ( N Ajawain F Chilli saud	erawns / A	Ajawain M	ushroom					
Mint and yoghurt sauce Menu 5 Sheeramal Shammi Kabab , Toonde kebab Mint chutney Menu 7 Missi Roti Kalami / Tangdi kabab	Menu 6 Bhakri ( N Ajawain P Chilli sauc	erawns / A	Ajawain M	ushroom					
Mint and yoghurt sauce Menu 5 Sheeramal Shammi Kabab , Toonde kebab Mint chutney Menu 7 Missi Roti Kalami / Tangdi kabab Stuffed Hariyali Fish	Menu 6 Bhakri ( N Ajawain F Chilli saud Menu 8 Stuffed pa Boti kaba	erawns / A	Ajawain M	ushroom					
Mint and yoghurt sauce Menu 5 Sheeramal Shammi Kabab , Toonde kebab Mint chutney Menu 7 Missi Roti Kalami / Tangdi kabab Stuffed Hariyali Fish Mint chutney	Menu 6 Bhakri ( N Ajawain F Chilli saud Menu 8 Stuffed pa Boti kaba	erawns / A	Ajawain M	ushroom					
Mint and yoghurt sauce Menu 5 Sheeramal Shammi Kabab , Toonde kebab Mint chutney Menu 7 Missi Roti Kalami / Tangdi kabab Stuffed Hariyali Fish Mint chutney Menu 9	Menu 6 Bhakri ( N Ajawain P Chilli sauc Menu 8 Stuffed pa Boti kaba Mint chut	Prawns / Acce arathas - v b tney	Ajawain M	ushroom					
Mint and yoghurt sauce Menu 5 Sheeramal Shammi Kabab , Toonde kebab Mint chutney Menu 7 Missi Roti Kalami / Tangdi kabab Stuffed Hariyali Fish Mint chutney Menu 9 Stuffed parathas – Non	Menu 6 Bhakri ( N Ajawain F Chilli saud Menu 8 Stuffed pa Boti kaba Mint chut Menu 10 Baida Ro Peshawai	Prawns / Acce  arathas - v b tiney  ti ri Naan	vegetarian	ushroom					
Mint and yoghurt sauce Menu 5 Sheeramal Shammi Kabab , Toonde kebab Mint chutney Menu 7 Missi Roti Kalami / Tangdi kabab Stuffed Hariyali Fish Mint chutney Menu 9 Stuffed parathas – Non vegetarian	Menu 6 Bhakri ( N Ajawain F Chilli saud Menu 8 Stuffed pa Boti kaba Mint chut Menu 10 Baida Ro Peshawai	Prawns / Acce  arathas - v b tiney  ti ri Naan	vegetarian	ushroom					
Mint and yoghurt sauce Menu 5 Sheeramal Shammi Kabab , Toonde kebab Mint chutney Menu 7 Missi Roti Kalami / Tangdi kabab Stuffed Hariyali Fish Mint chutney Menu 9 Stuffed parathas – Non	Menu 6 Bhakri ( N Ajawain F Chilli saud Menu 8 Stuffed pa Boti kaba Mint chut Menu 10 Baida Ro Peshawai	Prawns / Acce  arathas - v b tiney  ti ri Naan	Ajawain M	ushroom					

Head
Department of Management & Hospitality
L.K. Gujral Punjab Technical University
Kapurthala-144603

## BHMCT Batch 2018 onwards

### BHMCT 701B-18 FOOD AND BEVERAGES SERVICE MANAGEMENT

	FOOD AND BEVERAGES SERVICE MANAGEMENT
Unit-i	Supervisory Functions:
	Briefing
	Allocations of tables     Allocations of tables
	Checking the Mise en place and Mise –en-scene
	Handling Tips
	Stock Taking
	<ul> <li>Indenting and maintaining par-stocks of supplies</li> </ul>
	Sales Analysis
	Cost Analysis
	Break Even Point calculation
	Handling Complaints
	Training the staff
	<ul> <li>Employee evaluating / performance appraisal.</li> </ul>
	Customer Relationship Management
9	Importance of customer Relationship: Regular, Occasional, First timer
	Guest Satisfaction: Menu, consistency in the quality of dishes & service
	Food safety and Hygiene
	Attitude of staff
	Suggestions by guests
Unit-II	Specialized form of service :
	• Lounge service,
	Butler service,
	Railway catering
	Airline services.
	Gueridon service :
	<ul> <li>History &amp; definition of Gueridon,</li> </ul>
	<ul> <li>Types of trolley,</li> </ul>
	Various items to be prepared,
	<ul> <li>Advantages and disadvantages of Gueridon.</li> </ul>
•	• Carving & flambé service :
	Flambé trolleys,
	Sweets trolley,
	Cooking & carving at table     Food and Beverage Management in Fast Food and Popular catering
Unit-III	Introduction, Basic Policies- Financial, Marketing and Catering, Control
	Introduction, Basic Policies- Financial, Marketing and Carring,
	and performance measurements.  Food and Beverage Management in Hotels and Quality Restaurants-
	Food and Beverage Management in Hotels and Quarty Restaurants     Wing Principle Marketing and Catering Control
	Introduction, Basic Policies- Financial, Marketing and Catering, Control
	and performance measurements.
	Food and Beverage Management in Function Catering Introduction
1	Basic Policies- Financial, Marketing and Catering, Control and
	The state of the s
	performance measurements.
	performance measurements.  Food and Beverage Management in Hospital Catering Introduction
	Food and Beverage Management in Hospital Catering - Introduction
	Food and Beverage Management in Hospital Catering Introduction Basic Policies - Financial, Marketing and Catering Introduction Performance measurements.    K Guiral Punjab Technical University

Byn

#### BHMCT Batch 2018 onwards

	Menu Merchandising:						
	o Basic menu criteria,						
	<ul> <li>Types of food and beverage menu,</li> </ul>						
	<ul> <li>Methods of printing menu,</li> </ul>						
	<ul> <li>Suggestive selling and up selling,</li> </ul>						
	<ul> <li>Emerging trends in the menu printing</li> </ul>						
	Visual Merchandising						
	o Floor stands,						
	o Posters,						
	o Wall displays,						
	o Tent cards etc.,						
	Apparel Merchandising						
	Signage Merchandising						
	Brand Merchandising						
Text Books:	Food and beverage service by R. Singaravelavan, oxford university press, 1st						
	edition. (2011)						
	Text book of food and beverage service by S.N.Bagchi/Anita Sharma, Aman						
	publications, new Delhi, 3rd edition, (2010)						
	Bar attendant's handbook by George Ellis, global India publications pvt ltd., 2nd						
	edition, (2002)						
	The bar and beverage book by Costas Katsigris, Chris Thomas, John Wiley &						
	sons, 4th Edition, (2007)						
	sons, 4th Edition, (2007)						



Head
Department of Management & Hospitalit,
I.K. Gujral Punjab Technical University
Kapurthala-144603

#### **BHMCT Batch 2018 onwards**

#### BHMCT 702B-18- (PRACTICAL) FOOD AND BEVERAGES SERVICE MANAGEMENT

#### Course Objectives:

CO1 Learner will be able to illustrate supervisory role

CO2 Students will be practically able to formulate the plan to execute the operations of Hospitality business

CO3 Students will showcase their skills learned by hands on exposure in practical laboratories.

CO4 Students will be able to propose and develop Food & Beverage business models and ensure smooth running of the same.

#### SYLLABUS MAPPING

SYLLABUS	S MAPP	ING				
Course Outcome	PO1	PO2	PO3	PO4	PO5	PO6
CO1	٧	٧	٧	٧	٧	٧
CO2	٧		٧	V	٧	٧
CO3	٧	V	٧	٧	٧	
CO4	٧	٧	٧	٧	٧	٧



#### Supervisory Skill SOP:

Conducting Briefing. & Debriefing

Restaurant, Bar, Banquets & Special events

Drafting Standard Operating Systems (SOPs) for various F. & B Outlets

Supervising Food. & Beverage operations

Preparing Restaurant Log

#### F&B Staff Organization

- Class room Exercise (Case Study method)
- Developing Organization Structure of various Food & Beverage Outlets
- Determination of Staff requirements in all categories
- Making Duty Roster
- Preparing Job Description & Specification

#### Staff Organization

- Class room Exercise (Case Study method)
- To
- Developing Organization Structure of various Food & Beverage Outlets
- Determination of Staff requirements in all categories
- Making Duty Roster
- Preparing Job Description & Specification

## Gueridon and Flame cooking and carving at table:

- Organizing Mise-en-place for Gueridon Service
- Dishes involving work on the Gueridon•
- Task-01 Crepe suzette Task-02 Banana au Rhum Task-03 Peach Flambe Task-04 Rum Omelette Task-05 Steak Diane Task-06 Pepper Steak

## Developing Hypothetical Business model of food and beverage outlets:

- Popular catering,
- Quality Restaurant,
- Function catering,
- Hospital catering.

