

**MRSPTU BACHELOR OF HOTEL MANAGEMENT & CATERING  
TECHNOLOGY SYLLABUS 2016 BATCH ONWARDS  
(Approved in 1<sup>st</sup> MRSPTU Standing Committee of Academic Council on 20.12.2016)**

**BACHELOR OF HOTEL MANAGEMENT & CATERING TECHNOLOGY  
(1<sup>st</sup> YEAR)**

**Total Contact Hours = 31**

**Total Marks = 900**

**Total Credits = 23**

SEMESTER 1 <sup>st</sup>		Contact Hrs			Marks			Credits
Subject Code	Subject Name	L	T	P	Int.	Ext.	Total	
BHOM2-101	Foundation Course in Food Production	3	0	0	40	60	100	3
BHOM2-102	Foundation Course in Food & Beverage Service	3	0	0	40	60	100	3
BHOM2-103	Foundation Course in Front Office	3	0	0	40	60	100	3
BHOM2-104	Foundation Course in Accommodation Operations	3	0	0	40	60	100	3
BHOM2-105	Foundation Course in Food Production-Lab	0	0	8	60	40	100	4
BHOM2-106	Foundation Course in Food & Beverage Service - Lab	0	0	4	60	40	100	2
BHOM2-107	Foundation Course in Front Office - Lab	0	0	2	60	40	100	1
BHOM2-108	Foundation Course in Accommodation Operations - Lab	0	0	2	60	40	100	1
<b>Departmental Elective-I (Select any one)</b>		3	0	0	40	60	100	3
BHOM2-156	Principles of Food Science							
BHOM2-157	Application of Computers							
BHOM2-158	Executive communication							
BHOM2-159	Introduction to Event Management							
<b>Total</b>	<b>Theory = 6 Lab = 4</b>	<b>15</b>	<b>0</b>	<b>16</b>	<b>440</b>	<b>460</b>	<b>900</b>	<b>23</b>

**Total Contact Hours = 33**

**Total Marks = 1000**

**Total Credits = 25**

SEMESTER 2 <sup>nd</sup>		Contact Hrs			Marks			Credits
Subject Code	Subject Name	L	T	P	Int.	Ext.	Total	
BHOM2-209	Foundation Course in Food Production	3	0	0	40	60	100	3
BHOM2-210	Foundation Course in Food & Beverage Service	3	0	0	40	60	100	3
BHOM2-211	Foundation Course in Front Office	3	0	0	40	60	100	3
BHOM2-212	Foundation Course in Accommodation Operations	3	0	0	40	60	100	3
	Environment Studies	2	0	0	40	60	100	2
BHOM2-213	Foundation Course in Food Production – Lab	0	0	8	60	40	100	4
BHOM2-214	Foundation Course in Food & Beverage Service – Lab	0	0	4	60	40	100	2
BHOM2-215	Foundation Course in Front Office - Lab	0	0	2	60	40	100	1
BHOM2-216	Foundation Course in Accommodation Operations – Lab	0	0	2	60	40	100	1
<b>Departmental Elective (Select any one)</b>		3	0	0	40	60	100	3
BHOM2-260	Nutrition							
BHOM2-261	Basics of Tourism							
BHOM2-262	Accounting for Managers							
<b>Total</b>	<b>Theory = 6 Lab = 4</b>	<b>17</b>	<b>0</b>	<b>16</b>	<b>480</b>	<b>520</b>	<b>1000</b>	<b>25</b>

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**Overall**

<b>Semester</b>	<b>Marks</b>	<b>Credits</b>
1 <sup>st</sup>	900	23
2 <sup>nd</sup>	1000	25
<b>Total</b>	<b>1200</b>	<b>48</b>

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**FOUNDATION COURSE IN FOOD PRODUCTION**

**Subject Code: BHOM2-101**

**L T P C**

**Duration: 45 Hrs**

**3 0 0 3**

**Learning Objectives:** This paper will give the basic knowledge of cooking to the beginners. They will get versed with meaning, aims, objectives, kitchen organisation structure, different kinds of ingredients, techniques of pre-preparation and cooking, knowledge of various stocks, sauces and soups, various cuts of vegetables.

**UNIT-I (12 Hrs)**

**INTRODUCTION TO COOKERY:** Levels of skills and experiences, Attitudes and behaviour in the kitchen, Personal hygiene, Uniforms & protective clothing, Safety procedure in handling equipment

**CULINARY HISTORY:** Origin of modern cookery Classical and New World Cuisine, Different styles cookery: oriental, European, Continental, Pan American

**HIERARCHY AREA OF DEPARTMENT AND KITCHEN:** Classical Brigade, Modern staffing in various category hotels, Roles of executive chef, Duties and responsibilities of various chefs, Co-operation with other departments General Layout of the kitchen in organisations, layout of receiving areas, layout of service & wash up

**CULINARY TERMS:** List of culinary (common and basic) terms, Explanation with examples

**AIMS & OBJECTS OF COOKING FOOD:** Aims and objectives of cooking food, Various textures, Various consistencies, Techniques used in pre-preparation, Techniques used in preparation

**HACCP -** Practices in food handling & storage

**CONVERSION TABLES:** American, British measures and its equivalents

**UNIT-II (10 Hrs)**

**FUELS USED IN CATERING INDUSTRY:** Types of fuel used in catering industry; calorific value; comparative study of different fuels, Calculation of amount of fuel required and cost.

**GAS:** Method of transfer, LPG and its properties; principles of Bunsen burner, precautions to be taken while handling gas; low and high-pressure burners, Gas bank, location, different types of manifolds

**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-III (12 Hrs)**

**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

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**SAUCES:** Classification of sauces, Recipes for mother sauces, Storage & precautions

**SOUPS:** Classification with examples, Basic recipes of Consommé with 10 Garnishes and other soups.

**EGG COOKERY:** Introduction to egg cookery, Structure of an egg, Selection of 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-IV (11 Hrs)**

**COMMODITIES:**

- a) **SHORTENINGS** (Fats & Oils): Role of Shortenings, Varieties of Shortenings,
- b) Advantages and Disadvantages of using various Shortenings, Fats & Oil – Types, varieties
- c) **RAISING AGENTS:** Classification of Raising Agents, Role of Raising Agents, Actions and Reactions
- d) **THICKENING AGENTS:** Classification of thickening agents, Role of Thickening agents
- e) **HERBS & SPICES:** Uses its Importance & it's different types
- f) **KITCHEN ORGANISATION AND LAYOUT:** General layout of Kitchen in various organisations, layout of receiving areas, layout of service and wash-up areas

**Recommended Books**

1. Le Rol A. Polsom, 'The Professional Chef', 4<sup>th</sup> Edn.
2. Bo Friberg, 'The Professional Pastry Chef', 4<sup>th</sup> Edn. Wiley & Sons INC.
3. Kinton & Cessarani, 'Theory of Catering'.
4. K. Arora, 'Theory of Cookery', Frank Brothers.
5. S.C. Dubey, 'Bakery & Confectionery', Society of Indian Bakers.
6. Philip E. Thangam, 'Modern Cooker', Vol-I, Orient Longman.
7. Kinton & Cessarani, 'Practical Cookery'.

