

**Himachal Pradesh Technical University,
Hamirpur (H.P.)**



CURRICULUM (CBCS)

**B.Sc. in Hotel Management & Catering
Technology**

(1st & 2nd Semester)

Teaching and Examination Scheme


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B.Sc. HOTEL MANAGEMENT & CATERING TECHNOLOGY

SEMESTER –I

S. N.	Cat.	Subject Code	Title	Teaching Hours Per Week			Credits	Examination		
				L	T	P		C	IA	ESE
1	MC	BHMC-101	Business Communication	2	-	-	2	40	60	100
2	PC	BHMC-102	Food Microbiology & Nutrition	2	-	-	2	40	60	100
3	PC	BHMC-103	Basics of Computer	2	-	-	2	40	60	100
4	PC	BHMC-104	Foundation Course in Food Production	2	-	-	2	40	60	100
5	PC	BHMC-105	Foundation Course in Food & Beverage Service	2	-	-	2	40	60	100
6	PC	BHMC-106	Foundation Course in Accommodation Operations	2	-	-	2	40	60	100
7	PC	BHMC-107	Foundation Course in Front Office	2	-	-	2	40	60	100
Labs:										
1	PC	BHMC-108	Foundation Course in Food Production Lab	-	-	4	2	20	30	50
2	PC	BHMC-109	Foundation Course in Food & Beverage Service Lab	-	-	4	2	20	30	50
3	PC	BHMC-110	Foundation Course in Accommodation Operations Lab	-	-	2	1	20	30	50
4	PC	BHMC-111	Foundation Course in Front Office Lab	-	-	2	1	20	30	50
5	PC	BHMC-112	Basics of Computer Lab	-	-	2	1	20	30	50
Total				14	-	14	21			

Legend:	L - Lecture	T - Tutorial
	P - Practical	C - Credits
	IA - Internal Assessment	ESE - End Semester Examination


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SEMESTER –II

S. N.	Cat .	Subject Code	Title	Teaching Hours Per Week			Credits	Examination		
				L	T	P		C	IA	ESE
1	MC	BHMC-201	Environmental Sciences	2	-	-	2	40	60	100
2	PC	BHMC-202	Hygiene & Sanitation	2	-	-	2	40	60	100
3	PC	BHMC-203	Accounting for Managers	2	-	-	2	40	60	100
4	PC	BHMC-204	Foundation Course in Food Production-II	2	-	-	2	40	60	100
5	PC	BHMC-205	Foundation Course in Food & Beverage Service-II	2	-	-	2	40	60	100
6	PC	BHMC-206	Foundation Course in Accommodation Operations-II	2	-	-	2	40	60	100
7	PC	BHMC-207	Foundation Course in Front Office-II	2	-	-	2	40	60	100
Labs:										
1	PC	BHMC-208	Foundation Course in Food Production-II Lab	-	-	4	2	20	30	50
2	PC	BHMC-209	Foundation Course in Food & Beverage Service-II Lab	-	-	4	2	20	30	50
3	PC	BHMC-210	Foundation Course in Accommodation Operations-II Lab	-	-	2	1	20	30	50
4	PC	BHMC-211	Foundation Course in Front Office-II Lab	-	-	2	1	20	30	50
Total				14	-	12	20			

Legend:	L - Lecture	T - Tutorial
	P - Practical	C - Credits
	IA - Internal Assessment	ESE - End Semester Examination


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SEMESTER –III										
S. N.	Cat .	Subject Code	Title	Teaching Hours Per Week			Credits	Examination		
				L	T	P		C	IA	ESE
1	PC	BHMC-301	Industrial Training Report	-	-	-	10	-	-	100
2	PC	BHMC-302	Industrial Training Log-Book	-	-	-	4	-	-	100
3	PC	BHMC-303	Presentation & Viva-Voce	-	-	-	3	-	-	200
			Total	-	-	-	17	-	-	

Legend:	L - Lecture	T- Tutorial
	P - Practical	C- Credits
	IA - Internal Assessment	ESE- End Semester Examination