## Case study of Food and Beverage outlets:

- Popular catering,
- Quality Restaurant,

Department of Management & Hospitality I.K. Gujral Punjab Technical University Kapurthala-144603

- · Function catering,
- Hospital catering.

Fol

Head Department of Management & Hospit, I.K. Gujral Punjab Technical University Kapurthala-144603

#### BHMCT Batch 2018 onwards

#### 703B - 18EVENT MANAGEMENT

OBJECTIVE: - To impart within student basic knowledge of organizing, Marketing & Promotions & Managing of Events.

#### LEARNING OUTCOMES:

Explain all the components and various roles involved in planning, organizing, running and evaluating an event;

Apply the theory and skills necessary to professionally plan, organize and run a business event; and Understand the importance of strategic planning for an event or festival, including monitoring and evaluating the impacts on the wider community.

#### UNIT - 1

Events- The Concept, Nature, Definition and scope, C"s of Events, advantage and disadvantage of Events, Categories and Typologies, Skills required to be a good Event Planners

#### UNIT-2

Organizing & Designing of Events, key elements of Events, Event Infrastructure, core concept, core people, core talent, core structure, Setting Objectives for the Event, Negotiating Contracts with event Organizers, Venue, Media. UNIT – 3

Marketing & Promotion of Events: Nature of Event Marketing, Process of Event Marketing, The Marketing Mix, Sponsorship. Promotion: Image/ Branding, Advertising, Publicity and Public Relation

Managing Events: Financial Management of Events, Staffing, Leadership, Safety and Security: Occupational Safety and Health, Incident Reporting, Crowd Management and Evacuation

#### References:-

A.K. Bhatia, "Event Management", Sterling Publishers Pvt. Ltd. Delhi.

Anton Shone & Bryn Parry, "Successful Event ;2Management

Coleman, Lee & Frankle, Powerhouse Conferences. Educational Institute of AHMA

Hoyle, Dorf & Jones, Meaning conventions & Group business. Educational institute of AH & MA.

Joe Jeff Goldblatt, "Special Events: Best Practices in Modern Event Management (Hospitality, Travel & Tourism)", John Willy and Sons, New York

Leonard H. Hoyle, Jr, "Event Marketing", John Willy and Sons, New York

Lynn Van Der Wagen, Carlos, Event Management, Pearson, New Delhi.

Sanjay Singh Gaur, Sanjay V Saggere, Event Marketing Management, Vikas Publication, New Delhi John Beech, Sebastian Kaiser, Robert Kaspar - The Business of Events Management ; Pearson Publications

> Department of Management & Hospita I.K. Guiral Punjab Technical University Kapurthala-144603

## BHMCT Batch 2018 onwards

## 704B - 18 - PRACTICAL

## EVENT MANAGEMENT

- Understanding the various types of events 1.
- Preparing Requirement forms
- Preparing and planning schedules of various events 2. 3.
- Preparing Function sheet 4.
- Planning the staffing for an Event
- Understanding the various legal compliances for an event 5.
- Preparation of Reimbursement & Honorarium, Travel arrangement worksheet 6. 7.
- Developing Recordkeeping systems 8.
- Designing an event 9.
- Planning a birthday party 10.
- Planning a food festival 11.
- Planning a corporate event 12.
- Planning a promotion for an event 13.

Head Department of Management & Hospitality I.K Gujral Punjab Technical University Kapurthala-144603

## **BHMCT Batch 2018 onwards**

## BHMCT 701C-18 FRONT OFFICE MANAGEMENT

	FRONT OFFICE MANAGEMENT
UNIT – 1	Cash and Credit Control:
	Cash Control: Introduction, frauds & internal control, cash receipt control,
	physical control measures.
	Credit Control: Meaning, objective and methods, Hotel credit policy, Control
	measures; during occupancy, checkout, after departure, Prevention of
	Skippers: on arrival/during stay/on departure day.
UNIT – 2	Quality Guest Service:
	Introduction, services provided by hotel front office, certification in relation
	to quality, relationship with other divisions, managing customer relationship
	through effective communication, complaint handling, latest trends and
	practices followed in front office.
UNIT - 3	Budgeting:
Citi 5	Introduction, types, advantage and disadvantages of budgeting, budgetary
	controls, The budgeting process, Planning capital budget, Planning operation
	budget, Operating budget – controlling expenses – income statement,
S.	Dudget, Operating budget - controlling expenses - income statement,
*	Purchasing systems - methods of buying, Stock records - issuing and
TINITE	control.
UNIT – 4	Revenue Management:
	Concept and applications, Measuring yield, elements of revenue
	management; using revenue Management, Economic Principles and Demand
	Forecasting, Reservations and Channels of Distribution, The Revenue
	Management Team, Strategic Management and Following the RevMAP,
	Tools, Tactics, and Resources.
	Selling Techniques
	Reception as a sales department Purpose of selling/the hotel product selling
	methods
References	Front Office training manual- Sudhir Andrews
	Front office operations and management- Jatashankar R. Tewari
	Front Office Operations - Colin Dix, Chris Baird
	Professional Hotel Front Office Management- Anutosh Bhakta
	Hotel Front Office Management - James. A. Bardi
	Front Office Operations and Management - Ahmed Ismail(Thompson
	Delmar)
	Front Office Operation Management – S. K. Bhatnagar
	Managing Front Office Operations – Micheal Kasavana and brooks
	Principles of Front Office Operations – Sue Baker & Jermy Huyton
	Check-in check-out – Jerome Valley
	A Manual of Hetal December 1 D. C. Benvis, C. Medlik Heinemann
	A Manual of Hotel Reception - J. R. S. Beavis, S. Medlik Heinemann
	Professional

Head
Department of Management & Hospitality
I.K. Gujral Punjab Technical University
Kapurthala-144603

M

## **BHMCT Batch 2018 onwards**

## BHMCT 702C-18 - PRACTICAL FRONT OFFICE MANAGEMENT

S. No.	Topic
1	Handling Guest Complaints
2	Handling various modes of payment: Cash, Foreign currency, Travellers Cheques, Travel vouchers, Credit/Debit Cards, Bill to company, etc.
3	Front Office Management Jargons
4	Role Play:-  Customer relationship management via effective communication
5.	Hands on preparation of Front Office Budget
6.	Latest Trends in Front Office (Assignment as PPT Presentation)
7	Mock Report Generation
8	A week as a front office manager-mock session.

Head
Department of Management & Hospitality
I.K. Gujral Punjab Technical University
Kapurthala-144603

(Nyo

## BHMCT Batch 2018 onwards

## 703C - 18 TOUR & TRAVEL MANAGEMENT

	1 D. S. i. Tourist & Tourism viz: inhound authound
UNIT – 1	Organised Travel Defining Tourist & Tourism viz: inbound, outbound,
	domestic, maintenance of tourism products, Alternative tourism, Mass
	tourism, Special Interest Tourism. Itinerary Development Introduction,
	meaning and definition, types of itineraries, how to develop an effective
	itinerary, functions of tour managers and planning tools for an itinerary.
UNIT - 2	Tour Packaging Management Concept, Origin and development of Tour
	Packaging, Types of Tour, Component of a Standard Package Tour, Factors
	affecting Tour Formulation, Tour Designing Process, Significance of
	Package Tour, Tour Brochure.
UNIT - 3	Travel Agency Marketing, Marketing Concept, unique features of Travel
	Marketing, Significance of Travel Agency Marketing, Developing a Tour
	Marketing Plan, Marketing Strategy of Inbound & Outbound tours.
UNIT - 4	Travel Trade Organizations/Associations Need and Significance of Travel
Citil - 4	Trade Association, Role and Contribution of UNWTO, IATA, PATA, IATO
	and TAAI.
References	Chand, Mohinder Travel Agency Management, Anmol: Delhi
References	Chunk, James, Dexter &Boberg, Professional Travel Agency Management.
	Prentice Hall Publication  Tour Management, New Jersey: Prentice Hall
	Fay Betsy, Essentials of Tour Management, New Jersey: Prentice Hall
	Publication.
	Negi J.M., Travel Agency and Tour Operation: Concepts and Principles,
	New Delhi: Kanishka Publishers & Distributors.