**FOUNDATION COURSE IN FOOD & BEVERAGE SERVICE**

**Subject Code: BHOM2 – 102**

**L T P C**

**Duration: 45 Hrs**

**3 0 0 3**

**Learning Objectives:** The course aims to inculcate knowledge of food service principles, functions, procedures among trainees

**UNIT-I (10 Hrs)**

**Introduction to Food and Beverage Industry** - Introduction to Food & Beverage Service Industry, Types of catering operations– commercial, welfare, transport, others. Role of catering establishment in the hospitality industry

**UNIT-II (11 Hrs)**

**Food Service Areas (F & B Outlets)** - Restaurants, Coffee Shop, Bar, Banquet, Cafeteria, Fast Food (Quick Service Restaurants), Grill Room, Vending Machines, Discothèque

**Ancillary Departments:** - Pantry, Food pick-up area, Store, Linen room, Kitchen stewarding

**UNIT-III (12 Hrs)**

**Departmental Organisation & Staffing:** Organization of F&B department of hotel, Principal staff of various types of F&B operations, Job 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.

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**UNIT-IV (12 Hrs)**

**F & B Service Equipment:** Familiarization & Selection factors of: - Cutlery, Crockery, Glassware, Flatware, Hollowware, all other equipment used in F&B Service, French terms related to the above

**Preparation for Service:** Organising Mise-en-scene, Organising Mise- en- place

**Non-Alcoholic Beverages:** Classification (Nourishing, Stimulating and Refreshing), Tea- Origin, Manufacture, Types & Brands, Coffee- Origin, Manufacture, Types & Brands, Juices and Soft Drinks, Cocoa & Malted Beverages - Origin & Manufacture

**Recommended Books**

1. Bobby George & Sandeep Chatterjee, 'Food & Beverage Service', Jaico Publishing House.
2. R. Singaravelavan, 'Food & Beverage Service', Oxford University Press, New Delhi.
3. Dennis R. Lillicrap & John. A. Cousins, 'Food & Beverage Service', ELBS.
4. Sudhir Andrews, 'Food & Beverage Service Training Manual', Tata McGraw Hill.
5. Grahm Brown, 'The Waiter Handbook', Global Books & Subscription Services New Delhi.

**FOUNDATION COURSE IN FRONT OFFICE**

**Subject Code: BHOM2-103**

**L T P C**

**Duration: 44 Hrs**

**3 0 0 3**

**Learning Objectives:** The course is aimed at familiarising the students with various functions of front office and to develop work ethics towards customer care and satisfaction. Special efforts will be made to inculcate practical skills

**UNIT-I (11 Hrs)**

**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 Hotel Operators and their brands, Introduction to Indian leading and emerging Hotel Operators and their brands, Role of Tourism industry in Indian economy with a special emphasis on Hotel Industry.

**UNIT-II (12 Hrs)**

**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 basis: Independent Hotels, Chain Hotels, Franchise and Management Contracts Hotels, Marketing/Retailing/Consumer's Co-operatives/Referral Groups with examples, Vacation ownership/Time share and Condominium Hotels with examples of hotel groups involved in this business concept,

**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.

**UNIT-III (11 Hrs)**

**Front Office Organization**

Introduction to Front Office in Hotels, Types of Rooms, Sub-sections/Function areas in Front Office Department and their functions in Front Office and hotel in details, Layout of Front Office Department.

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**Front Office Personnel**

Personality traits, Duties and Responsibilities, Hierarchy/ Organizational chart of Front Office Department – Large, Medium and Small Hotels/Resorts/Spa

**UNIT-IV (10 Hrs)**

**Vacation Ownership and Condominiums**

Vacation Ownership/Timeshare, Condominium, how are they different from Hotel business? Deeded ownership and Right to use ownership Types of timeshares/Vacation ownerships, Examples with list of hotel operating companies offering vacation ownerships and Condominium concepts.

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 cardinaux and ordinaux (Ordinal and cardinal), Days, Dates, Time, Months and Seasons.

**Recommended Books**

1. Sudhir Andrews, 'Front Office Training Manual'.
2. Jatashankar R. Tewari, 'Front office Operations and Management'.
3. Colin Dix, Chris Baird, 'Front Office Operations'.
4. Anutosh Bhakta, 'Professional Hotel Front Office Management'.
5. James. A. Bardi, 'Hotel Front Office Management'.
6. S.K. Bhatnagar, 'Front Office Operation Management'.
7. Micheal Kasavana and Brooks, 'Managing Front Office Operations'.
8. Sue Baker & Jermy Huyton, 'Principles of Front Office Operations'.

**FOUNDATION COURSE IN ACCOMMODATION OPERATIONS**

**Subject Code: BHOM2 – 104**

**L T P C  
3 0 0 3**

**Duration:45 Hrs**

**Learning Objectives:** The course familiarizes students with the organization of housekeeping, its systems and functions. A blend of theory and practical will be used to develop sensitivity and high work ethics towards guest care and cleanliness.

**UNIT-I (11 Hrs)**

**The Role of Housekeeping in Hospitality Operation:** Role of Housekeeping in Guest Satisfaction and Repeat Business, Personality Traits of housekeeping Management Personnel, Layout of the Housekeeping 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-II (10 Hrs)**

**Organization Chart of the Housekeeping Department:** Hierarchy in small, medium, large and chain hotels, (from 1<sup>st</sup> to 2<sup>nd</sup>) Identifying Housekeeping Responsibilities, Duties and Responsibilities of Housekeeping staff, Different types of room in a hotel along with their status, standard supplies & amenities of a guest room. (New)

**UNIT-III (12 Hrs)**

**Cleaning Organisation:** Principles of cleaning, hygiene and safety factors in cleaning, Methods of organizing cleaning, Frequency of cleaning daily, periodic, special, Design features that simplify cleaning, Use and care of Equipment

**Cleaning of Guest Room:** type of soil, nature of soil, standard of cleaning, Cleaning of public area,



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**Housekeeping Inventories:** equipment, agents, supplies, linen, uniform (new)

**UNIT-IV (12 Hrs)**

**Pest Control:** Areas of infestation, Preventive measures and Control 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.

**Recommended Books**

1. Joan C Branson & Margaret, 'Hotel Hostel and Hospital Housekeeping'.
2. 'Lennox', ELBS with Hodder & Stoughton Ltd.
3. Sudhir Andrews, 'Hotel House Keeping a Training Manual', Tata McGraw Hill.
4. Raghubalan, 'Hotel Housekeeping Operations & Management', Oxford University Press.
5. H. Burstein, 'Management of Hotel & Motel Security (Occupational Safety and Health) CRC Publisher.
6. Robert J. Martin & Thomas J.A. Jones, 'Professional Management of Housekeeping Operations', John Wiley Publications.
7. Tucker Schneider, 'The Professional Housekeeper', Wiley Publications.
8. Manoj Madhukar, 'Professional management of Housekeeping', Rajat Publications.

