

Syllabus

B-Vocational

HOSPITALITY MANAGEMENT

(6 Semester Programme)

Kumaun University Nainital

Hospitality Management

Semester wise Course allocation:

Semester	Course Content	
	Code	Title
Semester-I	HM 101	Basic Food Production
	HM 102	Food & Beverage Service-I
	HM 103	Basic Front Office Operation
	HM 104	Accommodation Operations
Semester- II	HM 201	Food Production Operation-I
	HM 202	Food & Beverage Service-II
	HM 203	Front Office Operation-I
	HM 204	Hotel Housekeeping
Semester- III	HM 301	Food Production Operations-II
Semester- IV	HM 401	Food & Beverage Service Operations
Semester- V	HM 501	Front Office Operations-II
Semester- VI	HM 601	Industrial Specific Project Work (Viva-Voce examination)

Hospitality Management

Semester-01

HM 101	Basic Food Production
HM 102	Food & Beverage Service-I
HM 103	Basic Front Office Operation
HM 104	Accommodation Operations

Hospitality Management
Semester 1st
Paper I

Total Marks:70+30=100

HM 101 BASIC FOOD PRODUCTION

UNIT 1

Culinary History
Origin of Modern Cookery
Kitchen Organisation.
Equipment Knowledge and development
Hygiene in Kitchen
Personal Hygiene

UNIT 2

Safety and Security in Kitchen, Cutting Injuries or amputation, Burns and scalds, fire risk.
Restaurant- Tripping or falling while carrying hot food.
Kegs and gas stores- Incorrect handling and storage of gas cylinders is dangerous, unsafe stacking of kegs and cases is dangerous.

UNIT 3

Various fuels, advantages & disadvantages
Energy conservations
Method of cooking

UNIT 4

Classification of raw materials

1. Salt
2. Liquid
3. Sweetening
4. Salts & oils
5. Thickening agents
6. Eggs
7. Herbs
8. Spices
9. Condiments

Hospitality Management
Semester 1st
Paper II **Total Marks:70+30=100**
HM 102 FOOD AND BEVERAGE SERVICE-I

UNIT 1

Classification of Food and Beverage Operations- Commercial-hotels , motels ,restaurant , private hospitals ,resorts, pubs, sank, bars ,discotheques ,fast food restaurants ,parlours ,airlines, rail, sea catering, mobile catering

Career opportunities, Different F &B service outlets

Staff hierarchy of the various F&B service, their duties and responsibilities.

Attributes of food and beverage service personnel

Basic principles of psychology to understand guests behaviour and immediate requirements

UNIT 2

Classification and enumeration of service equipment with brand names

Safety and security in F&B service

UNIT 3

Items of specialist equipments

UNIT 4

Food and Beverage Service areas

Restaurant pantry or still room-layout and equipment & use Silver room or plate room-layout & equipment & use

Hot section-layout & equipment & use

Hospitality Management
Semester 1st
Paper III

Total Marks:70+30=100

HM 103 BASIC FRONT OFFICE OPERATION

UNIT 1

Introduction to Hospitality & Hotel Industry
Historical background of hospitality industry
American Inns & English Inns
International and Domestic hotel chains
Introduction and growth of hotel industry in India
Safety and security of overall hotel and role of Front office

UNIT 2

Classification and Types of hotels and eco tourism
Levels of service
Ownership and affiliation

UNIT 3

Types of room – single, double, twin, suites, penthouse, cabana, studio, duplex,
Cottage, interconnecting, adjacent, efficiency
Basics of Computer

UNIT 4

Importance of front office
Layout of front office
Hierarchy of Front Office staff for medium and large size hotels
Duties and responsibilities of front office staff
Attributes of front office staff
Role of travel desk

Hospitality Management
Semester 1st
Paper IV **Total Marks:70+30=100**
HM 104 ACCOMODATION OPERATIONS

UNIT 1

Introduction to Hospitality

UNIT 2

Role of Housekeeping in Hospitality

UNIT 3

Rooms

- Types of rooms
- Knowledge of rooms
- Types of Services offered- Morning service, Evening or Turndown service, Second service, Freshen up-service, Baby sitting, Valet Service, Supplies on request, Minibar Service

UNIT 4

Floor Pantry

- Layout of Floor Pantry
- Functions
- Maid's cart

UNIT 5

Guest Floor Operations'

UNIT 6

Safety and Security- Fire prevention and control, Accident prevention, Security measures
Health, First Aid, Emergency procedures, special consideration in rooms and public areas for physically handicapped guests

Hospitality Management

SEMESTER – 02

HM 201	Food Production Operation I
HM 202	Food & Beverage Service II
HM 203	Front Office Operation I
HM 204	Hotel Housekeeping