Head
Department of Management & Hospitacky
I.K. Gujral Punjab Technical University
Kapurthala-144503

## **BHMCT Batch 2018 onwards**

## 704C - 18 - PRACTICAL TOUR & TRAVEL MANAGEMENT

- To prepare different Itineraries
- Prepare different tour packages
- Develop Tour Brochures
- Develop Tour Marketing plans
- Field visit of six to ten days duration specific destination during the semester period duly approved by the Director. All students are required to submit the field study tour reports of their field visits in the department 15 days before the second semester Viva-voce examination. The Viva-voce shall be conducted on the basis of theory papers and field visits and marks shall be awarded both by Internal and External examiners. The aggregate of both the examiners shall be awarded to the candidates there upon.

Head
Department of Management & Hospi
I.K. Gujral Punjab Technical Universes
Kapurthala-144603

## **BHMCT Batch 2018 onwards**

## BHMCT 701D-18 ACCOMMODATION MANAGEMENT

OBJECTIVE: - The students will get knowledge about Planning and organizing housekeeping department Store and stock control, Renovation of Rooms, contract Cleaning & crisis Management LEARNING OUTCOME:

- Students will get an insight about purchase and stock control
- Along with that students also learn about managing contractual services and crisis situation. b)
- Students also learn about renovation c)

d) Contra	ct Cleaning concepts & Managerial Handling
UNIT – 1	Flower Arrangements: Introduction, Flower arrangements in hotels, Flower arrangements basics, Designing flower arrangements, Japanese/Oriental Flower arrangements, common Flowers and Foliage
UNIT – 2	Horticulture: Introduction, Essential components of horticulture, Landscaping, Indoor plants, Bonsai in hotels
UNIT - 3	Changing Trends in Housekeeping: Introduction, Outsourcing, Training and Motivation, New trends, Eco-friendly amenities & products, New scientific techniques, use of information technology in housekeeping
UNIT – 4	a Emergencies  Medical (respiration / burns/wounds/hemorrhage / first aid etc  During facility breakdown  Fire / natural disasters etc  Evacuation procedures  Security aspects  Importance,  Details of security in public area,  Monitoring of Activities in public areas.  Monitoring in Accommodation Operation Area – Floor, Lobby & Rooms  Loss prevention  loss and found department - roles and procedures)  Managerial handling of the VIPS, CIPS and Travel Agent Groups  Complaint handling at the desk
References	Simple Flower Arranging Hardcover by Mark Welford (Author), Stephen Wicks (Author). Penguin The Art of Flower Arranging Hardcover – by Paula Pryke, Rizzoli Flower Arranging: The Complete Guide for Beginners Hardcover –by Judith Blacklock c&C offset Flower School: A Practical Guide to the Art of Flower Arranging by Calvert Crary Running Press Book Publishers Flower Color Guide by Darroch Putnam, Michael Putnam Phaidon Press Textbook of Horticulture By K Manibhushan Rao · 2005 Macmillan Disaster Planning and Preparedness in the Hotel Industry By Ahmad Rasmi Albattat, Ahmad Puad Mat Som ·, Emerald Five Star Crisis Management - Examples of Best Practice from the Hotel Industry By Outi Niininen ·, INtech Open

Department of Management & Rosentaint I.K. Gujral Punjab Technical University Kapurthala-144603

## **BHMCT Batch 2018 onwards**

## BHMCT 702D-18 - PRACTICAL ACCOMMODATION MANAGEMENT

S. No	Topic
1	Flower Arrangements: Identify various flowers used for various arrangements, Identify various basic ingredients used for flower arrangements, Learn different types of Flower arrangements, Learn different styles of Japanese and Oriental flower arrangements.  Horticulture: Understand essential components of horticulture; understand the elements of landscaping, To know about indoor plants, Elements of Bonsai.
2	First Aid  • First aid kit  • Dealing with emergency situation  • Maintaining records
3	Fire safety fire fighting  Safety measures  Fire drill (demonstration)  Evacuation procedures
4	Raising indents and ordering for Special decorations (Theme related to hospitality industry)  Indenting  Costing  Planning with time split along with execution
5,	Preparing rooms for special occasions/guests/VIP/CIP/Travel Agent guests Inter departmental coordination Situation handling at the desk in housekeeping
6	Trends and latest Energy Conservation & eco-friendly concept



## **BHMCT Batch 2018 onwards**

## BHMCT 703D-18 -INTERIOR DECORATION

	INTERIOR DECORATION
UNIT – 1	Interior Designing
	• Introduction
	Significance of Interior Design
	Types of Interiors
	<ul> <li>Fundamentals of Interior Design</li> </ul>
	<ul> <li>Principles &amp; Elements of Design</li> </ul>
	<ul> <li>Designing for the physically challenged</li> </ul>
UNIT - 2	Colour Designing
	Introduction
	Dimensions of colour
	Prang's colour system
	Munsell colour system
	<ul> <li>Colour scheme for Lobby &amp; Public area</li> </ul>
	Chromo Therapy
UNIT – 3	Floor Covering
	Selection of floor covering
	Cleaning of floor covering
	Types of floor covering
	Importance of floor maintenance
	Modern trends of Flooring
UNIT - 4	Wall Covering
	Introduction
	Practical Consideration
	Types of Walls
	Types of wall covering
	<ul> <li>Selection of wall covering</li> </ul>
	Maintenance of wall and wall coverings
References	<ul> <li>Andrews, S. (2013). Hotel Housekeeping: A Training Manual. Tata</li> </ul>
	McGraw-Hill Education.
	<ul> <li>Raghubalan, G., &amp; Raghubalan, S. (2014). Hotel housekeeping: operations</li> </ul>
	and management. Oxford University Press.
T	<ul> <li>Burstein, H. (1980). Management of Hotel and Motel Security (Vol. 5).</li> </ul>
	CRC Press.
	<ul> <li>Jones, T. J. (2007). Professional management of housekeeping operations.</li> </ul>
	John Wiley & Sons.
	<ul> <li>Singh, M. (2012). Hotel Housekeeping. Tata McGraw-Hill Education.</li> </ul>
	<ul> <li>Ghosal, S. (2011). Hotel Engineering. Oxford University Press.</li> </ul>

Head Department of Management & Hospitality I.K. Gujral Punjab Technical University Kapurthala-144603

MAN 1440

#### **BHMCT Batch 2018 onwards**

## BHMCT 704D-18 - PRACTICAL INTERIOR DECORATION

Conception and designing of guest room Making floor plans, Wall elevations Creating 3d models of guestroom/public area Special decorations

- Theme
- Contrast
- Merged

Practical knowledge about the following

- · Carpentry joints.
- Concept of furniture Layout.
- Concept of Colour and Lights.
- Paints, Varnishes, Distemper.
- Concept of False Ceiling.
- General Plumbing system.
- General Sanitary fittings.
- · General layout of kitchen and toilets.
- Concept of Showroom, Shop, Classroom, Residence etc.

Head Department of Management & Hospitality I.K. Gujral Punjab Technical University Kapurthala-144603

RA

#### BHMCT Batch 2018 onwards

## BHMCT 705- PRINCIPLES OF MARKETING

Course Objective: Marketing is one of the foremost functions of Management in present day corporate world, its understanding results in developing best products in terms of goods and services that brings consumer satisfaction. This course will imbibe the basic understanding among the students to become successful marketers.

Course Outcomes (COs): After completion of the course, the students shall be able to:

CO1: Explain the basics of marketing, selling, marketing mix and its core concepts.

CO2: Describe the intricacies of the marketing environment and marketing information systems for effective marketing planning and strategies.

CO3: Develop necessary skills for effective market segmentation, targeting and positioning.

CO4 - Illustrate various components of product mix, product life cycle and comprehend the new product development process.

Syllabus Mapping

Course Outcome	PO1	PO2	PO3	PO4	PO5	PO6
CO1	٧	٧	٧	٧	٧	٧
CO2	٧		٧	٧	٧	٧
CO3	٧	٧	٧	٧	٧	
CO4		٧	٧	٧	٧	٧

#### Unit I

Marketing: Nature and Scope of Marketing, customer needs, wants and demand. Various Marketing Concepts: production, product, selling, marketing and societal marketing, Analyzing marketing environment: micro, macro environment

Unit II

Market segmentation: Need, concept, nature, basis and strategies, mass marketing vs. Segmentation.

Marketing mix: 4Ps of products and 7Ps of services, components and factors affecting mix.

Unit III

**Product decisions**: Product definition, new product development process, and product life cycle, positioning, branding, packaging and labeling decisions.