**FOUNDATION COURSE IN FOOD PRODUCTION – LAB (PART A)**

**Subject Code: BHOM2 - 105**

**L T P C**

**0 0 8 4**

**Part – A PRACTICAL'S OF FOOD PRODUCTION**

S. NO.	TOPICS	METHODS
1	i) Equipment - Identification, Description, Uses & handling ii) Hygiene - Kitchen etiquettes, Practices & knife handling iii) Safety and security in kitchen	Demonstrations & simple applications
2	i) Vegetables - classification ii) Cuts - julienne, jardinière, macedoines, brunoise, payssane, mignonette, dices, cubes, shred, mirepoix iii) Preparation of salad dressings	Demonstrations & simple applications by students
3	Identification and Selection of Ingredients - Qualitative and quantitative measures.	Market survey/tour
4	i) Basic Cooking methods and pre-preparations ii) Blanching of Tomatoes and Capsicum iii) Preparation of concasse iv) Boiling (potatoes, Beans, Cauliflower, etc) v) Frying - (deep frying, shallow frying, sautéing) Aubergines, Potatoes, etc. vi) Braising - Onions, Leeks, Cabbage	Demonstrations & simple applications by students

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	vii) Starch cooking (Rice, Pasta, Potatoes)	
5	i) Stocks - Types of stocks (White and Brown stock) ii) Fish stock iii) Emergency stock iv) Fungi stock	Demonstrations & simple applications by students
6	Sauces - Basic mother sauces <ul style="list-style-type: none"> <li>• Béchamel</li> <li>• Espagnole</li> <li>• Volute</li> <li>• Hollandaise</li> <li>• Mayonnaise</li> <li>• Tomato</li> </ul>	Demonstrations & simple applications
7.	Egg cookery - Preparation of variety of egg dishes <ul style="list-style-type: none"> <li>• Boiled (Soft &amp; Hard)</li> <li>• Fried (Sunny side up, Single fried, Bull's Eye, Double fried)</li> <li>• Poaches</li> <li>• Scrambled</li> <li>• Omelette (Plain, Stuffed, Spanish)</li> <li>• En cocotte (eggs Benedict)</li> </ul>	Demonstrations & simple applications by students
8.	Simple Salads: <ul style="list-style-type: none"> <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> Simple Egg preparations: <ul style="list-style-type: none"> <li>• Scotch egg,</li> <li>• Assorted omelettes,</li> <li>• Oeuf Florentine</li> <li>• Oeuf Benedict</li> <li>• Oeuf Farci</li> <li>• Oeuf Portuguese</li> <li>• Oeuf Deur Mayonnaise</li> </ul> Soups Preparations: <ul style="list-style-type: none"> <li>• Cream Soups</li> <li>• Puree Soups</li> <li>• Consomme</li> </ul> Simple potato preparations <ul style="list-style-type: none"> <li>• Baked potatoes</li> <li>• Mashed potatoes</li> <li>• French fries</li> <li>• Roasted potatoes</li> </ul>	Demonstration by instructor and applications by students



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	<ul style="list-style-type: none"> <li>• Boiled potatoes</li> <li>• Lyonnais potatoes</li> <li>• Allumettes</li> </ul> Vegetable preparations <ul style="list-style-type: none"> <li>• Boiled vegetables</li> <li>• Glazed vegetables</li> <li>• Fried vegetables</li> <li>• Stewed vegetables.</li> </ul> Sandwiches <ul style="list-style-type: none"> <li>• Open</li> <li>• Club</li> <li>• Closed</li> <li>• Canapé</li> <li>• Zukuskis</li> <li>• Pin wheel</li> <li>• Checkers board</li> </ul>	
9.	Demonstration & Preparation of simple menu	Demonstrations & simple applications by students

**PART B - BAKERY & PATISSERIE (PRACTICAL)**

<b>S. NO.</b>	<b>TOPICS</b>	<b>METHOD</b>
10	Equipment <ul style="list-style-type: none"> <li>• Identification</li> <li>• Uses and handling</li> <li>• Ingredients - Qualitative and quantitative measures</li> </ul>	Demonstration by instructor and applications by students
11	<b>BREAD MAKING</b> <ul style="list-style-type: none"> <li>• Demonstration &amp; Preparation of Simple and enriched bread recipes</li> <li>• Bread Loaf (White and Brown)</li> <li>• Bread Rolls (Various shapes)</li> <li>• French Bread</li> <li>• Brioche</li> </ul>	Demonstration by instructor and applications by students
12	<b>SIMPLE CAKES</b> <ul style="list-style-type: none"> <li>• Demonstration &amp; Preparation of Simple and enriched Cakes, recipes</li> <li>• Sponge, Genoise, Fatless, Swiss roll</li> <li>• Fruit Cake</li> <li>• Rich Cakes</li> <li>• Dundee</li> <li>• Madeira</li> </ul>	
13	<b>SIMPLE COOKIES</b> <ul style="list-style-type: none"> <li>• Demonstration and Preparation of simple cookies like</li> <li>• Nan Khatai</li> <li>• Golden Goodies</li> </ul>	Demonstration by instructor and applications by students

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	<ul style="list-style-type: none"> <li>• Melting moments</li> <li>• Swiss tart</li> <li>• Tri colour biscuits</li> <li>• Chocolate chip</li> <li>• Cookies</li> <li>• Chocolate Cream Fingers</li> <li>• Bachelor Buttons.</li> </ul>	
14	<p><b>HOT / COLD DESSERTS</b></p> <ul style="list-style-type: none"> <li>• Caramel Custard,</li> <li>• Bread and Butter Pudding</li> <li>• Queen of Pudding</li> <li>• Soufflé – Lemon / Pineapple</li> <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>	<p>Demonstration by instructor and applications by students</p>

**FOUNDATION COURSE IN FOOD & BEVERAGE SERVICE - LAB**

**Subject Code: BHOM2 - 106**

**L T P C**

**0 0 4 2**

1. Familiarization of F&B Service equipment
2. Basic Technical Skills
  - a) Task-01: Holding Service Spoon & Fork
  - b) Task-02: Carrying a Tray / Salver
  - c) Task-03: Laying a Table Cloth
  - d) Task-04: Changing a Table Cloth during service
  - e) Task-05: Placing meal plates & Clearing soiled plates
  - f) Task-06: Stocking Sideboard
  - g) Task-07: Service of Water
  - h) Task-08: Using Service Plate & Crumbing Down
  - i) Task-09: Napkin Folds
  - j) Task-10: Changing dirty ashtray
  - k) Task-11: Wiping of Tableware, Chinaware, Glassware
3. **Preparation for Service (restaurant)**
  - a) Organizing Mise-en-scene
  - b) Organizing Mise-en-Place
  - c) Opening, Operating & Closing duties
4. Briefing/debriefing
5. Tea & Coffee Service

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**FOUNDATION COURSE IN FRONT OFFICE - LAB**

**Subject Code: BHOM2-107**

**L T P C**

**0 0 2 1**

1. a) Grooming and Hospitality etiquettes.
- b) Personality traits of front office personnel
2. a) Identification of equipment and furniture used in Front Office Department
- b) Front Desk Counter and Bell Desk
3. Countries, their capitals, currencies, airlines and their flags
4. Role Play:
  - a) Reservations: FIT, Corporate guest and group.
  - b) Luggage Handling: FIT, Walk-in, Scanty Baggage, regular, crew and group
5. Great Personalities of Hotel Industry (min 3 personalities to be given as assignment)

