

# **Study Scheme & Syllabus of B. Voc. (Hospitality & Catering Management)**

## **Batch 2019 onwards**



**By**

**Department of Academics**

## **IKG Punjab Technical University**

## Semester 1<sup>st</sup>

Course code	Course Title	Load Allocation		Marks Distribution		Total	Credits
		L	P	Internal	External		
<b>BVHCM101-19</b>	Introduction to Hospitality Industry	4	0	40	60	100	4
<b>BVHCM102-19</b>	Food Safety & Quality	4	0	40	60	100	4
<b>BVHCM103-19</b>	Commodities	4	0	40	60	100	4
<b>BVHCM104-19</b>	Fundamentals of Food Production	2	0	40	60	100	2
<b>BVHCM105-19</b>	Fundamentals of Food & Beverage Services	2	0	40	60	100	2
<b>BVHCM106-19</b>	Business Communication- 1	2	0	40	60	100	2
<b>BVHCM107-19</b>	Fundamentals of Food Production (Lab)	0	4	60	40	100	2
<b>BVHCM108-19</b>	Fundamentals of Food & Beverage services (Lab)	0	4	60	40	100	2
<b>BVHCM109-19</b>	Business Communication -1(Lab)	0	4	60	40	100	2
<b>BVHCM110-19</b>	<b>On Job Training Report</b> <b>Commis/Steward</b>	180 HRS			200	200	6
Total		18	12	420	680	1100	30

**\*The qualification packs may vary from institute to institute.**

**Semester 2<sup>nd</sup>**

Course code	Course Title	Load Allocation		Marks Distribution		Total	Credits
		L	P	Internal	External		
<b>BVHCM201-19</b>	Basics of Management	<b>4</b>	<b>0</b>	<b>40</b>	<b>60</b>	<b>100</b>	<b>4</b>
<b>BVHCM202-19</b>	Computer Application	<b>4</b>	<b>0</b>	<b>40</b>	<b>60</b>	<b>100</b>	<b>4</b>
<b>BVHC203-19</b>	Business Communication -II	<b>4</b>	<b>0</b>	<b>40</b>	<b>60</b>	<b>100</b>	<b>4</b>
<b>BVHCM204-19</b>	Food Production operations	<b>2</b>	<b>0</b>	<b>40</b>	<b>60</b>	<b>100</b>	<b>2</b>
<b>BVHCM205-19</b>	Food & Beverage Services operations	<b>2</b>	<b>0</b>	<b>40</b>	<b>60</b>	<b>100</b>	<b>2</b>
<b>BVHCM206-19</b>	Food Production Operations( Lab)	<b>0</b>	<b>4</b>	<b>60</b>	<b>40</b>	<b>100</b>	<b>2</b>
<b>BVHCM207-19</b>	Food & Beverage Services operations (Lab)	<b>0</b>	<b>4</b>	<b>60</b>	<b>40</b>	<b>100</b>	<b>2</b>
<b>BVHCM208-19</b>	On job training	<b>30 Days</b>			<b>200</b>	<b>200</b>	<b>10</b>
Total		16	8	320	580	900	30

## Semester 3<sup>rd</sup>

Course code	Course Title			Load Allocation			Marks Distribution		Total	Credits
				L	T	P	Internal	External		
BVHCM301-19	Introduction to Beverages	theory	sc	3	1	4	40	60	100	4
BVHCM302-19	Introduction to Beverages	practical / lab	sc	0	0	4	60	40	100	2
BVHCM303-19	Food & Beverage Service - III	theory	sc	3	1	0	40	60	100	4
BVHCM304-19	Food & Beverage Service (LAB) - III	practical / lab	sc	0	0	4	60	40	100	2
BVHCM305-19	Health, Hygiene and Medical Protocols	theory	sc	3	1	0	40	60	100	4
BVHCM306-19	Health, Hygiene and Medical Protocols-LAB	practical / lab	sc	0	0	4	60	40	100	2
BVHCM307-19	Food and beverage controls	theory	sc	3	1	0	40	60	100	4
BVHCM308-19	Hotel Accountancy	practical / lab	sc	0	0	4	60	40	100	2
BVHCM309-19	Event Management	theory	gc	4	0	0	40	60	100	4
BMPD 302-18	Mentoring and professional development	theory	gc	1	0	0	25	0	25	1
	TOTAL			21		16	445	480	925	30

## Semester Fourth

## Semester 4th

Course code	Course Title			Load Allocation			Marks Distribution		Total	Credits
				L	P		Internal	External		
BVHCM 401-19	<b>INDUSTRIAL TRAINING &amp; ITS EVALUATION</b> <ul style="list-style-type: none"> <li>• LOG BOOK</li> <li>• PROJECT REPORT</li> <li>• APPRAISALS</li> <li>• VIVA VOCE</li> </ul>						300	450	750	30
TOTAL MARKS							750			

Semester Fifth

Semester 5th

Course code	Course Title			Load Allocation			Marks Distribution			Total	Credits
				L			P		Internal		
Course code	Course Title			Load Allocation			Marks Distribution			Total	Credits
				L	T		P	Internal	External		
BVHCM501-19	Food & Beverage Service - V	theory	SC	3	1	4	40	60	100	4	
BVHCM502-19	Food & Beverage Service - V	practical / lab	SC	0	0	4	60	40	100	2	
BVCHM503-19	Restaurant planning and management	theory	SC	3	1	0	40	60	100	4	
BVHCM504-19	Restaurant planning and management	practical / lab	SC	0	0	4	60	40	100	2	
BVHCM505-19	Bar operations and management	theory	SC	3	1	0	40	60	100	4	
BVHCM506-19	Bar operations and management	practical / lab	SC	0	0	4	60	40	100	2	
BVHCM507-19	Facility Planning	theory	gc	4	0	0	40	60	100	4	
BVHCM508-19	Human resource management	theory	gc	4	0	0	40	60	100	4	
BVHCM509-19	Financial Management	theory	gc	3	0	0	40	60	100	3	
BMPD 502-18	Mentoring and professional development	theory	gc	1	0	0	25	0	25	1	
	TOTAL			21		16	445	480	925	30	

## Semester Sixth

## Semester 6th

Course code	Course Title			Load Allocation			Marks Distribution		Total	Credits
				L	P		Internal	External		
BVHCM 601-19	<b>INDUSTRIAL TRAINING &amp; ITS EVALUATION</b> • LOG BOOK • PROJECT REPORT • APPRAISALS • VIVA VOCE						300	450	750	30
TOTAL MARKS							750			

# **Introduction to Hospitality Industry (BVHCM-101)**

## **Unit 1: Hospitality Industry – Profile**

Meaning & definition, Historical evolution & development, Hospitality as an industry, Inter relation with tourism industry and its sectors, Contribution to Indian and global economy

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

- Hospitality accommodation- the various types Structured and non-structured accommodations- Hotels, Resorts, Condominiums, Guest Houses, Bread and Breakfast outlets etc.,
  - Food & Beverage facilities- Structured and Non structured,
  - Ancillary services- Spa, Health Club, Recreational facilities, Shopping Arcades etc.
  - Support services-Transport, Guides, Travel desk, Banking, Insurance etc.
- Hospitality and Tourism Organizations- WTO, FHRAI, IH&RA, IATA, PATA, DOT, etc.

## **Unit 3: Hospitality Distribution Channels**

- Meaning & definition, Functions & levels of distribution channels,
- Major hospitality distribution channels – Travel agents, Tour operators, Consortia and reservation system, Global Distribution System (GDS), Internet.