Pricing decisions: importance, objectives, designing strategies, Pricing Techniques
Unit IV

Distribution: Types of channel, factors affecting decision, Designing and Managing

Marketing Channel, Managing Retailing, physical distribution system and its components. **Product Promotion**: promotion mix-introduction, importance, advantages and disadvantages of various components and factors affecting. Designing and managing Integrated Marketing Communications.

## Suggested Readings:

- 1.Kotler, P., Keller, K.L. Koshy, A. and Jha, M., Marketing Management: A South Asian Perspective, Pearson Education.
- 2. Etzel, M., Walker, B., Stanton, W. and Pandit, A Marketing Management, Tata McGraw Hill.
- Ramaswamy, V.S and Namakumari, S. Marketing Management: Global Perspective Indian Context, Macmillan Publishers India Ltd.
- 4. Saxena, Rajan, Marketing Management, Fourth Edition, Tata McGraw Hill Education Pvt. Ltd.

Head
Department of Management & Hospitalin
I.K. Gujral Punjab Technical University
Kapurthala-144603

## BHMCT 706-FINANCIAL MANAGEMENT

Course Objective: To develop a conceptual clarity and basic understanding of the fundamentals of corporate finance among the students. Further help them comprehend its practical applicability in the corporate world.

Course Outcomes (COs): After completion of the course, the students shall be able to:

CO1: Apply financial data for use in decision making by applying financial theory to problems faced by business enterprises.

CO3: Apply time value of money to various pricing and money value.

CO4: Apply modern techniques in capital budgeting analysis.

CO5: Assess dividend policy's impacts on share prices

Syllabus Mapping

Course Outcome	PO1	PO2	PO3	PO4	PO5	PO6
CO1	٧	٧	٧	٧	٧	V
CO2	٧		٧	٧	٧	٧
CO3	٧	٧	٧		٧	v
CO4	٧	٧	٧	٧	٧	V

UNIT - 1			
0.111 - 1	Financial management -Introduction: Meaning, nature and Scope, Goals of		
	Financial Management-Profit Maximization vs. Wealth Maximization;		
	Finance functions-investment, Financing, Liquidity and dividend decisions.		
	Sources of finance-Long term and short term. Concept of Time Value of		
	Money-present value, future value		
UNIT – 2	Financial statement : Analysis and interpretation		
	Meaning, Techniques, Limitations of financial analysis		
	Cost of Capital: Meaning and significance of cost of capital; cost of equity		
	shares; cost of preference shares; cost of debt, weighted average cost of		
	capital.		
	Financial planning : Meaning & scope, Capitalization		
JNIT - 3	Investment Decision Making: Meaning, importance, nature of investment		
	decisions. Investment evaluation criteria,		
	Capital budgeting - Meaning, significance, types, techniques		
	CASH FLOW ANALYSIS		
	Meaning of cash flow statement, Preparation of cash flow statement,		
	Difference between cash flow and funds flow analysis, Practical problems		
UNIT - 4	Working Capital: Meaning, significance, types, approaches, Factors		
	affecting working capital management capital.		
	Dividend Policies: Meaning, significance, types		
References	I. Khan, M. Y. and Jain P. K.(2011),"Financial Management, Text, Problems		
	& Cases", Tata McGraw Hill Company, New Delhi.		
	II. Pandey, I.M.(2015), "Essentials of Financial Management", 4th Edition,		
	Vikas		
	Publishing House Pvt. Ltd., New Delhi.		
	III. Maheshwari, S.N.(2019), "Financial Management - Principles &		
	Head		
	I DASTING IN INDIVIDUAL TO SALES		
	Edition, Sultan Chand & Sons, New Delhi.  IV. Rustagi, Dr.R.P. (2017), "Basic Financial Managemont," 8th Edition,		
	17. Rusting, District (2017), Duste I mailton.		

MY

## **BHMCT Batch 2018 onwards**

Sultan Chand & Sons, New Delhi.  V. Patel, Bhavesh(2014)," Fundamentals of Financial Management", Vikas Publishing
House Pvt. Ltd., New Delhi.

Head
Department of Management & Hospitality
LK, Gujral Punjab Technical University
Kaputthaja-144603

## **BHMCT Batch 2018 onwards**

#### BHMCT 707-ENTREPRENEURSHIP

Course Objective: The objective of the course is to make the student understand the concept and importance of entrepreneurship and facilitate generation of young entrepreneurs.

Course Outcomes (COs): After completion of the course, the students shall be able to:

CO1: Describe the concept and theories of entrepreneurship and its role in economic development of nation.

CO2: Develop business plan and identify the reasons of failure of business plans.

CO3: Illustrate the steps in starting MSME.

CO4: Comprehend government policies and regulatory framework available in India to facilitate the process of entrepreneurial development.

CO5: Identify different sources of finance for new enterprises and assess the role of financial institutions and various government schemes in entrepreneurial development.

Syllabus Mapping

Course Outcome	PO1	PO2	PO3	PO4	PO5	PO6
COI	٧	٧	٧	٧	٧	٧
CO2	٧	٧	٧	٧	٧	٧
CO3	٧	٧	٧		٧	V
CO4	٧		٧	٧	٧	٧
CO5	٧	٧	٧		٧	٧

neurial Traits and Motivation, Role of Entrepreneurship in economic nent. Types of Entrepreneurs. Barriers in the way of Entrepreneurship, neurship Development (ED) Cycle.
t-up Process Project Identification Selection of the Project formulation Evaluation Feasibility Analysis ,Project Report Plans and reasons of failure of business plans. Micro-Small-Medium Enterprise – Definition – Characteristics- Objectives- Advantages- ntages-Role in developing countries- Problems- steps for starting-
neurial Development Programmes (EDP) Elevance and Achievements Government in organizing EDPs ,Critical Evaluation
erview on the roles of institutions/schemes in entrepreneurial ment- e.g. IDBI< SIDBI, Commercial Banks.
Arya(2018), "Entrepreneurship", Pearson, New Delhi. P.Nanda (2015), "Entrepreneurial Development", Vikas Publishing,  /asant, "Dynamics of Entrepreneurial Development & Management",  a ng House. S S, Entrepreneurial Development, S.Chand & Co., New Delhi.

Head Department of Management & Hospitality I.K. Gujral Punjab Technical University Kapurthala-144603

apurthala-14

## **BHMCT Batch 2018 onwards**

## BHMCT 708-PROJECT REPORT

## COURSE OUTCOME

CO1 Students will be able to do a field study

CO2 Students will be able to explore new hotel requirement in the region.

CO3 Students will have business insight

CO4 Students will be able to prepare a feasibility report related to Hotel Business

Syllabus Mapping

Syllaous ivia	ping					
Course Outcome	PO1	PO2	PO3	PO4	PO5	PO6
CO1	٧	٧	٧	V	٧	٧
CO2	٧	٧	٧	٧	٧	٧
CO3	٧	٧	٧	٧	٧	
CO4	٧	V	٧	٧	٧	٧

#### Proposed

GUIDELINES: Each student shall write a project report on the topic based on the elective course under the guidance of an internal Teacher and submit the same. This project should be based on a field study leading to the identification of a site or a proposed new hotel/resort project (3, 4, 5 Star category). The student should then establish the market feasibility of this proposed hotel based on

- Types of clienteles
- Tourism infrastructure FORMULATION

The length of the report may be 50-60 double spaced pages (excluding Appendices & Annexure) 10% variation in either side is permitted.

Head Department of Management & Hospitalis, I.K. Gujral Punjab Technical University Kapurthala-144603

MV W

#### **BHMCT Batch 2018 onwards**

#### BHMCT 709-FACILITY PLANNING

Course Objective: The objective of the course is to make the student understand the classification of hotels as per the physical layout, importance of facilities and their maintenance, as well as cover important aspects of design to make the employee comfortable to work and the guest stay comfortable and convenient.

Course Outcomes (COs): After completion of the course, the students shall be able to:

CO1: Classify hotels (Five, four, three, two, one & heritage).

CO2: Understand the importance of design and implement it.

CO3: Prepare a layout of the main service areas of a hotel

CO4: Comprehend new trends and methods for management of infrastructure.