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SEMESTER –IV										
S. N.	Cat .	Subject Code	Title	Teaching Hours Per Week			Credits	Examination		
				L	T	P		C	IA	ESE
1	PC	BHMC-401	Food Production Operations	2	-	-	2	40	60	100
2	PC	BHMC-402	Food & Beverage Operations	2	-	-	2	40	60	100
3	MC	BHMC-403	Human Values and Professional Ethics	3	1	-	3	40	60	100
4	PC	BHMC-404	Accommodation Operations	2	-	-	2	40	60	100
5	PC	BHMC-405	Food & Beverage Control	2	-	-	2	40	60	100
6	PC	BHMC-406	Front Office Operations	2	-	-	2	40	60	100
Labs:										
1	PC	BHMC-407	Food Production Operations Lab	-	-	4	2	20	30	50
2	PC	BHMC-408	Food & Beverage Operations Lab	-	-	4	2	20	30	50
4	PC	BHMC-409	Accommodation Operations Lab	-	-	2	1	20	30	50
			Total	15	-	10	18			

Legend:	L - Lecture	T - Tutorial
	P - Practical	C - Credits
	IA - Internal Assessment	ESE - End Semester Examination


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SEMESTER –V

S. N.	Cat	Subject Code	Title	Teaching Hours Per Week			Credits	Examination		
				L	T	P		C	IA	ESE
1	PC	BHMC-501	Advanced Food Production Operations	2	-	-	2	40	60	100
2	PC	BHMC-502	Advanced Food & Beverage Operations	2	-	-	2	40	60	100
3	PC	BHMC-503	Front Office Management	2	-	-	2	40	60	100
4	PC	BHMC-504	Accommodation Management	2	-	-	2	40	60	100
5	PC	BHMC-505	Food & Beverage Control	2	-	-	2	40	60	100
6	PC	BHMC-506	Hotel Engineering	2	-	-	2	40	60	100
7	PC	BHMC-507	Tourism Concepts	2	-	-	2	40	60	100
8	PC	BHMC-508	Management Practices and Organisational Behaviour	2	-	-	2	40	60	100
9	E	-	Elective I							
Labs:										
1	PC	BHMC-511	Advanced Food Production Operations Lab	-	-	4	2	20	30	50
2	PC	BHMC-512	Advanced Food & Beverage Operations Lab	-	-	4	2	20	30	50
3	PC	BHMC-513	Front Office Management Lab	-	-	2	1	20	30	50
4	PC	BHMC-514	Accommodation Management Lab	-	-	2	1	20	30	50
Total				16	-	12	22			

Elective-I

S. N.	Cat.	Subject Code	Title	Teaching Hours Per Week			Credits	Examination		
				L	T	P		C	IA	ESE
1	E	BHMC-509	Spa Management	3	0	0	3	40	60	100
2	E	BHMC-510	Resort Management	3	0	0	3	40	60	100

Legend:	L - Lecture	T - Tutorial
	P - Practical	C - Credits
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SEMESTER –VI

S. N.	Cat	Subject Code	Title	Teaching Hours Per Week			Credits	Examination		
				L	T	P		C	IA	ESE
1	PC	BHMC-601	Advanced Food Production Operations-II	2	-	-	2	40	60	100
2	PC	BHMC-602	Advanced Food & Beverage Operations-II	2	-	-	2	40	60	100
3	PC	BHMC-603	Front Office Management- II	2	-	-	2	40	60	100
4	PC	BHMC-604	Accommodation Management -II	2	-	-	2	40	60	100
5	PC	BHMC-605	Food & Beverage Management	2	-	-	2	40	60	100
6	PC	BHMC-606	Facility Planning	2	-	-	2	40	60	100
7	PC	BHMC-607	Financial Management	2	-	-	2	40	60	100
8	PC	BHMC-608	Marketing Management	2	-	-	2	40	60	100
9	E	-	Elective II							
Labs:										
1	PC	BHMC-611	Advanced Food Production Operations-II Lab	-	-	4	2	20	30	50
2	PC	BHMC-612	Advanced Food & Beverage Operations-II Lab	-	-	4	2	20	30	50
3	PC	BHMC-613	Front Office Management-II Lab	-	-	2	1	20	30	50
4	PC	BHMC-614	Accommodation Management-II Lab	-	-	2	1	20	30	50
Total				16	-	12	22			

Elective-II

S. N.	Cat.	Subject Code	Title	Teaching Hours Per Week			Credits	Examination		
				L	T	P		C	I.A	ESE
1	E	BHMC-609	Food Photography and Food Journalism	3	0	0	3	40	60	100
2	E	BHMC-610	Cruise Line Operations Management	3	0	0	3	40	60	100

SEMESTER-I

BHMC-101: BUSINESS COMMUNICATION

TEACHING AND EXAMINATION SCHEME:

Teaching Scheme			Credits C	Marks			Duration of End Semester Examination
L	T	P/D		Sessional	End Semester Exam	Total	
2	-	-	2	40	60	100	3 hrs