**FOUNDATION COURSE IN ACCOMMODATION OPERATIONS - LAB**

**Subject Code: BHOM2-108**

**L T P C**

**0 0 2 1**

1. Cleaning Equipment (manual and mechanical)
  - a) Familiarization
  - b) Different parts
  - c) Function
  - d) Care and maintenance
2. Cleaning Agent
  - a) Familiarization according to classification
  - b) Function
3. Maid's trolley
  - a) Contents
  - b) Trolley setup
4. Sample Layouts of Guest Rooms
  - a) Single room
  - b) Double room
  - c) Twin room
  - d) Suite
5. Guest Room Supplies and Position
  - a) Standard room
  - b) Suite
  - c) VIP room special amenities
6. Public Area Cleaning Procedure

**Silver/ Epns**

- a) Plate powder method
- b) Polivit method
- c) Proprietary solution (Silvo)

**Brass**

- a) Traditional/ domestic 1 Method
- b) Proprietary solution 1 (brasso)

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**Glass**

- a) Glass cleanser
- b) Economical method(newspaper)

**Wall-** care and maintenance of different types and parts

- a) Skirting
- b) Dado
- c) Different types of paints (distemper Emulsion, oil paint etc.)

**PRINCIPLES OF FOOD SCIENCE**

**Subject Code: BHOM2-156**

**L T P C  
3 0 0 3**

**Duration: 40 Hrs**

Course Objective: The course is aimed at preparing student to fully understand importance of healthy diet in commercial catering and procedures used therein.

**UNIT-I (11 Hrs)**

Definition and scope of food science and Its inter-relationship with food chemistry, food microbiology and food processing.

**Carbohydrates:** Introduction, Effect of cooking (gelatinization and retro gradation), Factors affecting texture of carbohydrates (Stiffness of CHO gel & dextrinization, Uses of carbohydrates in food preparations

**Fat & Oils:** Classification (based on the origin and degree of saturation), Autoxidation (factors and prevention measures), Flavour reversion, Refining, Hydrogenation & winterisation, Effect of heating on fats & oils with respect to smoke point, Commercial uses of fats (with emphasis on shortening value of different fats)

**UNIT-II (10 Hrs)**

**Proteins:** Basic structure and properties, Type of proteins based on their origin (plant/animal), Effect of heat on proteins (Denaturation, coagulation), Functional properties of proteins (Gelation, Emulsification, Foamability, Viscosity), Commercial uses of proteins in different food preparations (like Egg gels, Gelatin gels, Cakes, Confectionary items, Meringues, Soufflés, Custards, Soups, Curries etc.)

**UNIT-III (09 Hrs)**

**Food Processing:** Definition, Objectives, Types of treatment, Effect of factors like heat, acid, alkali on food constituents

**Evaluation of Food:** Objectives, Sensory assessment of food quality, Methods, Introduction to proximate analysis of Food constituents, Rheological aspects of food

**UNIT-IV (10 Hrs)**

**Emulsions:** Theory of emulsification, Types of emulsions, Emulsifying agents, Role of emulsifying agents in food emulsions

**Colloids:** Definition, Application of colloid systems in food preparation

**Flavour:** Definition, Description of food flavours (tea, coffee, wine, meat, fish spices,

**Browning:** Types (enzymatic and non-enzymatic), Role in food preparation, Prevention of undesirable browning

**Recommended Books**

1. C.H. Robinson, M.R. Lawlar, W.L. Chenoweth and A.E. Garwick, 'Normal and Therapeutic Nutrition', Macmillan Publishing Co., **1986**.
2. M.S. Swaminathan, 'Essentials of Food and Nutrition VI: Fundamental Aspects VII Applied Aspects', **1985**.
3. O. Hughes and M. Bennion, 'Introductory Foods', Macmillan Company,**1970**.

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4. S.R. Williams, 'Nutrition and Diet Therapy', C.V. Mosby Co., 1989.
5. H. Guthrie, 'Introductory Nutrition', C.V. Mosby Co., 1986.

**APPLICATIONS OF COMPUTERS**

**Subject Code: BHOM2-157**

**L T P C  
3 0 0 3**

**Duration: 40 Hrs**

**Course Objectives:** The objective of this course is to make students acquaint with the information technology will help in developing contemporary skills

**UNIT-I (9 Hrs)**

**Automation in The Hospitality Industry**

Information Concepts and Processing: Definitions, Need, Quality and Value of Information, Data Processing Concepts.

Elements of Computer System-Definition, Characteristics of Computers & Limitations.

Generations of Computers and Types of computers.

Computer & its Application in the Hospitality Industry.

**UNIT-II (11 Hrs)**

**Essentials of Computer Systems:** Components of Computers- Input/output Units, Keyboards, Touch screen terminals, Other Input devices, Monitors, Printers, Common I/O units in the hospitality industry.

The central processing unit, Read Only Memory (ROM), Random access Memory (RAM)

External storage devices- Magnetic tapes, USB Drives, hard Drives, CD Technology and Virtual Storage.

Computer Security: Computer Virus and Antivirus.

**UNIT-III (10Hrs)**

**Basics of Computer Software**

Meaning of Software, Relationship between Hardware and Software.

Types of Software- Meaning of System, Application and Service Software.

Basics of Microsoft Office- Word, Excel, Publisher and power point (Meaning & Importance) & Its Applications in Tourism and Hospitality Industry

**UNIT-IV (10 Hrs)**

**Network**

World Wide Web; The Internet & The Hospitality Industry, Email, Browsing & Searching.

Networks Types– LAN, MAN, WAN and their Comparisons.

Network Topologies-Bus, Star, Ring, Tree, Mash &Hybrid.

Guided Media-Fiber Optics Cables, Twisted Cables, Co-axial Cables

**PART B (Practical)**

**Word Processing, Spread Sheets and Presentations**

- a) Generic application software in hospitality -Word processing software, working with soft copy, on-screen editing techniques, formatting documents, special features, Use of word processors in preparing simple forms, printing of documents
- b) Electronic spreadsheet software, spreadsheet design, creating a spreadsheet, updating data & recalculations, common spreadsheet commands, graphics capability, special features, use of spreadsheet in hospitality business transaction in maintaining accounts
- c) Power point presentations
- d) Internet usage
- e) Audio visual equipment: Various audio visual equipment used in hotel, Care and cleaning of overhead projector, slide projector, LCD and power point presentation units, Maintenance

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of computers, Care and cleaning of PC, CPU, Modem, UPS, Printer, Laptops, Sensors – Various sensors used in different locations of a hotel – type, uses and cost effectiveness.

**Recommended Books**

1. Thomas Bartee, 'Digital Computer Design'.
2. V. Rajaraman, 'Introduction to Computer Science'.
3. B.B. Beyer, 'Flowcharting, Programming, Software, Designing and Computer Problem Solving'.
4. R.K. Taxali, 'PC Software Made Simple', Tata McGraw Hill.
5. V. Raganeman, 'Analysis & Designing Information System', Prentice Hall of India.

**EXECUTIVE COMMUNICATION**

**Subject Code: BHOM2-158**

**L T P C  
3 0 0 3**

**Duration: 40 Hrs**

**Learning Objectives:** The primary objective of Executive Communication is to introduce the student to various forms of written and oral communication that are necessary in real-life business situations, perfecting verbal and non-verbal communication skills. Further this course will try to develop overall personality of students.