Syllabus Mapping

Course Outcome	PO1	PO2	РОЗ	PO4	PO5	PO6
COI	٧	٧	٧	٧	٧	٧
CO2	٧	٧	٧	٧	٧	٧
CO3		٧	٧	٧	٧	V
CO4	٧	٧	٧	٧	٧	٧

UNIT - 1	STAR CLASSIFICATION OF HOTEL
	Criteria for star classification of hotel (Five, four, three, two, one & heritage)
	HOTEL DESIGN
	Design Consideration
	Attractive Appearance
	Attractive Appearance     Efficient Plan
	4) Good location
	, , , , , , , , , , , , , , , , , , , ,
	5) Suitable material
	6) Good workmanship
	7) Sound financing
	8) Competent Management
UNIT - 2	FACILITIES PLANNING
	<ol> <li>The systematic layout planning pattern (SLP) Planning consideration</li> </ol>
<b>*</b>	A. Flow process & Flow diagram
Y	B. Procedure for determining space considering the guiding factors for
	guest room/ public facilities, support facilities & services, hotel
	administration, internal roads/budget hotel/5 star hotel
	ARCHITECTURAL CONSIDERATION
	<ol> <li>Difference between carpet area plinth area and super built area, their</li> </ol>
	relationships, reading of blue print (plumbing, electrical, AC, ventilation,
	FSI, FAR, public Areas)
	Approximate cost of construction estimation
	3) Approximate operating areas in budget type/5 star type hote
	approximate other operating areas per guest room
	The state of the s
	11
	ventilation.
UNIT - 3	KITCHEN EQUIPMENT
	m : to a commodification Heating
	and a Library of Management & Hospital
	2) Developing Specification for various Kitchen equipments
	3) Planning of various support services (pot wash, wet grinding, che
	7) Training of various support

My

## **BHMCT Batch 2018 onwards**

	room, larder, store & other staff facilities)
	KITCHEN LAY OUT & DESIGN
	<ol> <li>Principles of kitchen layout and design</li> </ol>
	Areas of the various kitchens with recommended dimension
	Factors that affect kitchen design
	Placement of equipment
	5) Flow of work
	6) Space allocation
	<ol> <li>Kitchen equipment, manufacturers and selection</li> </ol>
	8) Layout of commercial kitchen (types, drawing a layout of
	Commercial kitchen)
	Budgeting for kitchen equipment
	KITCHEN STEWARDING
	Importance of kitchen stewarding
	Kitchen stewarding department layout and design
	and design
	Equipment found in kitchen stewarding department     STORES - LAYOUT AND DESIGN
4	
	and plaining (dry, cold and bar)
	2) Various equipment of the stores
	<ol> <li>Work flow in stores</li> </ol>
UNIT - 4	ENERCY CONGRESS
	ENERGY CONSERVATION
	Necessity for energy conservation
	2) Methods of conserving energy in different area of operation of a hotel  3) Developing and involved.
	beveloping and implementing energy conservation program for a
	note:
	CAR PARKING
	Calculation of car park area for different types of hotels  PLANNING FOR PHYSICAL AREA FOR THE PROPERTY OF THE PHYSICAL AREA FOR THE PHYSICAL AREA FO
	PLANNING FOR PHYSICALLY CHALLENGED
	PROJECT MANAGEMENT
	1) Introduction to Network analysis
	The work analysis
	rates and procedure for network analysis
L	C.F.M. and PERT
•	Comparison of CPM and PERT
	Classroom exercises
	<ol> <li>Network crashing determining crash cost, normal cost</li> </ol>
D.C.	
References	Management of maintenance & Engineering System in Hospitality, Frank D.Borsenik, John Willey & Sons
	D.Borsenik, John Willey & Sons Hospitality, Frank
	Industrial engineering and Management O R IV
	Industrial engineering and Management, O.P Khanna, dhampat rai publications Refrigeration and Air Conditioning
	By Arora Ramesh Chandra, Ramesh Chandra Arora, PHI learning Hotel Maintenance, K. C. Arora
	Hotel Maintenance, K. C. Arora
	Hospitality Facilities management
	Hospitality Facilities management and Design, David M.Stipanuk, Harol Roffmann, Amer Hotel & Motel Assn
	Roffmann, Amer Hotel & Motel Assn
	Air Conditioning Engineering, W. P. Jones, routledge
	Facility Planning, Tarun bansal, OUP india

Department of Management & Hospitality I.K. Gujral Punjab Technical University Kapurthala-144603

#### BHMCT Batch 2018 onwards

## BMPD 702-18 MENTORING AND PROFESSIONAL DEVELOPMENT

#### Guidelines regarding Mentoring and Professional Development

CO1 Students will actively participates in various classroom activities like expert talk, aptitude test, Group Discussion and quiz which in turn help them improve communication skills.

CO4 students will be able to analyse and discuss on various issues raised in Group Discussions.

CO3 Students will have various outdoor activities which in turn helps them with team building.

CO4 Students will be able to be more confident.

Syllabus Mapping

Course Outcome	PO 1	PO 2	PO 3	PO 4	PO 5	PO 6
COI	٧	٧	٧	٧	٧	٧
CO2	٧	٧	٧	٧		٧
CO3	٧		٧	٧	٧	٧
CO4	٧	٧	٧	٧	٧	٧

The objective of mentoring will be development of:

- Overall Personality
- Aptitude (Technical and General)
- General Awareness (Current Affairs and GK)
- Communication Skills
- Presentation Skills

The course shall be split in two sections i.e. outdoor activities and class activities. For achieving the above, suggestive list of activities to be conducted are:

#### Part - A

#### (Class Activities)

- Expert and video lectures 1.
- Aptitude Test 2.
- Group Discussion 3.
- Ouiz (General/Technical) 4.
- Presentations by the students 5.
- Team building Exercises 6.

#### Part - B

## (Outdoor Activities)

- Sports/NSS/NCC
- Society Activities of various students chapter i.e. ISTE, SCIE, SAE, CSI, Cultural Club, etc. 8.

Evaluation shall be based on rubrics for Part - A & B

Mentors / Faculty incharges shall maintain proper record student wise of each activity conducted and the same shall be submitted to the department

> Head Department of Management & Hospital I.K. Gujral Punjab Technical University Kapurthala-144603

# EIGHTH SEMESTER

Head
Department of Management & Hospitality
I.K. Gujral Punjab Technical University
Kapurthala-144603

## BHMCT801-18 SPECIALIZED HOSPITALITY TRAINING

#### Outcome

The students will gain day to day on-hand practical exposure in real life business activity under the supervision of industry experts. They will also learn to co-relate theoretical knowledge with practical realities.

## COURSE OUTCOME

CO1 The students will gain practical exposure in real life business activity under the supervision of industry experts.

CO2 They will also learn to co-relate theoretical knowledge with practical realities.

CO3 Students will manage to learn in teams whilst on Training at a Hotel

CO4 They will enhance their interpersonal skills while working in Industry

Syllabus Mapping

Course Outcome	PO1	PO2	PO3	PO4	PO5	PO6
COI	٧	٧	٧	٧	٧	٧
CO2	٧	٧	٧	٧	V	٧
CO3	٧	V	٧	٧	٧	٧
CO4	٧	٧		٧	٧	٧

#### Duration:

Minimum 16 weeks with coverage of in the chosen department of a full service hotel. (Can be substituted with training in reputed similar organisation be it Airlines, Resorts, any industry in accordance with operations in the chosen specialization).

## Documents to be submitted after successful completion of IET:

- Training Log Book
- Departmental Appraisal Forms
- Project Report
- · . Training Certificate from the concerned Authority.

## INSTRUCTIONSFOR EXTERNAL EXAMINER

The performance of the students will be evaluated on the basis of Departmental Certificate Issued by the Hotel assigned for Training and VIVA VOICE conducted in the college after the completion of training.

Head
Department of Management & Hospitanis, I.K. Gujral Punjab Technical University Kapurthala-144603

My

## BMPD 802-18 MENTORING AND PROFESSIONAL DEVELOPMENT

## Guidelines regarding Mentoring and Professional Development

CO1 Students will actively participates in various classroom activities like expert talk, aptitude test, Group Discussion and quiz which in turn help them improve communication skills.

CO4 students will be able to analyse and discuss on various issues raised in Group Discussions.

CO3 Students will have various outdoor activities which in turn helps them with team building.

CO4 Students will be able to be more confident.

Syllabus Mapping

Course Outcome	PO 1	PO 2	PO 3	PO 4	PO 5	PO 6
CO1	٧	٧	٧	٧	٧	٧
CO2	٧	.√	٧	٧		٧
CO3	V		٧	٧	٧	٧
CO4	٧	٧	٧	٧	٧	٧

The objective of mentoring will be development of:

- Overall Personality
- Aptitude (Technical and General)
- General Awareness (Current Affairs and GK)
- Communication Skills
- Presentation Skills

Head Department of Management & Hospitalis I.K. Gujral Punjab Technical University Kapurthala-144603

M

Head Department of Management & Hospit I.K. Gujral Punjab Technical Universit Kapurthala-144603

M

## DIPLOMA IN FOOD AND BEVERAGE SERVICE

**Eligibility:** 

Senior Secondary (10+2) or equivalent with

English as a subject.