COURSE CONTENTS:

Unit	Contents	No. of hours
I	Business Communication – Its meaning & importance, process, types of communication, basic models of communication- Shannon and Waver's model, linear and interactive model of communication, encoding and decoding, feedback, essentials of effective business communication – 7 C's of communication, barriers of communication-miscommunication, physical noise and overcoming measures.	7
II	Writing Skills: Need, functions and kinds, layout of letter writing, types of letter writing: persuasive letters, request letters, sales letters, complaints and adjustments; departmental communication: meaning, need and types: interview letters, promotion letters, resignation letters, newsletters, circulars, agenda, notice, office memorandums, office orders, press release, job application, leave application, business etiquettes: email and internet etiquettes, resume writing: difference between bio-data and CV, handling business meetings.	9
III	Presentation Skills: Reading: presentation skills, grammar: verbs often required in presentations, language focus, listening: importance of body language in presentation, speaking: preparing an outline of a presentation, pronunciation, including power point presentation.	7
IV	Soft skills: Classification of soft skills, soft skills for personality development & career growth; capturing audience, tone, behavior and telephone etiquette, personal SWOT analysis.	7

Text Books:

1. *Wren & Martin* – English Grammar.
2. Hotel Journals.
3. Magazines.



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BHMC-102: FOOD MICROBIOLOGY & NUTRITION

TEACHING AND EXAMINATION SCHEME:

Teaching Scheme			Credits	Marks			Duration of End Semester Examination
L	T	P/D	C	Sessional	End Semester Exam	Total	
2	-	-	2	40	60	100	3 hrs

COURSE CONTENTS:

Unit	Contents	No. of hours
I	Introduction to Microbiology. Classification of Microbes (fungi, bacteria, yeast, mold).	5
II	Effect of Heating; growth curve of microbial cells, thermal death time-pasteurization, sterilization and disaffection and heat resistance. Food production based on microbiology-small scale fermentation- idli, dhokla, naan, bhaturas, yogurt, pickles.	8
III	Industrial Preparation: cheese, vinegar, bread, alcoholic beverages. Preservation and spoilage-asepsis, removal, anaerobic, high temp., low temp., drying, preservatives, radiation.	7
IV	Contamination of cereal and cereal products, Preservation of vegetables and fruits, Food spoilage- meat, fish, egg, milk, milk products, Kinds of food products and canned food: Food, nutrition, nutrients, Food groups, Food production and consumption trends of India, Food constituents and carbohydrates, proteins, fat, vitamin and minerals. Sources and Requirements. Post harvest technology: Perishable and Semi-Perishable Food Products, Food adulteration, Food laws.	10

Text Books:

1. *Food and Nutrition* – Dr. M. Swaminathan.
2. *Food Microbiology* – P.N.Mishra.
3. *Food Science* – Potter & Hotchkiss.
4. *Fundamentals of food and nutrition* – Mudambi & Rajgopal 4th edition 2001.


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BHMC- 103: BASICS OF COMPUTER

TEACHING AND EXAMINATION SCHEME:

Teaching Scheme			Credits	Marks			Duration of End Semester Examination
L	T	P/D	C	Sessional	End Semester Exam	Total	
2	-	-	2	40	60	100	3 hrs

COURSE CONTENTS:

Unit	Contents	No. of hours
I	Computer Fundamentals: Data, instruction and information, characteristics of computers, various fields of application of computers, input-output devices (hardware, software, human ware and firmware), advantages and limitations of computer, block diagram of computer, function of different units of computer, classification of computers. data representation: different number system (decimal, binary, octal and hexadecimal) and their inter conversion.	6
II	Computer Software: Types of software, application software and system software, compiler and interpreter, generations of languages, low and high level languages. Computer Memory: primary memory & secondary memory. storage media. Introduction to Windows Operating System: all directory manipulation- creating directory, sub directory, renaming, coping and deleting the directory file manipulation: creating a file, deleting, coping, renaming a file using accessories such as calculator, paint brush, CD player, etc.	8
III	Introduction to MS-Word: Introduction to word processing, it's features, formatting documents, paragraph formatting, indents, page formatting, header and footer, bullets and numbering, tabs, tables, formatting the tables, finding and replacing text, mail merging etc. Introduction to MS Power point: PowerPoint, features of MS PowerPoint clipping, slide animation, slide shows, formatting etc.	8
IV	Introduction to MS-Excel: Introduction to Electronic Spreadsheets, Feature of MS-Excel, Entering Data, Entering Series, Editing Data, Cell	10


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	Referencing, ranges, Formulae, Functions, Auto Sum, Copying Formula, Formatting Data, Creating Charts, Creating Database, Sorting Data, Filtering etc.	
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Text Books:-

1. *Fundamental of Computers*- Prentice Hall India.
2. *Mastering Microsoft Office*- Lonnie. E. Moseley, BPB Publication.