Hospitality Management
Semester 2nd
Paper I

Total Marks:70+30=100

HM 201 FOOD PRODUCTION OPERATION-I

UNIT 1

Cuts of Vegetables
Classification of vegetables and fruits
Salad & salad dressings
Mari nations & Marinades

UNIT 2

Classification of meat, poultry, game, fish and seafood
Cuts of fish, chicken, lamb, pork, beef and veal and their selections

UNIT 3

Egg Cookery, diagram & users
Pulses & Cereals, diagram of wheat
Milk & Milk products

UNIT 4

Garnishes & accompaniments
Culinary terms
Indian garnishes & Pastes
Indian Thickening agents
Indian Spices and herbs

Hospitality Management
Semester 2nd
Paper II

Total Marks:70+30=100

HM 202- FOOD & BEVERAGE SERVICE-II

UNIT 1

Origin of the menu and menu planning objectives
Basic types of menu, table d' hote, a la carte,
Buffet- Buffets- introduction- space requirements- factors affecting a successful buffet no.
of pax, planning and organizing- sequence of food, type of buffet- display, kind
of meal, type of buffet- sitting, standing finger buffet, Danish buffet, cold buffet equipment
required, fastronomical rules of planning a cold buffet, buffet check
list, supervision
Menu compiling- considerations and constraints, menu sequence and planning menu
french classical menu- compiling with accompaniments and garnishes
Table d' hote menu, A' la carte menu

UNIT 2

Types of meals - Indian, English, American, continental, healthy breakfast, brunch, lunch
brunch, high tea, dinner, supper late night menu
Misc- en- scene and Misc- en- place
Laying covers for different meals and menus (laying, relaying table cloths and serviette
folds)
Rules and procedure for service of a meal
Latest concepts of service, Methods of service- French, American, English, Russian
Basics of room service.

UNIT 3

Classification of non-alcoholic beverages- Stimulating- coffee, tea, cocoa, Refreshing- aerated
non-aerated, Nourishing - milk and malt
Simple sales control system, necessary and function of a control system

UNIT 4

Introduction to beverages - definition, classification of beverages- introduction to wines
definition of wines, classification of wines- table, fortified and sparkling, process of
manufacture on red wine and white wine. Wine maker's calendar vinification, harvesting,
destalking, crushing, pressing, fermentation racking, fining, ageing, and bottle line.
Wine growing regions, countries- France, Italy, Germany, Spain, America, Portugal, Australia
with examples of wines from each country alcoholic percentage

Hospitality Management
Semester 2nd
Paper III

Total Marks:70+30=100

HM 203 - FRONT OFFICE OPERATION-I

UNIT 1

Tariff structure, Tariff fixation

Types of rates- standard rate, corporate rate, commercial rate, airline rate,
Children rate, crib rate, group rate, discounted rate, extra bed rate, family rate.

UNIT 2

Equipments used in front office – manual, semi automated, fully automated

Sections in front office, Lobby and Front Office

Cooperation of front office with other departments

UNIT 3

Reservations- Importance of reservations

Sources of reservation – corporate clients, tour operators, property direct, F.I.T's,
Travel agents.

Modes of reservation

Types of reservation – guaranteed and non-guaranteed reservation

Group reservation, Central reservations system

Reservation confirmation, amendment & cancellation

Forecasting, Overbooking

Registration- Registration Process, Online- Offline Registration, Systems of Registration,
Receiving the guest, Salesman ship, Pre-registration, Registration of guest – (F.I.T's Groups
crew, VIP's VVIP's), Rooming a guest, Register and Files maintained, Group Arrival, Guest
History Card

Express Check In, C'Form

UNIT 4

Information Service- Mail, Messages, Local Information

Room Key Control

Bell and Service- Bell Captain, Luggage Handling, Area Layout and Staff, Paging, Files
Maintained, Door and Car Parking Service

Hospitality Management
Semester 2nd
Paper IV **Total Marks:70+30=100**
HM 204- HOTEL HOUSEKEEPING

UNIT 1

Lost & Found Procedure
Keys-Types & Key Control
Files & Registers maintained in HK dept

UNIT 2

-Cleaning agents-Basic classification of cleaning Agents, Ph Scale
Hardness of water-hard, soft, temporary & permanent hardness of water
-Cleaning equipments-Basic classification of cleaning equipments, Types of manual & mechanical equipments, Types of vacuum cleaners, Use care & storage of cleaning equipments
-Cleaning and Maintaining public areas-Entrance, Guest Corridors, Lobbies, Public Restrooms, Front Desk, Banquet Halls, Elevators, Dining Rooms, Staircases, Leisure Areas

UNIT 3

-Cleaning procedures
Types of cleaning- Routine cleaning, weakly cleaning, Periodic Cleaning, Spring Cleaning
Special Cleaning, Time & Check.
Guest Room Cleaning- Bathroom, Guest Room Amenities, Guidelines to Select Guest Room Furnitures, Procedure for checking a Room, Room Check list, Managing a Check List.
Floors & floor coverings- basic classification, Wall & wall coverings, Carpets types & construction & selection points
Pest control- Definition of Pest control, Common Pests in hospitality industry, Prevention & Control of Pests, Responsibility of housekeeping in Pest Control

UNIT 4

-Safety and Security
Work environment safety, job safety analysis, Hazards in Housekeeping,
safety Awareness and Accident Prevention, Key And Their Control, Scanty Baggage,
Guest and Employee thefts, Sickness and Death, Lost and Found Airticles.