**Duration:** 

One Year + six months in industry

Teaching hours per week:

35 Hours

Effective teaching:

34 weeks

Industrial training:

24 weeks after the annual examinations.

## **TEACHING AND EXAMINATION SCHEME**

No.	Subject code	Subject	Hours per week	Term Marks*
		THEORY		
1	DFB-01	Food Service	5	100
2	DFB-02	Beverage Service	5	100
3	DFB-03	Food & Beverage Control	2	50
4	DCS-01	Hygiene & Sanitation	2	50
5	DCS-03	Business Communication	2	50
TOT	AL		16	350
		PRACTICAL		
5	DFB-11	Food Service	8	100
6	DFB-12	Beverage Service	8	100
7	DCS-11	Computer Awareness	1	-
8	DCS-11	Library	2	-
_		Library	19	200
TOTA			35	550
GRAI	ND TOTAL			

<sup>\*</sup>Term Marks will comprise 30% Mid Term Marks & 70% End Term Exam Marks.

## **RULES AT A GLANCE**

	TORIC	REQUIREMENT
NO.	TOPIC	75% in aggregate
1.	Attendance required to become eligible for exam	40%
2.	Minimum pass marks for each theory subject	50%
3.	Minimum pass marks for each practical subject  Minimum pass marks for each practical subject  Maximum duration to pass/clear all subjects/ papers	03 academic years
1	Maximum duration to pass/clear all subjects	1.1 to

Head Ament of Management & Hospitality
Department of Management & Hospitality
1.K. Gujral Punjab Technical University
1.K. apurthala-144603

## FOOD SERVICE (DFB-01)

## TIME ALLOTED: 05 HOURS PER WEEK

**MAXIMUM MARKS: 100** 

ACTIVITY	MAXIMUM MARKS
Marks for attendance	E
Mid-term exam marks	3
Total (Incourse Assessment Marks)	25
End term exam marks	30
Total	70
Ισιαι	100

**Learning objectives:** This course shall take the learner through the basic concepts of Food Service. At the end of this course the student shall be able to identify the basic styles of service. Differentiate catering establishments, appreciate table laying skills and methods used in the restaurant.

The course is planned for candidates to develop knowledge, inputs required at the entry and supervisory level of a star hotel.

UNIT	CONTENT	HOURS ALLOTTED	WEIGHTAGE FOR EXAM
1	<ul> <li>Hospitality Industry and the waiter</li> <li>History of catering</li> <li>Catering establishments</li> <li>What professional waiters do differently</li> <li>Inter and intra departmental cooperation</li> </ul>	10	05%
2	Types, care and uses of Tableware,     Hollowware, Crockery, Glassware,     Linen, Furniture and special Equipment     used in the F&B service department	15	10%
3	<ul> <li>The F&amp;B Service department</li> <li>Staff organisation</li> <li>Duties and Responsibility of the waiter</li> <li>The Butler</li> <li>Role</li> <li>Special skills</li> <li>Duties</li> <li>Significance of a pantry</li> <li>Layout</li> <li>Equipment</li> <li>Functions</li> <li>Silver polishing</li> <li>Outlets in a F&amp;B Department-Restaurant, Bar, Banquet, Poolside,</li> </ul>	15	10%



194803 18003

4	Preparation for service		
	Mise-en-place		
	Mise-en-scene		
	<ul> <li>Rules of laying a table</li> </ul>	15	100/
	Basics of tray set up	.0	10%
	The state of the s		
5	Menu and courses		
	<ul> <li>Types of menu</li> </ul>		
	Basic courses of a French Classical		
	Meriu		
	Hors de oeuvre, Potage, Poisson,		
	Cities, Relevee Sorbet Poti		
	Legumes, Entremet, Savoury, Dessert,	20	15%
	• Service, examples, cover,		
	accompaniments and sideboard		
	requirements for dishes from the above		
	courses		
6	Forms of service MID TERM EXAM		
	• Silver		
	<ul> <li>American</li> </ul>		
	<ul> <li>Russian</li> </ul>		
	<ul> <li>Trolley</li> </ul>		
	Buffet		
	Cafeteria     Foreit	20	15%
	<ul><li>Family</li><li>QSR</li></ul>		
	• English		
	Room Service		
7			
′	Breakfast Service		
	Cover, examples and menu and service		
	➤ Continental BF		
	> American BF		
	English BF	15	10%
	> Indian BF		
	➢ Buffet		
8	Kitchen Stewarding		
	• Role		
	• Hierarchy	10	
	<ul> <li>Equipment</li> </ul>	10	05%
9	Function Catering	What	
H	\	15 HOSPITATION	10%
	National Council for Hotel Management & Catering Technology, Naida, Perartment of Management & Catering Technology, Naida, Perartment & Catering Technology, Naida, Pera	Susdewell Nuines	
	Head ment on	30 les	3
	Deh Cinight V	44000	

	<ul> <li>Banquets</li> <li>Types</li> <li>Seating</li> <li>Menu</li> <li>Out Door Catering</li> <li>Events</li> </ul>		
10	<ul> <li>Specialised F&amp;B Catering</li> <li>Airline catering</li> <li>Hospital catering</li> <li>Cruise line catering</li> <li>Railway Catering</li> <li>Catering services in Armed forces</li> <li>Welfare Catering</li> </ul>	15	10%
TOTAL		150	100%

Head
Department of Management & Hospitality
I.K. Gujral Punjab Technical University
Kapurthala-144603



Mr 4

## **BEVERAGE SERVICE (DFB-02)**

TIME ALLOTED: 05 HOURS PER WEEK

**MAXIMUM MARKS: 100** 

ACTIVITY	MAXIMUM MARKS
Marks for attendance	5
Mid-term exam marks	25
Total (Incourse Assessment Marks)	30
End term exam marks	70
Total	100

## At the end of this course a student shall be able to:

- Define and classify different alcoholic and non-alcoholic beverages.
- Differentiate different beverages on the menu.
- Match wines with Indian & International food items.
- Understand alcohol strength of drinks.
- Understand effect of alcohol on human body.
- Appreciate bar operations.

UNIT	CONTENT	HOURS ALLOTTED	WEIGHTAGE
1	<ul> <li>Non-alcoholic beverages</li> <li>Classification: Stimulating, Energizing, Refreshing</li> <li>Brands</li> <li>Service</li> </ul>	10	FOR EXAM 05%
2	<ul> <li>Classification</li> <li>Production</li> <li>New world vs Old world wines</li> </ul>		
	<ul> <li>Grape varieties</li> <li>Brand names</li> <li>Service of Red, white, sparkling wines</li> <li>Aperitif wines: Service and popular brands</li> <li>Fortified wines: Service and popular brands</li> </ul>	20	15%
	<ul> <li>Spirits</li> <li>Whisky, Rum, Gin, Vodka, Brandy, Tequila         <ul> <li>Classification</li> <li>Brands</li> <li>Service</li> </ul> </li> <li>Liqueurs</li> </ul>	20	15%
	Classification	10 milain	05%
	National Council for Hotel Management & Catering Technology, Noida.  Head  Oefatment of  IK (Augustial)  Kaputhala	10 Management & Hospitally Management a University Injan Technical University 1,44503	5

	<ul><li>Colour and flavour</li><li>Famous brands at least 10</li></ul>		
5	<ul> <li>Cocktails</li> <li>Classification</li> <li>Rules of making cocktails</li> <li>Recipe of 20 classical cocktails</li> </ul>	15	10%
	MID TERM EXAM		
6	<ul><li>Classification</li><li>Service</li><li>Storage</li><li>Brands</li></ul>	15	10%
7	<ul> <li>Alcohol and the human body</li> <li>Strength of drinks</li> <li>Pouring measure</li> </ul>	15	10%
8	<ul> <li>Layout</li> <li>Permitted hours</li> <li>Opening and closing duties</li> <li>Age and Alcohol</li> <li>Bar Frauds</li> <li>Types</li> <li>Responsible Service and trends</li> </ul>	15	10%
9	<ul> <li>Matching wines with international menu</li> <li>Matching wines with Indian menus</li> </ul>	15	10%
10	Retail beverage outlets	15	10%
TOTAL		150	100%

Head Management & Hospitality
Department of Management & Hospitality
I.K. Gujral Punjab Technical University
Kapurthala-144603
Kapurthala-144603



National Council for Hotel Management & Catering Technology, Noida.