## **Unit 4: Current Scenario**

- Major players in the industry –5 in India and 5 worldwide,
  - Present trends in industry,
  - Emerging markets,
- Impact of international and national events, Latest technology in Industry.

## **Unit 5: Types of Ownership and Hotel Classification:**

- Various forms of ownership- Franchise, Chain Concept, Time Share, Management Contract
- Classification of Hotels: Norms and Standards, Procedure, Classification/ Types
- Classifying bodies.

### **Suggestive Reading:**

- Andrew, S., Tourism and Hospitality Industry, Tata McGraw-Hill, New Delhi-2009
- Rodaysumetra, Tourism Operation Management, Oxford University Press, New Delhi, Latest Edition.
- Bansal, Lalit K., Tourism and hospitality industry, Neha, Delhi, 2012.
- Kaul, Virender, Tourism planning: an introduction, Shri SaiPrinto-Graphers, Delhi, 2007
- Bagri, S.C., Introduction to Hospitality Industry, IHC, Aman Pub. Delhi, 2008.



# **Food Safety & Quality (BVHCM-102)**

## **Unit 1: Basic Introduction**

- Food safety
- Food hazards
- Contaminants and food hygiene

## **Unit 2: Micro Organisms in Food**

- General characteristics of micro-organisms based on their occurrence and structure
- Factors affecting their growth in food
- Common food borne microorganisms

## **Unit 3: Food Spoilage and Food Borne Diseases**

- Types and causes of food spoilage
- Sources of contamination
- Spoilage of different products
- Infections and intoxications
- Common diseases caused by food pathogens preventive measures

## **Unit 4: Food Preservation and Food Additives**

- Basic principles of food preservation
- Methods of food preservation
- Types of food additives

## **Unit 5: Food Contaminants & Adulterants**

- Introduction to food standards
- Types of food contaminants
- Common adulterants in food

## **Unit 6: Food Laws and Quality Assurance**

- National PFA Essential Commodities Act
- ISO, WTO and consumer protection act
- Concept of TQM
- Relevance of microbiological standards for food safety
- HACCP
- Principles of food hygiene

**Suggestive Reading:**

- Roday,S. -Food Hygiene and sanitation- Tata McGraw hill, New Delhi 2008
- Parmar, Madhulika Block , Food Safety and Preservation , Prints New Delhi 2014
- Bharatiya, C.R., Managing Food & Quality, Surendra Pub., Hyderabad, 2010
- Chakarborty, Amrita -Pesticides in food, Icfai Books, Hyderabad, 2010

# **Commodities (BVHCM-103)**

## **Unit 1: Beverages**

- Tea, Coffee and Cocoa: definition, classification and functions.

## **Unit2: Milk and Milk Products**

Milk, Cream, Butter and Cheese: Types, purchasing, storing procedures and uses.

## **Unit 3: Classification of Raw Materials**

- Fats and oils, raising agents, eggs, salts, liquids, sweeteners and sugar, thickening agent  
Spices and condiments, flavoring and coloring agents.

## **Unit 4: Staples**

- Cereals: Wheat and Rice: Types,
- Millets, Barley, Maize, Oat, Semolina, Rye etc. storage of cereals.

### **Pulses: Introduction and Uses**

- Chickpeas, Bengal grams, Black-eyed peas, Black gram, Flageolets, Haricot beans, Red-lentils, Green-peas, Fava- beans, Kidney -beans and Soya beans.

## **Unit 5: Preparatory Sauces and vinegar:**

- Worcester sauce, Tabasco, Hoi-sin sauce, Soy sauce, Tomato ketchup, Steak sauce, Oyster sauce, Chili sauce,
- Fruit vinegar, White vinegar, Balsamic, Malt vinegar, Red & white wine vinegar, Cider vinegar,

### **Canned, Bottled and Preserved foods:**

- Olives, Capers, Caper-berries, Cocktail fruits, Tomato puree, Tomato paste, Tomato pulp, Canned fishes, Jam, Jellies, Syrups, Pickles, Preserved berries etc.

## **Suggestive Reading:**

- Bali. Parvinder S, Food Production Operations, Oxford University Press, 2nd Edition, 2014.
- Negi. Jagmohan, Kanishka, Food & Beverages: Management and Cost Control, 1st Edition, 2007.
- Bali ParvinderS,Oxford University Press, Quality Food Production Operations and Indian Cuisine , 1st Edition, 2011.
- Arora, Krishna- Theory of Cookery, Frank Bros., New Delhi 2009

# **Fundamentals of Food Production (BVHCM-104)**

## **Unit 1: Introduction to Cookery**

- Origin of Cookery
- Aims and Course Objectives of Cooking
- Identification of Equipment, their Uses, Cleaning Process
- Setting up of Work Station (Opening and Closing)
- FIFO & LIFO Methods
- Receiving and Storing Raw Material as well as Dry Store

## **Unit 2: Kitchen Communication Standards of Etiquette**

- Techniques Used in Pre-Preparation
- Techniques Used in Preparation
- Forms and Formats Used in Kitchen
- Communication Systems in an Organization
- Reporting Structure and Smooth Work Flow Procedure
- IPR Policies
- Meeting and Greeting Customers
- Attitude and Behavior of Staff

## **Unit 3: Safety & Hygiene**

- Personal Hygiene
- Uniform and Protective Clothing
- Safety and Security Procedures in Kitchen
- Hygiene - Kitchen Etiquettes,
- Practices in Knife Handling

## **Unit 4: Hierarchy and Layout of the Kitchen Department**

- Classical and Modern Kitchen Brigade
- Organizational Structure of a Kitchen Department
- Duties and Responsibilities of Kitchen Staff
- Layout of Main Kitchen
- Layout of the Commissary and Grade Manager
- Awareness of Staff Facilities and HR Policy (Rights, Safety, & Transportation)

## **Unit 5: Methods of Cooking Food**

- Boiling

- Poaching Blanching
- Steaming
- Stewing
- Braising
- Roasting
- Grilling
- Sautéing
- Frying
- Baking
- Microwave Cooking

#### **Unit 6: Equipment's and Fuels Used in Kitchen**

- Capital Equipment's
- Operational Equipment and their and Temperature
- Pre-preparation Equipment's, Preparation equipment's & Storage equipment's
- Types of Fuels: Electricity, Liquid fuels, Gaseous and Solid Fuels, Advantages and Disadvantages

## **PRACTICAL (BVHCM 107)**

- Equipment's Identification
- Description with Uses & Handling
- Hygiene - Kitchen Etiquettes, Practices & Knife Handling
- Safety and Security in Kitchen
- Practice of Pre-Preparation Techniques
- Vegetables Classification
- Type of Cuts - julienne, jardinière, macedoines, brunoise, paysane, mignonnette, dices, cubes, shred, mirepoix
- Preparation of Salad Dressings
- Identification and Selection of Ingredients - Qualitative and Quantitative Measures
- Basic Cooking methods and Pre- preparations
- Blanching of Tomatoes and Capsicum
- Preparation of Concasse
- Boiling (Potatoes, Beans, Cauliflower, etc.)
- Frying - (deep frying, shallow frying, sautéing)
- Braising - Onions, Leeks, Cabbage
- Starch Soaking (Rice, Pasta, Potatoes)
- Stocks - Types of Stocks (White and Brown stock)
- Fish stock
- Fungi stock
- Sauces - Basic Mother Sauces (Béchamel, Espagnole, Veloute , Hollandaise, Mayonnaise, Tomato Sauce)
- Egg Cookery - Boiled (Soft & Hard)
- Egg Cookery – Fried (Sunny side up, Single fried, Bull's Eye, Double Fried)
- Egg Cookery – Poaches
- Egg Cookery - Scrambled Omelette (Plain, Stuffed, Spanish)
- Egg Benedicta
- Salad Preparation
- Coleslaw (Potato Salad, Beetroot Salad, Green Salad, Fruit Salad, Lentil Salad)

### **Suggestive Reading:**

- Arora, Krishna - Theory of Cookery-, Frank Bros., New Delhi 2009
- Philip, Thangam E- Modern Cookery, 5th edition, Anna Salai, Chennai 2009
- Bali, Parvinder: Quantity Food Production Operations and Indian Cuisine- S., oxford, London 2013
- Aggarwal, D.K., Kitchen Equipment & Design, Aman Publications, New Delhi, 2006.
- Vikas Singh, Text Book Of food Production (BTK), Aman Pub., N. Delhi, 2011.