Hospitality Management

SEMESTER – 03

HM 301 - Food Production Operations-II

Hospitality Management

Semester 3rd

Total Marks:70+30=100

HM 301 Food Production Operations-II

UNIT 1

- Classical Indian National Cookery & Modern Development
- Study of Main Regions
- Main dishes used in breakfast cookery
- Main meals and snacks

UNIT 2

- Specific Equipment used in Quantity food Indenting
- Factors involved in indenting
- Difficulties involved in indenting

UNIT 3

- Principles of Menu Planning
- Study of Menus for various types of quality food outlets (Industrial, Institutional & Fest food Services) using continental and Indian Dishes in Pallet with Nutrition
- Colouring Agents- Definition, Classification, Uses, Health Hazards, Analysis, Rules and Regulations

UNIT 4

- Kitchen Organizing:
Work planning in the kitchen, Kitchen supervision – supervisory functions; Technical, administrative, functional & Social Functions; Elements of supervision; forecasting, planning, organizing, commanding, co-coordinating, controlling; responsibilities of the supervisor; Delegating, motivating, welfare, understanding, communicating.

UNIT 5

- Layout of a larder, Cold food preparations – sandwiches, conventional, pinwheel, open, book maker's, hot sandwiches, club sandwiches, canapé, Cold Starters – Vegetable fruit, fish, meat, poultry hors d'oeuvres, Cold sauces, Dressings, Compound butters, Aspic, Choudfroid, Carving- vegetables, ice carvings, Charcuteries- Terrines, pate, Galantines, cured meat.

UNIT 6

- Butchery
Cuts, Order of dissection of, uses and quality check of: Lamb, Beef, Pork, Chicken, Ham, Gammon, Preparing and cooking of Lamb, Chicken, Pork, Beef, Storing of Lamb, Storing of Lamb, Chicken, Beef, Pork – Long Term & Short Term, Yield –

Calculation, yield control – butchery control sheet.

UNIT 7

Bakery

Lay out & Equipments of a 5 star kitchen Bakery, Yeast dough Products – Different method: Rich dough, Straight Dough, Modified Straight Dough, Sponge Methods, Rolled in yeast dough products, different kind yeast products – Crisp crusted Bread; Hard roll, vienna Bread, Italian Bread, French Bread, Soft Crusted Bread; White Pan Bread, White Bread, soft roll, English Muffins; Sour Dough; Sour Dough White Bread, Pumpernickel; Sweet & Rich Dough; Baba, Savoring Dough, Kugelop, Brioche; Rolled in Dough :danish Pastry, Croissants, Faults in Bread Making – Poor Volume, Too Much Volume, Poor Shape, Burst Crust, Too Dense, Streaked Crumbs , Crumbly, Too Dark Crust, Too Pale Crust, Too Thick Crust, Blisters on Crust, Flat taste, Poor Flavour – rectification and Prevention, Cakes – Different Methods: Creaming Method, Flour Batter Method, Sponge Method, Chiffon Method, Icing – Fondant, Butter Cream, Foam – Type, Flat type or Water icing. Royal, Fudge, Frozen Desserts – Ice Creams, Sorbets, Parfaits, Bombes, Frozen Mousse, Decorative work and display pieces – Chocolate work – Cut outs, curls, Shavings; Marzipan – Sheets, Cutouts, Models; Pastillage, Nougat: Spun Sugar; Pulled Sugar; Cast Sugar.

Hospitality Management

SEMESTER – 04

HM 401- Food & Beverage Service Operations.

Hospitality Management

Semester 4th

Total Marks:70+30=100

HM 401 Food & Beverage Service Operations

UNIT 1

Spirits- definition of alcohol, whisky, brandy, rum, gin-distillation process
Whisky-history, types. How whisky made-brandy-how the wood came-what is cognac-grapes used for producing cognac with examples-armagnac-with examples. Rum-manufacture, slow and quick fermentation, history of rum with examples. Gin-ingredients used in the manufacturing of well known brands. Vodka well known brands and area of production and other spirits.
Liquors' –types with flavors, definition.
Cocktails-history-aperitif, definition of cocktail, names of cocktail with different spirit base.
Beer-ingredients used in the manufacture of beer-brewing process, fermentation top and bottom fermentation, classification, types of beer with examples and alcoholic percentage.