## **FOOD & BEVERAGE CONTROL (DFB-03)**

TIME ALLOTED: 02 HOURS PER WEEK

**MAXIMUM MARKS: 50** 

ACTIVITY	MAXIMUM MARKS
Marks for attendance	21/2
Mid-term exam marks	121/2
Total (Incourse Assessment Marks)	15
End term exam marks	35
Total	50

Learning objectives: To help students to understand the complexities of controlling the Cost, Food & Beverage products, labour and revenue in Food & Beverage operations and maximizing profit without sacrificing the quality or quantity of the food or beverage which goes to the guest.

UNIT	CONTENT	HOURS ALLOTTED	WEIGHTAGE FOR EXAM
1	<ul> <li>Cost and Sales Concept</li> <li>Introduction</li> <li>Cost Concepts</li> <li>Sales Concepts</li> <li>Cost to Sales Ratio: Cost Percent</li> </ul>	06	10%
2	<ul> <li>Control Process</li> <li>Introduction</li> <li>Control</li> <li>The Control Process</li> <li>Control Systems</li> <li>Cost Benefit Ratio</li> </ul>	06	10%
3	<ul><li>Control Cycle</li><li>Purchasing</li><li>Receiving</li><li>Storing</li><li>Issuing</li></ul>	09	15%
4	<ul> <li>Menu Engineering &amp; Analysis</li> <li>Introduction</li> <li>Menu Engineering</li> <li>Menu Analysis</li> </ul>	09	15%
	MID TERM EXAM		His
5	<ul><li>Controlling Food Sales</li><li>Introduction</li><li>The goals of sales control</li></ul>	V 08	Hospitalist 5%

National Council for Hotel Management & Catering Technology, Noida.

National Council for Hotel Management & Catering Technology, Noida.

Kaputhala Adol S

Kaputhala Adol S

	<ul> <li>Optimizing the number of customers</li> <li>Maximising the profit</li> <li>Controlling Revenue</li> <li>Revenue Control using manual means</li> <li>Revenue Control using computers</li> </ul>		
6	Beverage Control		
	<ul> <li>Beverage Purchasing-Receiving- Storing – Issuing Control</li> <li>Beverage Production Control</li> <li>Inventory turnover</li> <li>Beverage Sales Control</li> <li>Guest Checks and Control</li> </ul>	14	20%
7	Labour Control		
	<ul> <li>Labour Cost Considerations</li> <li>Establishing Performance Standards</li> <li>SOP</li> <li>Standard Staffing Requirements</li> <li>Preparing job descriptions</li> <li>Training Staff</li> <li>Monitoring Performance</li> <li>Taking Corrective action to address discrepancies between standards and performance</li> </ul>	08	15%
TOTAL		60	100%

Head

Department of Management & Hospitality

Negative of Management &



## **HYGIENE AND SANITATION (DCS-01)**

TIME ALLOTTED: 02 HOURS PER WEEK

**MAXIMUM MARKS: 50** 

ACTIVITY	MAXIMUM MARKS
	21/2
Marks for attendance	121/2
Mid-term exam marks	15
Total (Incourse Assessment Marks)	35
End term exam marks	50
Total	

**LEARNING OBJECTIVES:** After completion of the subject a student will be able to:

- 1. Understand Food Microbiology, Food Contamination and Spoilage;
- 2. Follow sanitary procedure during food handling;
- 3. Understand the importance of personal hygiene
- 4. Analyse critical control points; and
- 5. Practice laws governing the food safety and standards

N	o CONTENT	TIME ALLOTTED	WEIGHTAGE FOR EXAM
1	FOOD MICROBIOLOGY  Introduction  Microorganism groups important in food microbiology  Viruses  Bacteria Fungi (Yeast &Molds) Algae Parasites  Factors affecting the growth of microbes  Beneficial role of Microorganisms	10	15%
2	<ul> <li>FOOD CONTAMINATION AND SPOILAGE</li> <li>Classification Of Food</li> <li>Contamination And Cross         Contamination     </li> <li>Spoilages Of Various Food With The Storing Method</li> </ul>	05	10%
3	SANITARY PROCEDURE FOLLOWED DURING	10  January 10 Management 8  ment of Management 8  ment of Management 8  ment of Management 8	Hospitality University

A

Lebatus Langa 144603

_			
	Service Of The Food		
	MID TERM EXAM		
4	SAFE FOOD HANDLER		
	<ul> <li>Personal Hygiene discussing all the standard.</li> </ul>		
	Hand Washing Procedure	10	15%
	<ul> <li>First Aid definition, types of cuts,</li> </ul>		
	wounds, lacerations with reasons and precautions.		
5	HAZARD ANALYSIS CRITICAL CONTROL		
	POINT		
	<ul> <li>Introduction to HACCP</li> </ul>	10	15%
	History		
	<ul> <li>Principles of HACCP</li> </ul>		
6	FOOD SAFETY STANDARDS AUTHORITY		
	OF INDIA (FSSAI)		
	<ul> <li>Introduction to FSSAI</li> </ul>	05	15%
	<ul> <li>Role of FSSAI</li> </ul>		
	<ul> <li>FSSAI Compliance</li> </ul>		
7	GARBAGE DISPOSAL		
	<ul> <li>Different Methods</li> </ul>	10	10%
	<ul> <li>Advantages and disadvantages</li> </ul>	10	10%
	Municipal Laws and Swachh Abhiyan		
1	Total	60	100%

Head
Department of Management & Hospitality
Department of Management & Hospitality
I.K. Gujial Punjab Technical University
I.K. Apurthala-144603
Kapurthala-144603



	Written		
	Horizontal		
	Vertical		
3	Essentials of good business letter and	05	15%
	types of letters – Official, D.O		1070
	I attach multimer		
4	Letter writing  • Circular		
	THE CONTRACT OF THE PARTY OF TH		
	<ul><li>Memo</li><li>Notice</li></ul>		
	U.O. Note		
	Applications	10	20%
	Bio-data (C.V.)	10	20%
	1 .		
	Covering letter		
	• Invitations		
	• Greetings		
	Apologies		
	MID TERM EXAM		
5	Communication with guest and Body		
J			
	language		
	Effective Speaking – Polite and		
	effective enquiries & responses,	10	15%
	Addressing a group		
	Listening and note taking skills		
	Body language- Importance &		
	application	1	
	-FF		
6	Speech Improvement		
	<ul> <li>Pronunciation, stress, accent</li> </ul>		
	Importance of speech in hotels		400/
	<ul> <li>Common phonetic difficulties</li> </ul>	10	10%
	<ul> <li>Connective drills exercises</li> </ul>		
	<ul> <li>Introduction to frequently used foreign</li> </ul>		
	sounds		
7	Electronic modes of communication:		ia .
	<ul> <li>Use of telephone</li> </ul>		
	<ul> <li>Taking telephonic orders</li> </ul>	10	10%
	<ul> <li>Telephone etiquette's</li> </ul>		
	• Fax		
	<ul> <li>E-mail and protocol</li> </ul>		
	<ul> <li>Responsible social media</li> </ul>		
			11h 4000/
	TOTAL	60 8 Hosp	tality 100%
	M.,	anement a liniver	
	I W A Z		

Head Hanagement & Catering Technology, Weisel United A 14,603

National Council for Hotel Management & Catering Technology, Weisel United A 14,603

Kapulhala: 14,603

## FOOD SERVICE PRACTICAL (DFB-11)

TIME ALLOTED: 08 HOURS PER WEEK

**MAXIMUM MARKS: 100** 

ACTIVITY	MAXIMUM MARKS	
Marks for attendance	5	
Mid-term exam marks	25	
Total (Incourse Assessment Marks)	30	
End term exam marks	70	
Total	100	

**Learning Objective**: - This course is envisaged to develop skills related to professional food service in aspiring candidates. At the end of this course a student shall be able to.

- Explain different types of F&B equipment
- 2. Handle and maintain equipment according to accepted standards
- 3. Deliver quality food service in the training restaurant.