# **Fundamentals of Food & Beverage Service (BVHCM-105)**

## **Unit 1: The Hotel and Catering Industry**

Introduction to the Hotel Industry and Growth of the hotel industry in India; Role of Catering establishment in the tourism industry; Types of F&B Operations; Classification of Commercial, Residential /Non-residential Catering; Welfare Catering- Industrial/ Institutional/ Transport.

## **Unit 2: Departmental Organization and Staffing**

Organization of Food and Beverage department; Duties & Responsibilities of various F&B Service staff; Uniform & Grooming Standards; Attributes of Food and Beverage Staff; Inter departmental coordination.

## **Unit 3: Food and Beverage Outlets**

Specialty Restaurants; Coffee Shop; Cafeteria; Grill Room; Banquets; Bar; Vending Machines; Discotheque; Fast Food (Quick Service Restaurant).

## **Unit 4: Ancillary Departments**

Introduction; Pantry; Food pick-up area; Store; Linen Room; Kitchen Stewarding.

## **Unit 5: Food and Beverage Service Equipment**

Familiarization & Selection factors of:

- Cutlery
- Crockery
- Glassware
- Flatware
- Hollowware
- Dummy Waiter/ Side Board

## **Practical (BVHCM 108)**

- Understanding Personal Hygiene & Food Service Hygiene
- Grooming standards required for a F&B Professional (Male/ Female)
- Understanding Food Service Outlets.
- Familiarization with Food Service equipment and tools
- Acquaintance with various Fire Safety Equipment's, Fixtures, Manuals used in hotel
- Handling Fire and Emergency Procedures
- Familiarization & Identification of Crockery, Cutlery, Hollowware, Flatware and Tableware in F&B Outlets
- Understanding Service Methods, setting up of Side Station, Table Layouts, Napkin Folding and Presenting Menus

### **Suggested Reading**

- Singaravelavan, R. (2016). *Food and Beverage Service*. New Delhi: Oxford University Press.
- Dennis R. Lillicrap & John A. Cousine (2006). *Food and Beverage Service*. ELBS.
- Andrews, Sudhir (2013). *Food & Beverage Service Training Manual*. Tata McGraw Hill.
- Dhawan, Vijay (2008). *Food & Beverage Service*. Frank Brothers & Company Pvt Ltd.



# **Business Communication- 1 (BVHCM-106)**

## **Unit 1: Business Communication**

Need; Purpose; Nature; Models; Barriers to communication; Overcoming the barriers.

## **Unit 2: Listening Skills**

Definition; Levels and types of listening; Listening barriers; Guidelines for effective listening; Listening computerization and note taking.

## **Unit 3: Effective Speaking**

Polite and effective enquiries and responses; Addressing a group ; Essential qualities of a good speaker ; Audience analysis ;Defining the purpose of a speech, organizing the ideas and delivering the speech.

## **Unit 4: Non-Verbal Communication**

Definition and Importance; Kinesics: Body movements, facial expressions, posture, eye contact etc.; Proxemics: The communication use of space; Para language: Vocal behaviour and its impact on verbal communication; Communicative use of artefacts– furniture, plants, colors,

## **Unit 5: Telephone Handling**

The nature of telephone activity in the hotel industry; The need for developing telephone skills; Developing telephone skills.

## Practical (BVHCM 109)

Taking notes ,practice of addressing groups, practice of delivering speech, how to use Kinesics , practice of telephone handling, how to communicate on phone, role plays

### **Suggestive Reading:**

- Mitra, Barun K- Personality Development and Soft Skills, Oxford university press, New Delhi 2015
- Raman, Meenakshi -Business Communication 2nd edition Oxford university press, New Delhi 2015
- Karan Pal-Business Management & Organizational Behaviour, I.K. International, N. Delhi 2011
- Onkar, R.M.-Personality Development & Career Management, S.Chand& Company, New Delhi 2011
- Mukerjee, HorySankar - Business Communication: connecting at work-, Oxford university press, New Delhi 2014

## **BASICS OF MANAGEMENT (BVHCM 201)**

### **Unit I**

Concept of management, definition, nature, purpose, management as an art, science, and a profession, functions of management, systems approach to management.

### **Unit II**

Planning meaning, steps in planning process, purpose, type of plans, management by objectives, Decision making- meaning, definition, importance, process of decision making, limitations.

### **Unit -III**

Organizing- meaning process of organizing, levels of organizing, span of management, forms - line, functional, line & Staff and Committee form of organizations. Delegation of Authority, Decentralization & Centralization.

### **Unit -IV**

Motivation and theories of motivation, Leadership traits and styles.

Communication process and barriers, Controlling process, techniques and , feedback

### **References**

- V-Eannlce& Harold Koontz(2010) : Management: A Global and Entrepreneurial Perspective. Tata McGraw -Hill, New Delhi.
- Ghuman, Karminder& K. Aswathappa (2012): Management: Concept, Practice &Case,TataMcGraw -Hill, New Delhi.
- Kase , F. L. and Rasonu, J.E. (2000), Organization and Management -A System And Contingency Approach, McGraw Hill Book Company, New York'.
- Chandra Bose ( 2010) . Principles of Management & Administration, Prentice Hall of India
- Koontz &Wrihrich( 2005). Essential of Management Tata Mc Graw – Hill Publishing Co.

Ltd.

## **COMPUTER APPLICATIONS (BVHCM 202)**

### **Unit No. 1: MS Word**

- Create a project report for starting a new interior design company using MS Word

### **Unit No. 2: MS Excel**

- Perform Calculations and create relevant charts and insert in the project report created.

### **Unit No. 3: MS PowerPoint**

- Prepare a PowerPoint presentation based on the project report.

### **Unit No. 4: Internet**

- Browse various interior design company websites, create an E-mail ID.