UNIT 2

Restaurant-physical layout-introduction, objectives of a good layout-planning a restaurant-decision prior to planning-location, space allocation ,staffing requirements ,furniture, land linen, cutlery and crockery requirements-space dining area, type of seating, table arrangements-restaurant costing-performance measure: sales mix elements of cost, cover, sales per square meter.

UNIT 3

Introduction –types of bar-dispense, cocktail, floating bar, bar parts-front, back, Under, bar equipments, furniture staffing, linen location-bar stock and bar inventory-bar control-bar control system, s tock taking, goods received book, off sale book, cellar stock ledger, bin cards overage and shortage, cellar control.

UNIT 4

Banquets-history of banquets-type-formal, informal, organization of banquet Departments, duties and responsibilities of banquet staff, seating arrangements, menu planning, facilities available for banquet function-booking procedures, misc-en-place, types of services-toasting and sequence of events.

UNIT 5

Service of special items: service, cover and accompaniments of grape fruit, tomato juice, oyster, snail, potted shrimps, ham mousse, smoked eel, smoked salmon, caviar, melon, gull's egg, asparagus, corn-on-the –cob, globe artichoke, parte de foigras , avocado, minestrone, bouillabaisse, consommé, pasta, cheese.

UNIT 6

Gueridon service-misc-en-place for Gueridon special equipments-Gueridon service-taking order, method of serving dish at the table, Gueridon layup-carving at the table –tools, method-carving trolley-misc-en-place, presentation safety factors. Gueridon service of smoked eel, smoked salmon, caviar, sole grille, poached sole, double fillet steak, steak tartar, steak Diane, roast chicken, flambéed chicken breast, pear flambé, banana flambé, crepe suzette.

Hospitality Management

SEMESTER – 05

HM 501- Front Office Operations-II

Hospitality Management

Semester 5th

Total Marks:70+30=100

HM 501- Front Office Operations-II

UNIT 1

Telephone Operating, Telephone Procedures, Telephone Manners, Telephones / Information

Telephone systems- (PBX, PABX, EPABX), Facsimile, Guest Baggage Handling – Left Luggage Room, Scanty Baggage

UNIT 2

Dealing with Guests / Safety and Security

Handling of Guest Complaints-Personalization, Situation Handling

Fire-Bomb Threats, Room Break-ins, Check Out- Check-Out Procedure, Express Check Out, Late Check Out, Self Check out, late charges, Method of settlement

UNIT 3

Check out, Departure Procedure, Express Checkout

Methods of settling accounts

Cashier Report

Operating Modes – Manual, Semi automated, Fully Automated

Types of Accounts

Safety Deposit

UNIT 4

Front Office Accounting

Accounting Cycle

Operating Modes

Types of accounts (resident account, city account and management account)

Credit Monitoring

Tracking Transactions (Account Correction, Transfer, Allowance, Charge Purchase)

Front Office Cash Sheet – Cash Bank

UNIT 5

Night Audit- Night Auditing Process, Functions of Night Audit, The role of Night Auditor, Establishing end of day Account integrity, Audit

Posting Formula

Daily and Supplemental Transcripts

Operating Modes

UNIT 6

Compilation of Statistical Data

Occupancy statistics – Geographical distribution of clientele

Yield Management – Objectives – How to measure yield using formulas

Hospitality Management

SEMESTER – 06

HM 601- Industrial specific Project Work

(Viva-Voce examination)

Hospitality Management Semester 6th

Total Marks:70+30=100

HM 601 - Industrial Specific Project Work

1. Culinary History.
2. Kitchen Organisation, Safety and Security in Kitchen.
3. Classification of meat, poultry, game, fish and seafood.
4. Milk & Milk products.
5. Classical Indian National Cookery & Modern Development.
6. Specific Equipment, Principles of Menu Planning.
7. Layout of a larder kitchen, Bakery and bakery products.
8. Classification of Food and Beverage Operations
9. Staff hierarchy of the various F&B services ,Safety and security in F&B service.
10. Food and Beverage Service areas, Origin of the menu and menu planning objectives.
11. Introduction to beverages, Non Alcoholic beverages, and alcoholic (beverages, Wine, beer, sprits.etc.)
12. Banquets.
13. Types of hotels ,Types of room ,Tariff structure, Equipments used in front office .
14. Reservations, Telephone systems, Operating Modes.
15. Types of Accounts, Front Office Accounting, Nigh Audit, Contract services.
16. Laundry- Layout of Laundry, ,Linen and Linen room, ,Lightning's and lightening system,

Students will prepare a project report on the basis of work done in the industry in the relevant specific area they are working, which will be evaluated by Viva-Voce examination in the end semester.