**UNIT-I (9 Hrs)**

Meaning, types, barriers and mechanism of communication, Non-verbal communication, organizational setting of executive communication, Face to face conversation.

**UNIT-II (11 Hrs)**

Professional use of telephone, interviews, group discussion and presentations. Office Correspondence: Note Taking, Different Forms of Written Communication: Memos, Agenda, Minutes of a meeting, etc. Formal Letters – Invitations, Request, Complaints, Orders and Thanks, Questionnaires / Comment Cards / Feedback forms

**UNIT-III (10 Hrs)**

Customer care, appropriate mannerism, handling customers, nature of complaint, handling objections, responding to a complaint & negotiation, resolving conflict

**UNIT-IV (10 Hrs)**

Basic personality traits - dress, address, gestures and manners; self-evaluation and development - identification of strength & weaknesses; overcoming hesitation & fear of facing public; corrective & developmental exercises - confidence building, mock interviews, role plays.

**Recommended Books**

1. Lynn Vander Wagen, 'Communication, Tourism & Hospitality', Hospitality Press Pvt. Ltd.
2. M.D. Jitendra, 'Organizational Communication', Rajat Publications.
3. Jon & Lisa Burton, 'International Skills in Travel & Tourism', Longman Group Ltd.
4. Rayon, V.Lesikar, John D.Petit, J.R. Richard D. Irwin, 'Business Communication', INC.

**INTRODUCTION TO EVENT MANAGEMENT**

**Subject Code: BHOM2-159**

**L T P C  
3 0 0 3**

**Duration: 40 Hrs**

**Learning Objectives:** The purpose of this course is to acquire knowledge about the specialized field of "event management" and to become familiar with management techniques and strategies required for successful planning, promotion, implementation and evaluation of special events.

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**UNIT-I (11 Hrs)**

Why Event Management, Requirement of Event Manager, Analysing the events, Scope of the Event, Decision-makers, Technical Staff, Developing Record-Keeping Systems, Establishing Policies & Procedures

**UNIT-II (10 Hrs)**

Preparing a Planning Schedule, Organizing Tasks, Assigning Responsibility, and Communicating, Using the Schedule Properly, The Budget, Overall Planning tips, Checklists, Expert Resources, Computer Software Required

**UNIT-III (10 Hrs)**

Who are the people on the Event, Locating People, Clarifying Roles, Developing content Guidelines, Participant Tips, Reference Checks, Requirement Forms, Introduction, Fees & Honorariums, Expense Reimbursement, Travel Arrangements, Worksheets

**UNIT-IV (9 Hrs)**

Types of Events, Roles & Responsibilities of Event Management in Different Events, Scope of the Work, Approach towards Events

**Recommended Books**

1. Devesh Kishore, Ganga Sagar Singh, 'Event Management: A.B. looming Industry and an Eventful Career', Haranand Publications Pvt. Ltd.
2. Swarup K. Goyal, 'Event Management', Adhyayan Publisher, 2009.
3. Savita Mohan, 'Event Management & Public Relations', Enkay Publishing House.

**FOUNDATION COURSE IN FOOD PRODUCTION - II**

**Subject Code: BHOM2-209**

**L T P C  
4 0 0 4**

**Duration: 45 Hrs**

**Learning Objectives:** This paper will give the basic knowledge of cooking to the beginners. They will get versed with different kinds of ingredients, techniques of pre-preparation and cooking, knowledge of various stocks, sauces and soups, cereals, pulses, various cuts of vegetables and meats with their cookery.

**UNIT-I (12 Hrs)**

**Menu Planning:** Meaning Types and importance. Menu Engineering its need and Importance.

**Introduction to Indian Cookery Basics:**

Introduction to Indian food, Spices used in Indian cookery, Role of spices in Indian cookery, Indian equivalent of spices (names)

**Masalas:** Blending of spices, Different masalas used in Indian Cookery-Wetmasalas, Dry masalas, Composition of different masalas, Varieties of masalas available in regional areas, Special masalas blends

**Gravies:** Different types Haryali, Makhni, Shahi/white, Chopped Masala, karahai, Yellow Gravy Basic Tandoori Preparations Indian marinades and Pastes

**Commodities in Indian cuisine:** Souring Agents, colouring agents, tenderizing agent, Flavouring & Aromatic Agents, Spicing Agents

**Rice, Cereals & Pulses:** Introduction, Classification and identification, Cooking of rice, cereals and pulses, Varieties of rice and other cereals

**UNIT-II(11Hrs)**

**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).



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**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)

**UNIT-III (11 Hrs)**

**Pastry:** Short crust, Laminated, Choux, Hot water/Rough puff, Recipes and methods of preparation, Differences, uses of each pastry, Care to be taken while preparing pastry, Role of each ingredient, Temperature of baking pastry

**Flour:** Structure of wheat, Types of Wheat, Types of Flour, Processing of Wheat – Flour, Uses of Flour in Food Production, Cooking of Flour (Starch)**SIMPLE BREADS:** Principles of bread making, Simple yeast breads, Role of each ingredient in bread making, Baking temperature and its importance

**Pastry Creams:** Basic pastry creams, Uses in confectionery, Preparation and care in production

**UNIT-IV (11 Hrs)**

**Basic Commodities:** Milk-Introduction, Processing of Milk, Pasteurisation – Homogenisation, Types of 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

**Recommended Books**

1. Le Rol A. Polson, 'The Professional Chef', 4<sup>th</sup> Edn.
2. Bo Friberg, 'The Professional Pastry Chef', 4<sup>th</sup> Edn., Wiley & Sons INC.
3. Kinton & Cessarani, 'Theory of Catering'.
4. K. Arora, 'Theory of Cookery', Frank Brothers.
5. S.C. Dubey, 'Bakery & Confectionery', Society of Indian Bakers.
6. Philip E. Thangam, 'Modern Cookery', Vol-I, Orient Longman.
7. Kinton & Cessarani, 'Practical Cookery'.

**FOUNDATION COURSE IN FOOD & BEVERAGE SERVICE -II**

**Subject Code: BHOM2-210**

**L T P C  
3 0 0 3**

**Duration: 40 Hrs**

**Learning Objectives:** The course aims to inculcate knowledge of food service principles, functions, and procedures among trainees. The students will be well versed with menu planning and sale control system.

**UNIT-I (9 Hrs)**

**Types of Food Service:** Silver service, American service, French service, Russian service, Guerdon service, Assisted service, Self-service, Single point service, Specialised Service.

**UNIT-II (11 Hrs)**

**Menu Planning:** Origin of Menu, Objectives of Menu Planning, Factors to be consider while planning a menu, Menu terminology, Types of Menu, Courses of French Classical Menu-Sequence, Examples from each course, Cover of each course, Accompaniments, French Names of dishes

**Types of Meals:** Early Morning Tea, Breakfast (English, American Continental, Indian), Brunch, Lunch, Afternoon/High Tea, Dinner, Supper

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**UNIT-III (10 Hrs)**

**Room Service:** Introduction, personnel, taking the order, routing the order, preparing the order, delivering the order, providing amenities, Room service menu, sequence of service, Forms & formats.