### **Suggested Readings:**

1. Arora, Ashok & Bansal, Shefali. (2000). Computer Fundamentals. New Delhi: Excel Books.
2. Chauhan, S, Saxena, A, & Gupta, K (2006). Fundamentals of Computer. NP: Laxmi Publications
3. Sinha, Pradeep Kumar & Sinha, Priti. (2007). Computer Fundamentals. New Delhi: BPB Publication.
4. Stallings, William. (2007). Computer Networking with Internet Protocols and Technology. Delhi: Pearson Education.
5. Narang, R (2011). Database management systems.
6. Ramakrishnan, R & Gehrke, J (2002). Database Management Systems. ND: McGraw-Hill
7. Leon, Alexis & Leon, Mathews. (2006). Fundamentals of Database Management Systems. Chennai: Vijan Nicole.
8. Kumar, P. S. G. (2004). Information and Communication. Delhi: B. R. Publication.
9. Prasher, R. G. (2003). Information and its Communication. Ludhiana : Medallion Press
- Crumlish, Christian. (2007). the ABCs of the Internet. New Delhi: BPB Publications. **Unit I**

## **Business Communication-II (BVHCM 203)**

### **Personality Enrichment**

Grooming, Personal hygiene, Social and Business and Dining Etiquettes, Body language, Art of good Conversation, Art of Intelligent Listening

### **Unit II**

#### **Etiquettes & Manners**

Social & Business Dining Etiquettes, Social & Travel Etiquettes

### **Unit III**

#### **Personality Development Strategies**

Communication Skills, Presentation Skills, Public Speaking, Extempore Speaking, importance and art of 'Small Talk' before serious business

### **Unit IV**

#### **Interpersonal Skills**

Dealing with seniors, colleagues, juniors, customers, suppliers, contract workers, owners etc. at work place

### **Unit V**

#### **Group Discussion**

Team Behavior, how to effectively conduct yourself during GD, do's and don'ts, clarity of thoughts and its expression

### **Unit VI**

#### **Telephone conversation**

Introduction, Objectives, Job Description of front office cashier, Hotel Credit

### **Unit VII**

#### **Presentation**

Presentation skills, seminars skills role – play

## **Unit VIII**

### **Electronic Communication Techniques**

E mail, Fax, Answering Internal Phones

#### **Main text**

- Sinha Ashok k (2017). Dimensional Personality Development. New Delhi: Galgatia Publishing Company

#### **Reference books**

- Chhabra, Sandhya. (2012). Personality Development and Communication Skills. Sunindia
10. Thill, John. (2006). Business Communication Essentials. Pearson

# **FOOD PRODUCTION OPERATIONS**

## **BVHCM204-19**

### **Unit-I: Stocks and Soups**

- Stocks and its classification
- Uses of stocks
- Preparation of a good stock
- Introduction and classification of soups
- Making of a good soup

### **Unit-II: Sauces and Gravies**

- Difference between Sauce and gravy
- Mother Sauces and Derivatives of mother sauces
- Contemporary & Proprietary Sauces
- Gravies

### **Unit-III: Meat Cookery**

- Introduction to meat cookery
- Cuts of beef/veal
- Cuts of lamb/mutton
- Cuts of pork
- Variety meats (offal's)
- Poultry (With menu examples of each)

### **Unit-IV: Fish Cookery**

- Introduction to fish cookery
- Classification of fish with examples
- Cuts of fish with menu examples
- Selection of fish and shell fish
- Cooking of fish (effects of heat)

## **Food Production Operations ( Lab) (BVHCM 206)**

- Basic stock (Brown, white, fish, vegetable)
- Sauces – Basic Sauces
- Cream soup – 3 Varieties
- Thin soups – 3 Varieties
- Thick varieties – 3 varieties
- Fish – orly, Colbert, fried in batter, fish cakes, fish Florentine
- Entrees – stews, ragout, croquettes, goulash, cutlets casseroles, scotch eggs
- Shepherd's pie, Hamburgers.
- Egg cookery - in shell, in frying pan, in oven
- Potato cookery, Boiled, Baked, Fried, Roasted.
- Vegetables Boiled & Sautéed, creamed, fried, Baked,
- Salads at least 3 types of salad dressings.

### **Suggestive Reading:**

- Arora, Krishna - Theory of Cookery-, Frank Bros., New Delhi 2009
- Philip, Thangam E- Modern Cookery, 5th edition, Anna Salai, Chennai 2009
- Bali, Parvinder: Quantity Food Production Operations and Indian Cuisine- S., oxford, London 2013
- Aggarwal, D.K., Kitchen Equipment & Design, Aman Publications, New Delhi, 2006.
- Vikas Singh, Text BoookOf food Production (BTK), Aman Pub., N. Delhi, 2011.



# **Food and Beverage Services Operations**

## **BVHCM 205**

### **Unit I**

#### **Meals And Menu Planning**

Origin of Menu; Objectives of Menu Planning; Types of Menu; Courses of French Classical Menu; French Names of Dishes; Types of meal (Early Morning Tea, Breakfast, Brunch, Lunch, High Tea, Dinner, Supper).

### **Unit II**

#### **Food Service**

Preparation for service

- a) Organising Mise-en-scene
- b) Organising Mise-en place

Type of food service

- a) Silver Service
- b) Pre-Plated Service
- c) Cafeteria Service
- d) Room Service
- e) Buffet Service
- f) Gueridon Service
- g) Lounge Service

### **Unit III**

#### **Food Service Procedure**

Introduction; Rules to be observed while waiting at the table; Service

procedure for A' la Carte Lunch; Service procedure for Table d' hote menu; Do's and Don'ts during the Services.

## **Unit IV**

### **Order Taking and Billing Methods**

Introduction; Checking System in Food Service Operations; Methods of taking Food Order, Billing, Records & Documentation

## **Unit V**

### **Room Service/ In Room Dining**

Introduction, Concept of Room Service/ In Room Dining; Salient Features of room service; Understanding Guest expectations in Room Service; Room Service Equipment's; Set up of Trays & Trolleys; Upkeep and Storage; Service

Tools; Clearance; Presentation of Bill; Mini Bar Management in Guest Rooms.

## **Food and Beverage Services Operations (Lab)**

### **(BVHCM 207)**

- Breakfast Services: Types, Breakfast Layouts, Menu Knowledge, Table Services, Clearance & Acknowledging guests.
- Familiarisation with Food Service in Restaurants ( Receiving Guests, Table Layouts, Complimenting them, Presentation of Bills, Dealing with in house/ residential guests)
- Table Layouts, Presenting Menus, Food Pickup Procedures, Clearance and Dishwashing Procedures.
- Room Service Practical, Taking of Orders, Delivery of Food Services, Identifying Room Service Equipment, Importance of Menu Knowledge for Order-taking (RSOT functions/procedures), Room service Layout Knowledge, Laying of trays for various orders, Pantry Elevator Operations, Clearance Procedure in Dishwashing area, Room service Inventories and store requisitions.

#### **Main text**

- Singaravelavan,R.(2016).Food and Beverage Service. New Delhi: Oxford University Press.

#### **Reference books**

- Dennis R.Lillicrap& John A. Cousine(2006). Food and Beverage Service.ELBS.
- Andrews,Sudhir(2013).Food & Beverage Service Training Manual.TataMcGraw Hill.
- Dhawan,Vijay(2008).Food & Beverage Service .Frank Brothers & Company Pvt Ltd.

ON JOB  
TRAINING  
BVHCM-208-19

**Property:** Three star or above three star hotel

**Department Division:** 30 days in Food Production or 30 Days in Food and Beverage service area

**Appraisal form:** Students are required to get I.T Appraisal forms from the respective training manager of the hotel

**Log book:** on daily basis students are required to make entries in the log book as per the assigned duties and responsibilities carried out on daily basis.