UNIT	CONTENT	HOURS ALLOTTED
1	Familiarization with F&B Equipment	20
2	<ul> <li>Importance of sanitation and hygiene</li> <li>Care, cleaning and polishing of F&amp;B equipment</li> <li>Mise-en-place and mise-en-scene for different meal periods</li> <li>Pantry preparations and service</li> </ul>	25
3	<ul><li>Laying and relaying of table cloth</li><li>Napkin folding</li></ul>	25
4	<ul> <li>Handling of service spoon and service fork</li> <li>Water service</li> <li>Service using trays and salvers</li> <li>Silver service</li> <li>Clearance</li> </ul>	25
5	<ul> <li>Laying and service of special Table d'hôte menu</li> <li>Laying and service of breakfast set up on trays</li> </ul>	25
	MID TERM EXAM	
6	<ul> <li>Service Sequence- Greeting, seating, order taking, serving and bill presenting</li> </ul>	40
7	<ul> <li>Briefing and de briefing</li> <li>Organizing buffets</li> <li>Banquet seating plan practice</li> </ul>	nagement & H <b>Sto</b> itality



Department of Management
I.K. Gujral Punjab Technica
Kapurthala-144603

13

8	<ul><li>Service of Indian food</li><li>QSR service</li></ul>	20
9	Silver polishing	15
10	Bussing and segregating waste at the dish wash	15
	Total	240

## Marking scheme for Examination Food Service Practical (DFB-11)

Maximum Marks	100	Р	ass Marks	50
Part 'A' 25 Marks				
<ol> <li>Uniform &amp; Groon</li> <li>Journal</li> <li>Viva</li> </ol>	ning	: : :	MARKS 05 10 10	
Total		:	25	
Part 'B' (75 Marks)				
			Marks	
<ul><li>a) Mise-en-pla</li><li>b) Service Eff</li><li>c) Silver servi</li><li>d) Menu know</li></ul>	iciency ce skills	:	20 20 20 15	
Total		:	75	

## NOTE:

- The examination should test skills and knowledge of the students by assigning sets of tasks as listed in the practical syllabus under each category.
- During table service each guest should pose one question to the candidate on the item being served. The invigilators can brief guests prior to service.

Department of Management & Hospitality
I.K. Gujral Punjab Technical University
Kapurthala-144603



R

## **BEVERAGE SERVICE PRACTICAL (DFB-12)**

TIME ALLOTED: 08 HOURS PER WEEK

**MAXIMUM MARKS: 100** 

ACTIVITY	MAXIMUM MARKS	
Marks for attendance	5	
Mid-term exam marks	25	
Total (Incourse Assessment Marks)	30	
End term exam marks	70	
Total	100	

Learning Objectives: At the end of this course a candidate shall be able to;

- 1. Use different types of glassware to serve different alcoholic and Non alcoholic beverages.
- 2. Prepare cocktails according to accepted standards.
- 3. Render different type of beverage service as per SOP.
- 4. Practice responsible service of liquor.
- 5. Do formal banquet arrangements

UNI	CONTENT	HOURS ALLOTTED
1	<ul> <li>Service of Tea and coffee</li> <li>Service of Non-alcoholic beverages</li> <li>Serving from the coffee machine</li> <li>Service of coffee variations</li> </ul>	25
2	<ul> <li>Wine service – Service of Table wines, Sparkling wine, Aromatized wines and Fortified wines.</li> <li>Food and wine harmony</li> <li>Wine appreciation</li> </ul>	30
3	<ul><li>Service of hard liquors</li><li>Service of liqueurs</li></ul>	25
4 🥌	Preparation and service of classical cocktails	20
5	Service of different types of beer	20
	MID TERM EXAM	
6	Raising of toast and setting up formal banquet arrangements	30
7	Setting up a bar	30
8	Preparation of garnishes and mixes for the bar	20
9	Storage of wines, beer and spirits	20
10	Responsible Service of Liquor  Preventing trouble Complaints and Refusal of Service Potential Problem Situations	Securical University



**Department** Department of De Kabnithala-144803

	Reacting to Trouble	
	<ul> <li>Recording Incidents</li> </ul>	
Total		240

# MARKING SCHEME FOR EXAMINATION BEVERAGE SERVICE PRACTICAL (DFB-12)

Maximum Marks	100	Pass	Marks	50
Part 'A' 20 Marks				
<ol> <li>Uniform &amp; Groom</li> <li>Journal</li> <li>Viva</li> </ol>	ing	; ; ;	MARKS 05 10 10	
Total		:	25	
Part 'B' 75 Marks				
			Marks	
<ul> <li>a) Mise-en-place</li> </ul>		:	20	
<li>b) Service of tea/co</li>	offee	:	20	
<ul><li>c) Service of wine/</li></ul>	beer	:	15	
d) Service of hard	liquor/cocktails	:	20	
Total		:	75	

#### Note:-

- 1. The examination should test skills and knowledge of the students by assigning sets of tasks as listed in the practical syllabus under each category.
- 2. The student must ensure that sideboard contains everything necessary for service.
- 3. During table service each guest should pose one question to the candidate on the item being served. The invigilators can brief guests prior to service.





RW

## **COMPUTER AWARENESS (DCS-11)**

## TIME ALLOTTED: 01 HOURS PER WEEK

**MAXIMUM MARKS: Nil** 

**Learning Objectives:-** After the completion of Computer Awareness subject, the Students will be able to:

- 1. Understand computer and its hardware & software.
- 2. To produce word document with proper for matting
- 3. To work on an excel sheet with basic functions.
- 4. Brows on net and communicate through e-mail
- 5. Prepare small power point presentations.

UNIT	CONTENT	HOURS ALLOTTED
1	KNOWING COMPUTER	
	<ul><li>What is computer?</li></ul>	
	Basic Applications of Computer	
	<ul> <li>Components of Computer System</li> </ul>	
	Central Processing Unit	
	Keyboard, mouse and VDU	
	Other Input devices	
	Other Output devices	
	Computer Memory	
	<ul> <li>Concept of Hardware and Software</li> </ul>	
	> Hardware	4
	Software	
	<ul> <li>Application Software</li> </ul>	
	Systems software	
	<ul> <li>Concept of computing, data and information</li> </ul>	
	<ul> <li>Applications of IECT</li> </ul>	
	e-governance	
	Entertainment	
	Bringing computer to life     Bringing computer to life	
	Connecting keyboard, mouse, mornes	
	printer to CPU	
	a. Line mover supply	
	OPERATING COMPUTER USING GUI BASED	
	ODEDATING SYSTEM	
	Rasics of Operating System	
	<ul> <li>Operating system</li> </ul> Use a parating system (LINUX)	
	<ul> <li>Operating system</li> <li>Basics of popular operating system (LINUX,</li> </ul>	
	WINDOWS)	4
	The User Interface	
	- L.Dar	
	Task Bai	
	> Icons	Lasoitality
	Menu Application	ant & Husersity
	Running an Application  Running Simple Setting	Management University
	<ul> <li>Operating System Simple Setting</li> <li>Changing System Date And Time</li> </ul>	Management & Hospitality
	Changing System Date 7 th Angel Changing System Date 7 th	Unicasi



Departural Pour A4603

<ul> <li>Changing Display Properties</li> <li>To Add Or Remove A Windows Component</li> <li>Changing Mouse Properties</li> <li>Adding and removing Printers</li> <li>File and Directory Management</li> <li>Creating and renaming of files and directories</li> </ul>	
UNDERSTANDING WORD PROCESSING	
Word Processing Basics     Opening Word Processing     Menu Bar     Using The Help     Using The Icons Below Menu Bar     Opening and closing Documents     Opening Documents     Save and Save as     Page Setup     Print Preview     Printing of Documents      Text Creation and manipulation     Document Creation     Editing Text     Text Selection     Cut, Copy and Paste     Spell check     Thesaurus      Formatting the Text     Font and Size selection     Alignment of Text     Paragraph Indenting     Bullets and Numbering     Changing case     Table Manipulation     Draw Table     Changing cell width and height     Alignment of Text in cell     Delete / Insertion of row and column     Border and shading	5
USING SPREAD SHEET	
<ul> <li>Elements of Electronic Spread Sheet</li> <li>Opening of Spread Sheet</li> <li>Addressing of Cells</li> <li>Printing of Spread Sheet</li> <li>Saving Workbooks</li> <li>Manipulation of Cells</li> <li>Entering Text Numbers and Dates</li> </ul>	5
<ul> <li>➤ Creating Text, Number and Date Series</li> <li>➤ Editing Worksheet Data</li> <li>➤ Inserting and Deleting Rows, Column</li> <li>➤ Changing Cell Height and Width</li> </ul>	ent of Management & Hospitality lent of Management & Hospitality l
i kadi	ithala. 18
National Council for Hotel Management & Catering Technology, Noida.	ILAN



Preparation of Slides	
Inserting Word Table or An Excel Worksheet	
➢ Adding Clip Art Pictures	
Inserting Other Objects	
Resizing and Scaling an Object	
<ul> <li>Presentation of Slides</li> </ul>	
Viewing A Presentation	
Choosing a Set Up for Presentation	
➤ Printing Slides And Hand-outs	
• Slide Show	
Running a Slide Show	
Transition and Slide Timings	
Automating a Slide Show	
	30

Head

Department of Management & Hospitality

Negarity