**Sale Control System:** KOT/Bill Control System (Manual)-Triplicate Checking System, Duplicate Checking System, Check and bill system, Service with order, computerized system, circumstantial KOT, Alcoholic Beverage order, Billing

**UNIT-IV (10 Hrs)**

**Tobacco:** History, Processing for cigarettes, pipe tobacco & cigars,

**Cigarettes** – Types and Brand names, Pipe Tobacco – Types and Brand names

**Cigars:** shapes, sizes, colours and Brand names, Care and Storage of cigarettes & cigars,

**Recommended Books**

1. Bobby George & Sandeep Chatterjee, 'Food & Beverage Service', Jaico Publishing House.
2. R. Singaravelavan, 'Food & Beverage Service', Oxford University Press, New Delhi.
3. Dennis R. Lillicrap. & John. A. Cousins, 'Food & Beverage Service', ELBS.
4. Sudhir Andrews, 'The Waiter Handbook', Graham Brown', Global Books & Subscription Services, New Delhi.
5. Vijay Dhawan, 'Food and Beverage Service'.

**FOUNDATION COURSE IN FRONT OFFICE-II**

**Subject Code: BHOM2-211**

**L T P C  
3 0 0 3**

**Duration: 45 Hrs**

Course Objective: The course is aimed at familiarising the students with various functions of front office and to develop work ethics towards customer care and satisfaction. Special efforts will be made to inculcate practical skills.

**UNIT-I (11 Hrs)**

**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 Office Coordination, Meal Plans, and Type of Guests

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, Special interest tours, domestic, foreigner etc., Front Office coordination with different departments in hotels.

**UNIT-II (10 Hrs)**

**Guest Cycle and Reservations:** Introduction to guest cycle – Pre arrival, Arrival, During guest stay, Departure and After departure, Reservation and its importance, Basic tools of reservation – Room Status Board, ALC, DCC with formats, Handling reservation and reservation form with formats, Modes of Payment while reservation - an introduction, Sources of Reservation, Systems of Reservation, Types of Reservations, Cancellations and Amendments, Reservation reports and statistics

Overbooking, Upselling, no show, Walk-in guest, scanty baggage, stay over, over stay, under stay, early arrival, turn away, time limit, overstay etc.

**UNIT-III (12 Hrs)**

**Registration:** Registration and its importance, Types of registration records – Bound book register, loose leaf register and Guest Registration Card (GRC) and their formats

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**Guest Handling**, Pre-registration activities, Procedure of Guest Handling – Pre arrival, On Arrival and Post Arrival procedures, handling reserved guests, Procedure for Handling Free Individual Traveller (FIT), Chance guests, VIP, Group arrival, Foreigner guest (C-forms, Foreign currency exchange), Single Lady guest, Corporate guest, Layover passenger, Check-in for guest holding Discount voucher, Turn-away guest

**UNIT-IV (12 Hrs)**

**Front Desk Functions:** Procedure for Room Assignment, Room not clear, Wash and Change Room, 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 Shift Handover, Guest Relations, Courtesy Calls, Room amenities for Corporate/VVIP/CIP guest, Handling Awkward guests, Room Change Procedure, Handling Mails, Message and Paging, Key control procedures.

**Recommended Books**

1. Sudhir Andrews, 'Front Office Training Manual'.
2. Jatashankar R. Tewari, 'Front office operations and Management'.
3. Colin Dix, Chris Baird, 'Front Office Operations'.
4. Anutosh Bhakta, 'Professional Hotel Front Office Management'.
5. James. A. Bardi, 'Hotel Front Office Management'.
6. S.K. Bhatnagar, 'Front Office Operation Management'.
7. Micheal Kasavana and Brooks, 'Managing Front Office Operations'.
8. Sue Baker & Jermy Huyton, 'Principles of Front Office Operations'.

**FOUNDATION COURSE IN ACCOMMODATION OPERATIONS - II**

**Subject Code: BHOM2-212**

**L T P C  
4 0 0 4**

**Duration: 45 Hrs**

**Course Objectives:** The course familiarizes students with the organisation of housekeeping, its systems and functions. A blend of theory and practical will be used to develop sensitivity and high work ethics towards guest care and cleanliness and pest control.

**UNIT-I (11 Hrs)**

**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 systems in India, Hardness of water, water softening, base exchange method (Demonstration), Cold water cistern swimming pools, Hot water supply system in hotels, Flushing system, water taps, traps and closets Classification, Use of Eco-friendly products in Housekeeping. (HE)

**UNIT-II (10 Hrs)**

**Composition, Care and Cleaning of Different Surfaces:** Metals, Glass, Leather, Leatherites, Rexene's, Plastic, Ceramics, Wood, Wall finishes, Floor Finishes,

**UNIT-III (12 Hrs)**

**Routine Systems and Records of House Keeping (3<sup>rd</sup> To 2<sup>nd</sup>)**

**Department:** Reporting Staff placement, Room Occupancy Report, Guest Room Inspection, Entering Checklists, Floor Register, Work Orders, Log Sheet., Lost and Found Register and Enquiry File, Maid's Report and Housekeeper's Report, Handover Records, Guest's Special

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Requests Register, Record of Special Cleaning, Call Register, VIP Lists Guest room layout, type of bed & mattresses

**UNIT-IV (12 Hrs)**

**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 its relation with other departments of the hotel. Preventive and breakdown maintenance, comparisons (HE)

**Recommended Books**

1. Joan C. Branson & Margaret Lennox, 'Hotel Hostel and Hospital Housekeeping', ELBS with Holder & Stoughton Ltd.
2. Sudhir Andrews, 'Hotel House Keeping a Training Manual', Tata McGraw Hill.
3. Raghubalan, 'Hotel Housekeeping Operations & Management', Oxford University Press.
4. H. Burstein, 'Management of Hotel & Motel Security (Occupational Safety and Health)' CRC Publisher.
5. Robert J. Martin & Thomas J.A. Jones, 'Professional Management of Housekeeping Operations', 2<sup>nd</sup> Edn., Wiley Publications.
6. Tucker Schneider, 'The Professional Housekeeper', Wiley Publications.
7. Manoj Madhukar, 'Professional Management of Housekeeping', Rajat Publications.

**FOUNDATION COURSE IN FOOD PRODUCTION –II LAB (PART A)**

**Subject Code: BHOM2-213**

**L T P C**

**0 0 8 4**

**Part – A PRACTICALS OF FOOD PRODUCTION**

S. No.	Topics	Method
1	<ul style="list-style-type: none"> <li>• Meat – Identification of various cuts, Carcass demonstration</li> <li>• Preparation of basic Cuts-Lamb and Pork Chops, Tornado, Fillet, Steaks and Escalope</li> <li>• Fish-Identification &amp; Classification</li> <li>• Cuts and Folds of fish</li> </ul>	Demonstrations & simple applications
2	<ul style="list-style-type: none"> <li>• Identification, Selection and processing of Meat, Fish and poultry.</li> <li>• Slaughtering and dressing</li> </ul>	Demonstrations at the site in local Area/Slaughtering house/Market
3	Preparation of menu <b>Salads &amp; Soups-</b> Waldrof salad, Fruit salad, Russian salad, salade nicoise, <b>Soups preparation:</b> Chowder, Bisque, Veloute, Broth International soups	Demonstration by instructor and applications by students
4	<b>Chicken, Mutton and Fish Preparations-</b> Fish orly, a la anglaise, colbert, meuniere, poached, baked Entrée-Lamb stew, hot pot, shepherd's pie, grilled steaks & lamb/Pork chops, Roast chicken, grilled chicken, Leg of Lamb, Beef	Demonstration by instructor and applications by students