**Training Report:** Students are required to make two copies of training report (hard and soft) covering the following chapters

*Chapter I-Introduction to Hotel*

*Chapter II-Introduction to City*

*Chapter III-Food Production operations-Hierarchy, Duties and Responsibilities, Different section of kitchens, various preparations, SOP's*

*Chapter IV-Food and Beverage operations: - Hierarchy, Duties and Responsibilities, Different F&B Operations, Types of services, Equipment's used in Restaurants, Supervision. Chapter V-Suggestions & Conclusions*  
*Annexure*

# SEMESTER 3

**INTRODUCTION TO BEVERAGES**  
**(BVHCM301-19)**

<b>COURSE OUTCOME:</b>	The students will be well versed with viticulture and viniculture, Beer production, types of wines and beers, brands and introduction to cheeses
<b>EVALUATION:</b>	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 Marks and rest 60 percent through semester end examination of 3 hours duration
<b>UNIT-I</b>	<b>NON ALCOHOLIC BEVERAGES</b> <ul style="list-style-type: none"> <li>• Introduction</li> <li>• Classification</li> <li>• Coffee</li> <li>• Tea</li> <li>• Milk based drinks</li> <li>• Aerated Drinks</li> <li>• Squashes</li> <li>• Juices</li> <li>• Syrups</li> <li>• Mineral Water</li> </ul>
<b>UNIT-II</b>	<b>ALCOHOLIC BEVERAGE</b> <ul style="list-style-type: none"> <li>• Introduction and definition</li> <li>• Production of Alcohol</li> <li>• Fermentation process</li> <li>• Distillation process</li> <li>• Proof</li> <li>• Alcoholic strength</li> </ul> Classification with examples
<b>UNIT-III</b>	<b>WINES</b> <ul style="list-style-type: none"> <li>o Definition &amp; History</li> <li>o Classification with examples</li> <li>o Table/Still/Natural <input type="checkbox"/> Sparkling <input type="checkbox"/> Fortified <input type="checkbox"/></li> <li>Aromatized</li> <li>o Production of each classification</li> <li>o Old World wines (Principal wine regions, wine laws, grape varieties, production and brand names) <ul style="list-style-type: none"> <li><input type="checkbox"/> France <input type="checkbox"/> Germany <input type="checkbox"/> Italy <input type="checkbox"/> Spain <input type="checkbox"/> Portugal</li> <li><input type="checkbox"/> New World Wines (Principal wine regions, wine laws, grape varieties, production and brand names) <ul style="list-style-type: none"> <li><input type="checkbox"/> USA <input type="checkbox"/> Australia <input type="checkbox"/> India <input type="checkbox"/> Chile <input type="checkbox"/> South Africa <input type="checkbox"/> Algeria <input type="checkbox"/> New Zealand</li> <li><input type="checkbox"/> F. Food &amp; Wine Harmony</li> </ul> </li> </ul> </li> </ul>

	<input type="checkbox"/> G. Storage of wines <input type="checkbox"/> H. Wine terminology (English & French)
<b>UNIT-IV</b>	<b>BEER</b> <ul style="list-style-type: none"> <li>• Introduction &amp; Definition</li> <li>• Types of Beer</li> <li>• Production of Beer</li> </ul> D. Storage
<b>REFERENCES:</b>	<ul style="list-style-type: none"> <li>• Food &amp; Beverage Service – Denis Lillicrap</li> <li>• Food &amp; Beverage Service – Vijay Dhawan</li> <li>• Food &amp; beverage Service- Rao J Suhas</li> <li>• The Waiter Handbook by Grahm Brown, Publisher: Global Books&amp;Subscription Service New Delhi</li> <li>• Food &amp; Beverage Service Training Mannual-SudhirAndrew, Tata McGraw Hill</li> </ul>

### INTRODUCTION TO BEVERAGES-PRACTICALS (BVHCM302-19)

Task-01	<b>Service of Non Alcoholic Beverages</b> Setting of tray for service of Tea and Coffee Service of Various types of Tea Service of various types of Coffee Service of Milk based Drinks Service of Aerated Drinks Service of Juices and Squashes Service of Mineral & Natural water
Task-02	
Task-03	
Task-04	
Task-05	
Task- 06	
Task-07	
Task-01	Organizing Mise-en -Place Wine service equipments Setting of tray for wine service Beer Service equipments Setting of tray for Beer service
Task-02	
Task-03	
Task-04	
Task-01	<b>Service of Wines</b> Service of Red Wine Service of White/Rose Wine Service of Sparkling Wines Service of Fortified Wines Service of Aromatized Wines
Task-02	
Task-03	
Task-04	
Task-05	
Task-01	<b>Service of Beer</b> Service of Bottled & canned Beers Service of Draught Beers
Task-02	

**FOOD & BEVERAGE SERVICE – III**  
**(BVHCM303-19)**

<b>UNIT-1</b>	<b>SPIRITS:</b> Introduction & Definition, Production of Spirit (Pot-still method, Patent still method), Introduction to Whisky, Rum, Vodka, Brandy, Gin, Tequila its production process, various types and brands.
<b>UNIT-2</b>	<b>OTHER SPIRITS:</b> Introduction, Absinthe, Pastis, Akvavit, Sake, Grappa, Marc, Pisco, Arrack, Toddy, Fenny
<b>UNIT-3</b>	<b>APERITIFS:</b> Introduction and Definition, Different types of Aperitifs Vermouth (Definition, Types & Brand names), Bitters (Definition, Types & Brand names)
<b>UNIT-4</b>	<b>LIQUEURS:</b> Definition & History, Production of Liqueurs, Broad Categories of Liqueurs (Herb, Citrus, Fruit/Egg, Bean & Kernel) , Popular Liqueurs (Name, colour, predominant flavour& country of origin)
<b>REFERENCES:</b>	<ul style="list-style-type: none"> <li>• Dennis R. Lillicrap. &amp; John A. Cousins. Food &amp; Beverage Service. Edward Arnold</li> <li>• Sudhir Andrews . Food &amp; Beverage Service Training Manual.Tata McGraw Hill.</li> <li>• John Fuller,Hutchinson. Modern Restaurant Service. Nelson Thornes</li> <li>• Brown G. &amp;Hapner K. The Waiter Handbook. Hospitality Press</li> </ul>



**FOOD & BEVERAGE SERVICE (LAB) - III**  
**(BVHCM304-19)**

Task-01	<b>Service of Spirits</b>
Task-02	Service styles – neat/on-the-rocks/with appropriate mixers
Task-03	Service of Whisky
Task-04	Service of Vodka
Task-05	Service of Rum
Task-06	Service of Gin
Task-07	Service of Brandy
Task-07	Service of other spirits
Task-01	<b>Service of Aperitifs</b>
Task-02	Service of Vermouth
Task-02	Service of Bitters
Task-01	<b>SERVICE OF LIQUEURS</b>
Task-02	Service styles – neat/on-the-rocks/with cream/en frappe
Task-03	Service from the Bar
Task-03	Service from Liqueur Trolley

## HEALTH, HYGIENE AND MEDICAL PROTOCOLS

### BVHCM 305-19

**Objective:** The subject aims to provide basic concepts of health and hygiene with link to give a clean environment that will help in understanding the basic concepts of health, hygiene and various medical protocols for increasing food hygiene, ensuring customer health safety, concern for nutritional value of food, help in stopping the transmission of diseases and enabling working as per set medical protocols. It also provides an outline of first aid concepts and basic emergency procedures including contagious disease control and prevention.