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BHMC- 104: FOUNDATION COURSE IN FOOD PRODUCTION**TEACHING AND EXAMINATION SCHEME:**

Teaching Scheme			Credits C	Marks			Duration of End Semester Examination
L	T	P/D		Sessional	End Semester Exam	Total	
2	-	-	2	40	60	100	3 hrs

COURSE CONTENTS:

Unit	Contents	No. of hours
I	<p>Introduction to the Art of Cookery: Culinary History- Development of the Culinary Art from the middle ages to modern cookery, Modern hotel kitchen, Nouvelle Cuisine, Cuisine Minceur, Indian Regional Cuisine. Popular International Cuisine (An Introduction) of French, Italian and Chinese Cuisine.</p> <p>Aims & Objectives of Cooking Food:</p> <ul style="list-style-type: none"> • Classification – Cooking Materials and their uses. • Foundation ingredients – meaning, action of heat n carbohydrates, fats, proteins, minerals and vitamins. • Fats and oils – meaning & examples of fats & oils, quality for shortenings, commonly used fats and oils and their sources & uses. • Raising agent- functions of raising agents, chemical raising agents & yeast. Eggs- uses of eggs in cooking, characteristics of fresh eggs, deterioration of eggs, storage of eggs. • Salts - uses. • Liquid- water, stock, milk, fruit juices etc. Uses of liquid. • Flavouring & seasoning – uses & example. • Sweetening agents - uses & examples. • Thickening agent. 	10
II	<p>Preparation of ingredients:</p> <ul style="list-style-type: none"> • Washing, peeling scraping, paring. • Cutting – terms used in vegetables cutting, julienne, brunoise mecedoine, jardinière, paysanne- grating. 	8

	<ul style="list-style-type: none"> Grinding, Mashing, Sieving, Milling, Steeping, centrifuging, emulsification evaporation, homogenization. Methods of mixing foods. 	
III	Equipment used in kitchen. Types of Kitchen Equipment; Diagrams, Uses, Maintenance, Criteria for Selection. Kitchen Organization: Main Kitchen & Satellite Kitchen, Duties & responsibilities of each staff, Cooking fuels - uses & advantage of different types of cooking fuels.	8
IV	Methods of Cooking Food: transference of heat to food by radiation, conduction & convection- magnetrons waves meaning. Boiling, poaching, stewing, braising, steaming, baking, roasting, grilling, frying, paper bag, microwave, pot rousing-explanations with examples. Stocks, Glazes, Sauces and Soups: Meaning uses and types of stocks, points observed while making stock. Recipes for I liter of white, brown and fish stock. Glazes: meaning & uses. Sauces: meaning, qualities of a good sauce, types of sauces -proprietary sauce and mother sauce. Recipe for I lit Béchamel, Veloute, Espagnole, Tomato & Hollandaise. Derivatives of mother sauces. (Only name, no recipes). Recipes for known International Sauces & their uses. Soups -classification of soups, meaning of each type with examples. Basic Preparations. Mise-en-place for Bouquet Garni, mirepoix, duxelle paste, batters, marinades and gravies.	12

Text Books:-

1. *Theory of Cookery* – Krishna Arora.
2. *Modern Cookery* – Thangam Philip.
3. *Larousse Gastronomique* – Montagne
4. *Professional Chef* – Arvind Saraswat.

BHMC- 105: FOUNDATION COURSE IN FOOD & BEVERAGE SERVICE**TEACHING AND EXAMINATION SCHEME:**

Teaching Scheme			Credits C	Marks			Duration of End Semester Examination
L	T	P/D		Sessional	End Semester Exam	Total	
2	-	-	2	40	60	100	3 hrs

COURSE CONTENTS:

Unit	Contents	No. of hours
I	Introduction to the Food and Beverage Service Industry: The evolution of catering industry, scope for caterers in the industry, Relationship of the catering industry to other industries, Types of Catering Establishments - Sectors, Introduction to the Food and Beverage operations. Food and Beverage Service Areas in a Hotel: Restaurants and their subdivisions, Coffee Shop, Room Service, Bars, Banquets, Discotheques, Grill Room, Snack Bar, Executive Lounges, Business Centers and Night Club; Back areas: Still Room, Wash-up, Hot-Plate, Plate Room, Kitchen Stewarding.	12
II	Food and Beverage Equipment: Operating equipment, Requirements, Criteria for selection quantity and types, Classification of crockery/ cutlery/ glassware/ hollowware/ flatware/ special equipment upkeep and maintenance of equipment, Furniture, Linen, Disposables. Food and Beverage Service Methods: Table Service – Silver/English, Family, American, Butler/ French, Russian; Self Service - Buffet and Cafeteria Service; Specialized Service – Gueridon, Tray, Trolley, Lounge, Room etc.; Single Point Service- Takeaway, Vending, Kiosks, Food Courts, Bars, Automats.	10
III	Food and Beverage Service Personnel: Staff organization- the principal staff of different types of restaurants. Duties & responsibilities of the service staff. Duties and responsibilities of service staff – Job Descriptions and Job Specifications. Attitude and Attributes of Food and Beverage Service Personnel - personal hygiene, punctuality, personality attitude	11


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	<p>towards guests, appearance, salesmanship, sense of urgency, customer satisfaction. Basic Etiquettes for catering staff. Interdepartmental relationship.</p> <p>Menus and Covers: Introduction, Cover- definition; different layouts, Menu Planning, considerations and constraints, Menu Terms, Menu Design, French Classical Menu, Classical Foods and its Accompaniments with cover, Indian Regional dishes, accompaniments and service.</p>	
IV	<p>Types of meals: Breakfast – Introduction, Types, Service methods, a la carte, and TDH setups; Brunch, Lunch, Hi- tea, Supper, Dinner, Elevenses and others. Control Methods: Billing methods – Duplicate and Triplicate system, KOTs and BOTs, Computerized KOTs; Necessity and functions of a control system, F&B Control cycle and monitoring; Food and Beverage Terminology related to the course.</p>	12

Text Books:-

1. *Food & Beverage service* – Denis Lillicrap.
2. *Food & Beverage Service* – Vijay Dhawan.
3. *Food & beverage Service-* Rao J Suhas.

BHMC- 106: FOUNDATION COURSE IN ACCOMMODATION OPERATIONS**TEACHING AND EXAMINATION SCHEME:**

Teaching Scheme			Credits	Marks			Duration of End Semester Examination
L	T	P/D	C	Sessional	End Semester Exam	Total	
2	-	-	2	40	60	100	3 hrs

COURSE CONTENTS:

Unit	Contents	No. of hours
I	Introduction: Introduction to housekeeping department; Meaning, Definition & Importance of Housekeeping Department; Role of Housekeeping in hospitality industry. Lay out & Organizational Structure: Layout of Housekeeping department; Organizational Structure of Housekeeping department (Small, Medium & large); Interdepartmental relationship (emphasis on Front office & Maintenance); Relevant sub section. Staffing in Housekeeping Department: Role of key personnel in Housekeeping department; Job description & Job specification of Housekeeping staff (Executive Housekeeper, Deputy housekeeper ,Floor supervisor ,Public area supervisor ,Night supervisor ,Room attendant ,House man, Head gardener).	12
II	Planning work of housekeeping department: Identifying Housekeeping department; Briefing & Debriefing; Control desk (importance, role, coordination); Role of Control Desk during emergency; Duty Rota & work schedule; Files with format used in Housekeeping department.	7
III	Hotel Guest Room: Types of room-definition; Standard layout (single ,double ,twin ,suit); Difference between Smoking & Non Smoking room's; Barrier free room's; Furniture / Fixture / Fitting / Soft Furnishing /Accessories / Guest Supplies /Amenities in a guest room; Layout corridor& floor Pantry.	8
IV	Cleaning Science: Characteristics of good cleaning agent; Application of cleaning agent; Types of cleaning agent; Cleaning products; Cleaning equipments; Classification and types of equipment with Diagram's (Mops	9


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	, dusters , pushers, mechanical squeeze, vacuum cleaner ,shampooing machine) with their care and uses.	
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Text Books:-

1. Hotel housekeeping Training.
2. *Manual* – Sudhir Andrews.
3. *Housekeeping for Hotels, Hostels and Hospitals* – Grace Brigham.
4. *Hotel Hostel and Hospital Housekeeping* – Joan C Branson & Margaret Lennox (ELST).
5. *Managing Housekeeping Operations* – Margaret Kappa & Aleta Nitschke.
6. *Hotel House Keeping* – Sudhir Andrews (Tata McGraw Hill).
7. *The Professional Housekeeper* – Tucker Schneider, VNR.