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5	<b>Indian Cookery-</b> Rice dishes, Breads, Main course, Basic Vegetables, Paneer Preparations Marinades, Paste and Tandoori Preparation of Meat, fish Vegetables and Paneer	Demonstration by instructor and applications by students
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**Part B - BAKERY & PATISSERIE**

S. No.	Topics	Method
1	<b>PASTRY:</b> Demonstration and Preparation of dishes using varieties of Pastry <ul style="list-style-type: none"> <li>• Short Crust – Jam tarts, Turnovers</li> <li>• Laminated – Palmiers, Khara Biscuits, Danish Pastry, Cream Horns</li> <li>• Choux Paste – Eclairs, Profiteroles</li> </ul>	Demonstration by instructor and applications by students
2	<b>COLD SWEET</b> <ul style="list-style-type: none"> <li>• Honeycomb mould</li> <li>• Butterscotch sponge</li> <li>• Coffee mousse</li> <li>• Lemon sponge</li> <li>• Trifle</li> <li>• Blancmange</li> <li>• Chocolate mousse</li> <li>• Lemon soufflé</li> </ul>	Demonstration by instructor and applications by students
3	<b>HOT SWEET</b> <ul style="list-style-type: none"> <li>• Bread &amp; butter pudding</li> <li>• Caramel custard</li> <li>• Albert pudding</li> <li>• Christmas pudding</li> </ul>	Demonstration by instructor and applications by students
4	<b>INDIAN SWEETS</b> Simple ones such as chicoti, gajjar halwa, kheer	Demonstration by instructor and applications by students

**FOUNDATION COURSE IN FOOD & BEVERAGE SERVICE-II LAB**

**Subject Code: BHOM2-214**

**L T P C**

**0 0 4 2**

**1. REVIEW OF SEMESTER -1**

**2. PROCEDURE FOR SERVICE OF A MEAL**

Task-01: Taking Guest Reservations

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

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**3. TABLE LAY-UP & SERVICE**

- Task-01: A La Carte Cover
- Task-02: Table d' Hote Cover
- Task-03: English Breakfast Cover
- Task-04: American Breakfast Cover
- Task-05: Continental Breakfast Cover
- Task-06: Indian Breakfast Cover
- Task-07: Afternoon Tea Cover
- Task-08: High Tea Cover

**4. Tray/Trolley Set-Up & Service**

- Task-01: Room Service Tray Setup
- Task-02: Room Service Trolley Setup

**5. Social Skills**

- Task-01: Handling Guest Complaints
- Task-02: Telephone manners
- Task-03: Dining & Service etiquettes

**6. Special Food Service - (Cover, Accompaniments & Service)**

**Task-01:** Classical Hors d' oeuvre- Oysters, Caviar, Smoke Salmon, Pate de Foie Gras, Snails, Melon, Grapefruit, Asparagus

**Task-02:** Cheese

**Task-03:** Dessert (Fresh Fruit & Nuts)

**7. Service of Tobacco**

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

**FOUNDATION COURSE IN FRONT OFFICE –II LAB**

**Subject Code: BHOM2-214**

**L T P C**

**0 0 2 1**

- 1. Review of Semester one
- 2. a) Welcoming/Greeting of guest
  - b) Providing Information to the Guest
  - c) Telephone handling, how to handle enquiries
  - d) Suggestive selling
- 3. Filling up of various Forms and Formats
- 4. a) Registrations: FIT, VIP, Corporate, Groups/Crew
  - b) Security Deposit Box Handling
  - c) Credit Card Handling Procedure
  - d) Foreign Currency Exchange Procedure
- 5. Introduction to PMS
  - a. Hot function keys
  - b. Create and update guest profiles
  - c. Make FIT reservation
  - d. Send confirmation letters
  - e. Printing registration cards
  - f. Make an Add-on reservation



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- g. Amend a reservation
- h. Cancel a reservation-with deposit and without deposit
- i. Log onto cashier code
- j. Process a reservation Deposit
- k. Pre-register a guest
- l. Put message and locator for a guest
- m. Put trace for guest
- n. Check in a reserved guest
- o. Check in day use
- p. Check-in a Walk- in guest
- q. Maintain guest history
- r. Issue a new key
- s. Verify a key
- t. Cancel a key
- u. Issue a duplicate key
- v. Extend a key
- w. Programme keys continuously
- x. Re-programme keys
- y. Programme one key for two rooms

**FOUNDATION COURSE IN ACCOMMODATION OPERATIONS-II LAB**

**Subject Code: BHOM2-215**

**L T P C**

**0 0 2 1**

1. Review of semester 1
2. Servicing guest room (checkout/ occupied and vacant)

**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
- Task 2-clean ashtray
- Task 3-clean WC
- Task 4-clean bath and bath area
- Task 5-wipe and clean shower curtain
- Task 6- clean mirror
- Task 7-clean tooth glass
- Task 8-clean vanity unit
- Task 9- replenish bath supplies
- Task 10- mop the floor



**MRSPTU BACHELOR OF HOTEL MANAGEMENT & CATERING  
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(Approved in 1<sup>st</sup> MRSPTU Standing Committee of Academic Council on 20.12.2016)**

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3. Bed making supplies (day bed/night bed)
  - Step 1-spread the first sheet (from one side)
  - Step 2-make miter corner (on both corner of your side)
  - Step 3- spread second sheet (upside down)
  - Step 4-spread blanket
  - Step 5- Spread crinkle sheet
  - Step 6- make two folds on head side with all three (second sheet, blanket and crinkle sheet)
  - 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
  - Step 10- spread the bed spread and place pillow

**4. Records**

- Room occupancy report
- Checklist
- Floor register
- Work/ maintenance order]
- Lost and found
- Maid's report
- Housekeeper's report
- Log book
- Guest special request register
- Record of special cleaning
- Call register
- VIP list
- Floor linen book/ register

**5. Guest Room Inspection**

**6. Minibar management**

- Issue
- Stock taking
- Checking expiry date

**7. Handling room linen/ guest supplies**

- Maintaining register/ record
- Replenishing floor pantry
- Stock taking

**8. Guest handling**

- Guest request
- Guest complaints

**NUTRITION**

**Subject Code: BHOM2 -260**

**L T P C  
3 0 0 3**

**Duration: 40 Hrs**

**Course Objectives:** The course is aimed at preparing student to fully understand importance of healthy diet in commercial catering and procedures used therein

**UNIT-I (11 Hrs)**

**Basic Aspects:** Definition of the terms Health, Nutrition and Nutrients, Importance of Food – (Physiological, Psychological and Social function of food) in maintaining good health, Classification of nutrients.

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**Energy:** Definition of Energy and Units of its measurement (Kcal), Energy contribution from macronutrients (Carbohydrates, Proteins and Fat), Factors affecting energy requirements, Concept of BMR, SDA, Thermodynamic action of food, Dietary sources of energy. Concept of energy balance and the health hazards associated with Underweight, Overweight.