<b>Unit 1</b>	<p><b>Health Determinants and Standards - Individual health parameters</b> Determinants of Health, Key health indicators, Importance and Source of Public-health Data, Health status in India: Standards, Occupational health: Labour Law and ESI</p> <p><b>International Agencies in Public Health:</b> Role of Public, Private and NGO in Health sector The Global Health Council, The Global Network for Neglected Tropical Diseases, The Global Alliance for TB Drug Development, The International AIDS Vaccine Initiative, Malaria Vaccine Initiative World Health Organization (WHO) and Centre for Disease Control and Prevention (CDC)</p> <p><b>Understanding various types of diseases and their spread</b> Contagious and Non contagious diseases (SARS, HIV, COVID 19 etc), symptoms, precaution measures including kitchens, workplace, public places etc. Contagious diseases and its prevention through social distancing, using PPE's, maintaining hygiene standards, using proper sanitization techniques etc Elements of an effective housekeeping program. Handling and disposing waste</p>
<b>Unit 2</b>	<p><b>Understanding Personal hygiene,</b> Health: Definition, Determinants of health, mental health, Maintaining health, Role of science in health, Role of public health, Self-care strategies, Hygiene: Concept of hygiene, Home and everyday life hygiene Personal Hygiene: History of hygienic practices, principles, Excessive body hygiene, Sanitization: definition and concepts of sanitization, hand washing techniques, planning for the improvement of personal hygiene.</p> <p><b>Health and medical Audit:</b> Understanding health and medical audit of hotels, Aviation and tourism establishments. Reviewing most common unsafe places, acts/conditions, Creating SOPs for managing common unsafe acts on daily and periodic basis.</p>
<b>Unit 3</b>	<p><b>Food Hygiene</b> Food Hygiene &amp; Kitchen Safety: Cooking &amp; baking, hygiene, Disinfection and sterilization, Food preparation, Temperature, Food poisoning Contamination, Cooking and reheating food, balance diet Nutrients: Carbohydrates, Fiber, Fat, Essential fatty acids, Protein, Minerals, Macrominerals, Trace minerals Vitamins, Water Other nutrients: Antioxidants, Phytochemicals, Intestinal bacterial flora. SOPs for Control of Food Poisoning and Intoxication</p>
<b>Unit 4</b>	<b>First Aid and First Aid Box</b>

	<p>Aims of first aid &amp; the role of a manager, Incident management, Communicating with a patient, Contents of a first aid kit, Life Saving Skills: Primary survey, The recovery position / safe airway position, The chain of survival, Cardiopulmonary Resuscitation (CPR), Using an Automated External Defibrillator (AED), Choking, Bleeding,</p> <p><b>Medical Protocols</b></p> <p>Introduction to Quality and Patient safety: including Basic emergency care and life support skills, WHO and ICMR guidelines for the prevention of infectious control, Infection prevention and control measures of following diseases: air born, water born and food borne illness (tuberculosis, cholera) influenza, hepatitis.</p> <p>Basic Immunization/vaccination of staff.</p>
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### **HEALTH, HYGIENE AND MEDICAL PROTOCOLS – LAB BVHCM 306-19**

**Aims /learning Objectives:** Students are able to classify, identify, and learn the health and hygiene practices in their day today life.

1. To demonstrate safe code of practice for personal hygiene and sanitation.
2. To demonstrate the clanging and sterilization of surface and utensils.
3. To demonstrate the various safety codes used to prevent communicable and infectious disease.
4. Formulation and preparation of low cost disinfectant and sterilizing agent.
5. Preparation of audio visual aids like charts, posters, models related to health and nutrition.
6. Conduct of survey on health and hygiene practices among high and low income groups.
7. Study and demonstration of instruments used in health and hygiene practices.
8. Demonstration of Hand washing technique.
9. Formulation and preparation of low cost nutritious recipe.
10. Demonstration of Physical examination of spoiled/contaminated food sample.
11. Measurement of Body temperature, Heartbeats, Pulse rates and Blood pressure.
12. Case study on recent disease outbreak viz HIV, HEPATITIS, COVID-19 etc.
13. Demonstration of medically important entomological specimens.
14. Collection and interpretation of local data on disease prevalence.
15. Field visits.

**FOOD AND BEVERAGE CONTROLS**  
(BVHCM 307-19)

UNIT 1	<p><b>FOOD COST CONTROL</b></p> <p>Introduction to Cost Control, Define Cost Control, The Objectives and Advantages of Cost Control, Basic costing, Food costing</p>
UNIT 2	<p><b>FOOD CONTROL CYCLE</b></p> <p>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 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</p> <p><b>RECEIVING CONTROL</b></p> <p>Aims of Receiving, Job Description of Receiving 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</p>
UNIT 3	<p><b>STORING &amp; ISSUING CONTROL</b></p> <p>Storing Control, Aims of Store Control, Job Description of Food 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), Issuing Control, Requisitions, Transfer Notes, Perpetual Inventory Method, Monthly Inventory/Stock Taking, Pricing of Commodities, Stock taking and comparison of actual physical inventory and Book Value, Stock levels, Practical Problems, Hygiene &amp; Cleanliness of area</p>
UNIT 4	<p><b>PRODUCTION CONTROL</b></p> <p>Aims and Objectives, Forecasting, Fixing of Standards, Definition of standards (Quality &amp; Quantity), Standard Recipe (Definition, Objectives and various tests), Standard Portion Size (Definition, Objectives and equipment used), Standard Portion Cost (Objectives &amp; Cost Cards), Computation of staff meals</p> <p><b>SALES CONTROL</b></p> <p>Sales – ways of expressing selling, determining sales price, Calculation of selling price, factors to be considered while fixing selling price, Matching costs with sales, Billing procedure – cash and credit sales, Cashier's Sales summary sheet</p>

**HOTEL ACCOUNTANCY**  
**(BVHCM 308-19)**

<b>Unit I</b>	Introduction to Accounting: Meaning and Definition, Types and Classification, Principles of accounting, Systems of accounting, Generally Accepted Accounting Principles (GAAP. Recording of transactions: Voucher system; Accounting Process.
<b>Unit II</b>	Journals, Subsidiary Books, Ledger, Cash Book, Bank Reconciliation Statement, Trial Balance. Depreciation: Meaning, need & importance of depreciation, methods of charging depreciation.
<b>Unit III</b>	Final Accounts: Meaning, Procedure for preparation of Final Accounts, Difference between Trading Accounts, Profit & Loss Accounts and Balance Sheet, Adjustments (Only four): Closing Stock, Pre-paid Income and Expenses, Outstanding Income and Expenses, Depreciation.
<b>Unit IV</b>	Cost Accounting, Cost Sheet/Tender/Marginal Costing & Break even Analysis, Budgetary Control.
	<b>REFERENCE BOOKS</b> <ul style="list-style-type: none"><li>• Sharma, R.K. and Shashi K. Gupta, Management Accounting, Kalyani Publisher, Ludhiana.</li><li>• Gupta, R.L., Booking keeping &amp; Accounting, Sultan Chand, New Delhi</li><li>• Grewal T.S., Introduction to Accounting, S. Chand</li></ul>

**EVENT MANAGEMENT**  
**(BVHCM309-19)**

Unit 1	Historical perspective, introduction to event management, size & type of event, event team, code of ethics, types and category, sports, rallies, wedding Principles of event management, concept & designing. Analysis of concept, logistics of concept. Preparing event proposal,
Unit 2	Aim of event, develop a mission, establish objectives preparing event proposal, use of planning tools, protocols, dress codes, staging, staffing , leadership, traits and characteristics <b>Event production &amp; logistics</b> Concept, theme, fabrication, light & sound, <b>Event laws &amp; licenses</b> Relevant legislations, liquor licenses, trade acts, stake holders and official bodies, contracts
Unit 3	<b>Event marketing and advertising</b> Nature of marketing, process of marketing. Marketing mix, sponsorship, image, branding, advertising publicity and public relations <b>Event leadership &amp; communication</b> , managing team , group development, managing meetings, written communications, (official, semi-official, invoice). Verbal communications
Unit 4	<b>Event safety and security</b> Security, occupational safety, crowd management, major risks and emergency planning, incident reporting, emergency procedures <b>Basic event accounting</b> , Budget, break even point, cash flow analysis, profit & loss statement, balance sheet, panic payments, financial control system
References	

## **MENTORING AND PROFESSIONAL DEVELOPMENT**

### **BMPD 302-18**

#### **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)**

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

# SEMESTER 4

Industrial Training



## **Semester Fourth Training**

**Semester Fourth devoted to 20-22 weeks of Industrial Training**

- Training can be in any hotel / restaurant of repute
- Students has to do training in minimum 3 outlets of f&b service
- Each student has to fill log book of his/her daily activities and things he has observed & learnt.
- Each candidate has to present a ppt in about his hotel / restaurant front of examiner after the completion of training.
- Student must carry a training certificate on hotel / restaurant letter head mentioning about the training duely signed by the competetent authority.

# SEMESTER 5

**Food & Beverage Service – V (BVHCM501-19 )**

<b><u>01</u></b>	<b><u>FOOD &amp; BEVERAGE STAFF ORGANISATION</u></b>  A. <u>Categories of staff</u>  B. <u>Hierarchy</u>  C. <u>Job description and specification</u>  D. <u>Duty roaster</u>		
<b><u>02</u></b>	<b><u>MANAGING FOOD &amp; BEVERAGE OUTLET</u></b>  A. <u>Supervisory skills</u>  B. <u>Developing efficiency</u>  C. <u>Standard Operating Procedure</u>		
<b><u>03</u></b>	<b><u>KITCHEN STEWARDING</u></b>  A. <u>Importance</u>  B. <u>Opportunities in kitchen stewarding</u>  C. <u>Record maintaining</u>  D. <u>Machine used for cleaning and polishing</u>  <u>Inventory</u>		

04	<p data-bbox="400 181 523 215"><u>TOBACCO</u></p> <p data-bbox="280 253 475 286"><u>INTRODUCTION</u></p> <p data-bbox="280 324 352 358"><u>CIGAR</u></p> <p data-bbox="280 396 544 430"><u>STRUCTURE OF CIGAR</u></p> <p data-bbox="280 468 946 501"><u>TERMS USED TO REFER TO COLOUR OF THE WRAPPERS</u></p> <p data-bbox="280 539 639 573"><u>SHAPES AND SIZES OF CIGARS</u></p> <p data-bbox="280 611 632 645"><u>BRANDS OF HAVANA CIGARS</u></p> <p data-bbox="280 683 528 716"><u>STORAGE OF CIGARS</u></p> <p data-bbox="280 754 424 788"><u>CIGARETTES</u></p>		
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## Food & Beverage Service – V-PRACTICALS (BVHCM502-19 )

### 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

### Supervisory Skills

- 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

### Kitchen Stewarding

- Using & operating Machines

#### Exercise – physical inventory

### TOBACCO

#### Preparing and lighting of cigars

#### Service of Cigars

#### Service of Cigarettes

**Restaurant Planning and Management (BVHCM503-19 )**

<b><u>01</u></b>	<b><u>PLANNING &amp; OPERATING VARIOUS F&amp;B OUTLET</u></b>  <b><u>A. Physical layout of functional and ancillary areas</u></b>  <b><u>B. Objective of a good layout</u></b>  <b><u>C. Steps in planning</u></b>  <b><u>D. Factors to be considered while planning</u></b>  <b><u>E. Calculating space requirement</u></b>  <b><u>F. Various set ups for seating</u></b>  <b><u>G. Planning staff requirement</u></b>  <b><u>H. Menu planning</u></b>  <b><u>I. Constraints of menu planning</u></b>  <b><u>J. Selecting and planning of heavy duty and light equipment</u></b>  <b><u>K. Requirement of quantities of equipment required like crockery, Glassware, Cutlery - steel or silver etc.</u></b>  <b><u>L. Suppliers &amp; manufacturers</u></b>  <b><u>M. Approximate cost</u></b>  <b><u>N. Planning Décor, furnishing fixture etc.</u></b>		
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02	<p><b><u>FUNCTION CATERING BANQUETS</u></b></p> <p>A. <u>History</u></p> <p>B. <u>Types</u></p> <p>C. <u>Organisation of Banquet department</u></p> <p>D. <u>Duties &amp; responsibilities</u></p> <p>E. <u>Sales</u></p> <p>F. <u>Booking procedure</u></p> <p>G. <u>Banquet menus</u></p> <p><b><u>BANQUET PROTOCOL</u></b></p> <ul style="list-style-type: none"> <li>• <u>Space Area requirement</u></li> <li>• <u>Table plans/arrangement</u></li> <li>• <u>Misc-en-place</u></li> <li>• <u>Service</u></li> <li>• <u>Toast &amp; Toast procedures</u></li> </ul> <p><b><u>INFORMAL BANQUET</u></b></p> <ul style="list-style-type: none"> <li>• <u>Réception</u></li> <li>• <u>Cocktail parties</u></li> <li>• <u>Convention</u></li> <li>• <u>Seminar</u></li> <li>• <u>Exhibition</u></li> <li>• <u>Fashion shows</u></li> </ul>		
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	<ul style="list-style-type: none"> <li>• <u>Trade Fair</u></li> <li>• <u>Wedding</u></li> <li>• <u>Outdoor catering</u></li> </ul>		
<b>03</b>	<b><u>FUNCTION CATERING BUFFETS</u></b> <ul style="list-style-type: none"> <li>A. <u>Introduction</u></li> <li>B. <u>Factors to plan buffets</u></li> <li>C. <u>Area requirement</u></li> <li>D. <u>Planning and organisation</u></li> <li>E. <u>Sequence of food</u></li> <li>F. <u>Menu planning</u></li> <li>G. <u>Types of Buffet</u></li> <li>H. <u>Display</u></li> <li>I. <u>Sit down</u></li> <li>J. <u>Fork, Finger, Cold Buffet</u></li> <li>K. <u>Breakfast Buffets</u></li> <li>L. <u>Equipment</u></li> <li>M. <u>Supplies</u></li> <li>N. <u>Check list</u></li> </ul>		
<b>04</b>	<b><u>GUERIDON SERVICE</u></b> <ul style="list-style-type: none"> <li>A. <u>History of gueridon</u></li> <li>B. <u>Definition</u></li> <li>C. <u>General consideration of operations</u></li> <li>D. <u>Advantages &amp; Dis-advantages</u></li> <li>E. <u>Types of trolleys</u></li> <li>F. <u>Factor to create impulse, Buying – Trolley, open kitchen</u></li> </ul>		



	<b>G. <u>Gueridon equipment</u></b>		
	<b>H. <u>Gueridon ingredients</u></b>		

**Restaurant Planning and Management-PRACTICALS (BVHCM504-19 )**

<b><u>S.No</u></b>	<b><u>Topic</u></b>
<b><u>01</u></b>	<b><u>Planning &amp; Operating Food &amp; Beverage Outlets</u></b>  <b><u>Class room Exercise</u></b> <ul style="list-style-type: none"><li>• <b><u>Developing Hypothetical Business Model of Food &amp; Beverage Outlets</u></b></li><li>• <b><u>Case study of Food &amp; Beverage outlets - Hotels &amp; Restaurants</u></b></li></ul>
<b><u>02</u></b>	<b><u>Function Catering – Banquets</u></b> <ul style="list-style-type: none"><li>• <b><u>Planning &amp; organizing Formal &amp; Informal Banquets</u></b></li><li>• <b><u>Planning &amp; organizing Outdoor caterings</u></b></li></ul>
<b><u>03</u></b>	<b><u>Function Catering – Buffets</u></b>  <b><u>Planning &amp; organizing various types of Buffet</u></b>
<b><u>04</u></b>	<b><u>Gueridon Service</u></b> <ul style="list-style-type: none"><li>• <b><u>Organizing Mise-en-place for Gueridon Service</u></b></li><li>• <b><u>Dishes involving work on the Gueridon Task-01 Crepe suzette</u></b></li></ul> <b><u>Task-02 Banana au Rhum Task-03 Peach Flambe Task-04 Rum Omelette Task-05</u></b> <b><u>Steak Diane</u></b>  <b><u>Task-06 Pepper Steak</u></b>