**UNIT-II (10 Hrs)**

**Macro Nutrients:** Carbohydrates-Definition, Classification (mono, di and polysaccharides), Dietary Sources, Functions, Significance of dietary fiber (Prevention/treatment of diseases) Lipids-Definition, Classification : Saturated and unsaturated fats, Dietary Sources, Functions, Significance of Fatty acids (PUFAs, MUFAs, SFAs, EFA) in maintaining health, Cholesterol – Dietary sources and the Concept of dietary and blood cholesterol, Proteins-Definition, Classification based upon amino acid composition, Dietary sources, Functions, Methods of improving quality of protein in food (special emphasis on Soya proteins and whey proteins)

**UNIT-III (10 Hrs)**

**Macro Nutrients:** Vitamins-Definition and Classification (water and fats soluble vitamins), Food Sources, function and significance of: Fat soluble vitamins (Vitamin A, D, E, K), Water soluble vitamins (Vitamin C, Thiamine, Riboflavin, Niacin, Cyanocobalamin Folic acid) MINERALS-Definition and Classification (major and minor), Food Sources, functions and significance of : Calcium, Iron, Sodium, Iodine & Fluorine WATER: Definition, Dietary Sources (visible, invisible), Functions of water, Role of water in maintaining health (water balance). BALANCED DIET: Definition, Importance of balanced diet, RDA for various nutrients – age, gender, physiological state

**UNIT-IV (9 Hrs)**

**Menu Planning:** Planning of nutritionally balanced meals based upon the three foods group System-Factors affecting meal planning, Critical evaluation of few meals served at the Institutes/Hotels based on the principle of meal planning. Calculation of nutritive value of dishes/meals.

Mass Food Production: Effect of cooking on nutritive value of food (QFP).

Newer Trends in Food Service Industry in Relevance to Nutrition and Health: Need for introducing nutritionally balanced and health specific meals, Critical evaluation of fast foods, New products being launched in the market (nutritional evaluation)

**Recommended Books**

1. C.H. Robinson, M.R. Lawlar, W.L. Chenoweth and A.E. Garwick, 'Normal and Therapeutic Nutrition', Macmillan Publishing Co., **1986**.
2. Hughes, O, Bennion, 'Introductory Foods', Macmillan Company, **1970**.
3. S.R. Williams. 'Nutrition and Diet Therapy', C.V. Mosby Co., **1989**.
4. A.H. Guthrie, 'Introductory Nutrition', C.V. Mosby Co., **1986**.
5. S.A. Joshi, 'Nutrition and Dietetics', Tata Mc Graw Hill Publishing Co. Ltd., **1998**.
6. N.S. Mahay, M. Shadaksharaswamy, 'Foods: Facts and Principles', New Delhi International Publishers, **2001**.

**BASICS OF TOURISM**

**Subject Code: BHOM2-261**

**L T P C**

**Duration: 40 Hrs**

**3 0 0 3**

**Course Objectives:** This course shall introduce learner to tourism's growth and development. The course also highlights the role of tourism as an economic intervention and its significance

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in economy; Course discusses the global nature of tourism, tourism product and emerging trends in tourism industry. It is also important to appreciate the future of tourism.

**UNIT-I (10 Hrs)**

Historical development of global tourism, Advances in transportation, Concept of Tourism: Definition and meaning of tourist, traveller, visitor, excursionist & transit visitor, International tourist & Domestic Tourist, Typologies of Tourists.

**UNIT-II (10 Hrs)**

United Nations World Tourism Organisations (UNWTO) – Latest Years' Tourism highlights, Latest Indian Tourism Statistics, Future tourism scenario (Global and Indian). World Tourism Day: Background Concept, Themes, and Celebrations

**UNIT-III (10 Hrs)**

Concept of demand & supply in tourism, factors affecting demand and supply in tourism. Tourism product, Features of tourism product, Types of tourism product (TOPs, ROPs, BTEs), Difference of tourism product from other consumer products. Factors inhibiting growth of tourism

**UNIT-IV (10 Hrs)**

Emerging tourism trends – Eco tourism, Green tourism, Alternate tourism, Heritage tourism, Sustainable tourism, Cultural tourism

**Recommended Books**

1. K. Bhatia, 'International Tourism: Fundamental and Practice', Sterling, New Delhi.
2. E.L. Hudman and D.E. Hawkins, 'Tourism in Contemporary Society: An Introductory Text', Prentice Hall, New Jersey.
3. K.K. Kamra and M. Chand, 'Basics of Tourism: Theory Operation and Practice', Kanishka, New Delhi.
4. D.E. Lundberg, 'The Tourist Business', Van Nostrand, New York.
5. R.C. Reinhold Mill and A.M. Morrison, 'The Tourism System'.
6. McIntosh, Robert, W. Goeldner, R. Charles, 'Tourism: Principles, Practices and Philosophies', John Wiley and Sons Inc., New York, 1990.
7. P.N. Seth, 'Successful Tourism Management', Sterling Publisher, New Delhi.

**ACCOUNTING FOR MANAGERS**

**Subject Code: BHOM2-262**

**L T P C  
3 0 0 3**

**Duration: 40 Hrs**

**Course Objectives:** The course intends to give learners an understanding of the accounting procedures in an organization. It will help to students to understand and apply the concepts of accounting to solve business problems

**UNIT-I (11 Hrs)**

Introduction to Accounting: Meaning and Definition, Types and Classification, Principles of accounting, Systems of accounting, Generally Accepted Accounting Principles (GAAP). Primary and Secondary Books.

Bank Reconciliation Statement: Meaning, Reasons for difference in Pass Book and Cash Book Balances, Preparation of Bank Reconciliation Statement (No Practical's). Trial balance: Meaning, method, advantage, limitations (practicals).

**UNIT-II (10 Hrs)**

Final Accounts: Meaning, Procedure for preparation of Final Accounts, Difference between Trading Accounts, Profit & Loss Accounts and Balance Sheet, Adjustments (Only four):

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Closing Stock, Pre-paid Income and Expenses, Outstanding Income and Expenses, Depreciation.

Capital and Revenue Expenditure: Meaning, Definition of Capital and Revenue Expenditure, Income and Expenditure Account, Receipt and Payment Account (no practicals).

**UNIT-III (09 Hrs)**

Cost Accounting, Cost Sheet/Tender/Marginal Costing & Break even Analysis, Budgetary Control.

**UNIT-IV (10 Hrs)**

Financial Management – Meaning, aims, Nature, Scope, Objectives and functions of financial management. Sources of finance.

Working Capital Management- Significance Classification, Factors affecting working capital requirement

**Recommended Books**

1. M. Pandey, 'Financial Management', Vikas Publishing, New Delhi.
2. M.Y. Khan, 'Financial Management', Tata Mc. Grand Hill Publishing Co. Ltd., New Delhi.
3. R.K. Sharma, and Shashi K. Gupta, 'Management Accounting', Kalyani Publisher, Ludhiana.
4. R.L. Gupta, 'Booking keeping & Accounting', Sultan Chand, New Delhi.
5. T.S. Grewal, 'Introduction to Accounting', S. Chand.
6. Khan and Jain, 'Cost Accountancy', Tata McGraw Hill.