## **Bar Operations and Management ( BVHCM505-19 )**

### **UNIT 1 BAR OPERATIONS**

- Types of Bar
- Area of Bar
- Front Bar
- Back Bar
- Under Bar (Speed Rack, Garnish Container, Ice well etc.)
- Bar Stock
- Bar Control
- Bar Staffing
- Opening and closing duties
- Alcoholic and Non Alcoholic Ingredients
- Mixes, Garnishes & Condiments
- Service and Selling Techniques

### **UNIT 2 Planning and Maintaining Bar Business**

Planning your business, bar designing, selecting the location, Physical layout of Bar, Steps in planning, Calculating space requirement, Planning staff requirement, Menu planning, Constraints of menu planning, Selecting and planning of heavy and light equipment, Requirement of quantities of equipment required like crockery, Glassware, Cutlery - steel or silver etc. Suppliers & manufacturers, Approximate cost, Planning Décor, furnishing fixture etc. Themes and Concept, Licensing Framework, Policies and Procedure.

### **UNIT 3 COCKTAILS & MIXED DRINKS:**

- Definition, History & Classification
- Cocktail bar equipment
- Components of cocktail
- Methods of making cocktails
- Measures

- Pourers and Pouring
- Garnishes

#### **UNIT 4 INGREDIENTS , METHOD OF VARIOUS COCKTAILS :-**

**CLASSIC COCKTAILS: Part 1:-** Martini - Dry & Sweet, Manhattan - Dry & Sweet, Mai Tai, LIIT, Mojito, Cosmopolitan, Caipirinha, Bellini, Mint Julep, Side Car, Tom Collins, Gin FIZZ, Flips, Noggs, Champagne Cocktail, Between the Sheets, Daiquiri, Bloody Mary, Screw Driver

**CLASSIC COCKTAILS: Part 2:-** Tequilla Sunrise, Gin-Sling, Planters Punch, Singapore Sling, Pinacolada, Rusty Nail, Black Russian, Margarita, Gimlet - Dry & Sweet, Cuba Libre, Whisky Sour, Blue Lagoon, Harvey Wall Banger, Bombay Cocktail. **INNOVATIVE COCKTAILS:** Developing a new cocktail, Infused drinks, Sour drinks, trendy drinks, long drinks, short drinks, cream drinks, wine based drinks, Hot drinks, Mocktails or Non-alcoholic mixed drinks

## **Bar Operations and Management-PRACTICALS ( BVHCM506-19 )**

TASK 1 :- LAYOUT OF DISPENSE BAR

TASK 2 :- LAY OUT OF SERVICE BAR

TASK 3 :- CUTTING VARIOUS GARNISHES FOR BEVERAGES

TASK 4 MAKING & SERVICE OF SPECIAL COCKTAILS

## **FACILITY PLANNING ( BVHCM507-19 )**

### **UNIT 1 FACILITIES PLANNING**

- The systematic layout planning pattern (SLP)
- Planning consideration
  - A. Flow process & Flow diagram
  - 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
  - A. Difference between carpet area plinth area and super built area, their relationships, reading of blue print (plumbing, electrical, AC, ventilation, FSI, FAR, public Areas)
  - B. Approximate cost of construction estimation
  - C. Approximate operating areas in budget type/5 star type hotel approximate other operating areas per guest room
  - D. Approximate requirement and Estimation of water/electrical load gas, ventilation.

### **UNIT 2 STAR CLASSIFICATION OF HOTEL**

Criteria for star classification of hotel

(Five, four, three, two, one & heritage)

### **UNIT 3 KITCHEN**

- Equipment requirement for commercial kitchen
- Heating - gas/electrical
- Cooling (for various catering establishment)
- Developing Specification for various Kitchen equipments
- Planning of various support services

(pot wash, wet grinding, chef room, larder, store & other staff facilities)

### **UNIT 4 KITCHEN LAY OUT & DESIGN**

- Principles of kitchen layout and design
- Areas of the various kitchens with recommended dimension
- Factors that affect kitchen design
- Placement of equipment
- Flow of work
- Space allocation
- Kitchen equipment, manufacturers and selection
- Layout of commercial kitchen (types, drawing a layout Of Commercial kitchen)
- Budgeting for kitchen equipment

## **HUMAN RESOURCE MANAGEMENT ( BVHCM508-19 )**

### **UNIT 1 Introduction To Human Resource Management**

- Definition
- Functions of Personnel Management
- Objectives Of Personnel Management
- Qualities of a Good Personnel Manager

### **UNIT 2 Human Resource/Man Power Planning**

- Definitions
- Need Of Manpower Planning
- Objectives Of Hr Planning
- Advantages Disadvantages Of Manpower Planning Process/Steps.

### **UNIT 3 Recruitment**

- Definition
- Sources Of Recruitment
- Internal Sources Of Recruitment& (Advantages,Dis-Advantages)
- External Sources((Advantages,Dis-Advantages)

### **UNIT 4 Selection , Training And Development**

- Definition of Selection

- Steps In Selection Process(Application Blank, Initial Interview Of The Candidates, Employment Tests, Interviews, Checking Reference, Physical Or Medical Examination, Final Interview & Induction)
- Definition of Training
- Importance of Training , Training Process & Methods



**FINANCIAL MANAGEMENT ( BVHCM509-19 )**

UNIT 1	<b><u>NATURE OF FINANCIAL MANAGEMENT</u></b>  Financial function, Meaning of financial function, Role scope and importance, Job of financial manger, Financial goals, Financial control, Organization and objectives of financial function.
UNIT 2	<b><u>FINANCIAL PLANNING</u></b>  Capitalization and capital structure, Meaning and concept of capital, Theories of capitalization, Sources of finance short term, Medium term, long term.
	<b><u>FINANCIAL ANALYSIS</u></b>  Types Of Financial Analysis, Tools Of Financial Analysis, Ratio Analysis, Preparation Of Fund Flow And Cash Flow Statements.
UNIT 3	<b><u>BUDGET AND BUDGETARY CONTROL</u></b>  Preparation Of Budget, Types Of Budget ( Capital, Sales, Cash, Flexible) Benefits And Limitations Of Budgetary Control
UNIT 4	<b><u>WORKING CAPITAL MANAGEMENT</u></b>  Concept, Importance & scope, Estimates of working capital and financing of current assets.

# SEMESTER 6

Industrial Training

**Semester Sixth devoted to 20-22 weeks of Industrial Training**

- Training can be in any hotel / restaurant of repute
- Students has to do training in minimum 3 outlets of f&b service
- Each student has to fill log book of his/her daily activities and things he has observed & learnt.
- Each candidate has to present a ppt in about his hotel / restaurant front of examiner after the completion of training.
- Student must carry a training certificate on hotel / restaurant letter head mentioning about the training duely signed by the competetent authority.