BHMC- 107: FOUNDATION COURSE IN FRONT OFFICE

TEACHING AND EXAMINATION SCHEME:

Teaching Scheme			Credits	Marks			Duration of End Semester Examination
L	T	P/D	C	Sessional	End Semester Exam	Total	
2	-	-	2	40	60	100	3 hrs

COURSE CONTENTS:

Unit	Contents	No. of hours
I	Tourism: Meaning – definition and measurement of tourism; Classification – recreation, leisure, adventure, sports, health etc.; Socio – economic benefits of tourism; Adverse effects of tourism; Basic components and infrastructure; Itinerary, passport and visa – Basic information. The Hospitality Industry: History and development of lodging industry – International; History and development of lodging industry – India; Defining the term – Hotel; Reasons for travel.	12
II	Classification of Hotels: Based on Size, Location, and Length of Stay; Levels of Service, Ownerships and Affiliations; Referral Hotels, Franchise and management contracts; Chain Hotels; Target Markets; Alternate Lodging facilities. Organizational Structure of Hotels: Small; Medium; Large; Lobby Arrangements; Layout and equipment in use; Handling VIPs; Duty Rota and work schedules; Uniformed Service.	7
III	Front Office Organization: Basic Layout and Design; Departmental Organizational Structure. Front Office Personnel: Departmental Hierarchy; Attitude and Attributes and Salesmanship; Job Descriptions and Job Specifications of Front Office Personnel.	8
IV	Front Office Operations: The Front Desk- Equipments in use; The Guest Room- Types and Status Terminology; Key Controls; Tariff plans; Types of rates. Front Office responsibilities: Communication – internal and interdepartmental; Guest services – basic information; Guest history – maintenance and importance; Relationship marketing; Emergency situations.	9


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Text Books:-

1. *Front Office Training Manual* – Sudhir Andrews.
2. *Managing Front Office Operations* – Kasavana & Brooks.
3. *Front Office – Operations and Management* – Ahmed Ismail (Thomson Delmar).
4. *Managing Computers in Hospitality Industry* – Michael Kasavana & Cahell.
5. *Front Office operations* – Colin Dix & Chris Baird.

BHMC-108: FOUNDATION COURSE IN FOOD PRODUCTION LAB

TEACHING AND EXAMINATION SCHEME:

Teaching Scheme			Credits	Marks			Duration of End Semester Examination
L	T	P	C	Sessional	End Semester Exam	Total	
-	-	4	2	20	30	50	3 hrs

LIST OF PRACTICALS:

1. Proper usage of a Kitchen Knife and Hand Tools.
2. Understanding the usage of small equipment.
3. Basic Hygiene practices to be observed in the Kitchen.
4. Safety practices to be observed in the kitchen: First Aid for cuts and burns.
5. Identification of Raw Materials.
6. Demonstration of Cooking Methods.
7. Basic cuts of Vegetables.- Julienna, Jardinière, Mognonette, Dices,Cubes, Macedoine, Paysanne, Shred, Concasse, Mirepoix. Blanching of Tomatoes, Vegetables.
8. Basic Stock preparations.- White, Brown and Fish stock.
9. Egg Cookery including Classical Preparations – Boiled, Fried, Poached, Omlette, En Cocotte.
10. Basic sauce preparations and commonly used derivatives.- Bechemel, Mayonnaise, Tomato, Hollandaise, Veloute.
11. Preparation of basic continental cookery – stews, sauces, soups.
12. Basic Continental Dishes based on Vegetables and Meats.
13. Preparation of three course simple Indian menus.(simple 3-4 course menus).

BHMC-109: FOUNDATION COURSE IN FOOD & BEVERAGE SERVICE LAB

TEACHING AND EXAMINATION SCHEME:

Teaching Scheme			Credits	Marks			Duration of End Semester Examination
L	T	P	C	Sessional	End Semester Exam	Total	
-	-	4	2	20	30	50	3 hrs

LIST OF PRACTICALS:

1. Service Grooming and Restaurant Etiquettes.
2. Mis-en- place and Mis-en-scene
3. Identification of equipments
4. Food and Beverage service sequence
5. Water pouring and seating a guest.
6. Laying and relaying of Tablecloth
7. Napkin folds
8. Carrying a Salver or Tray
9. Rules for laying table - Laying covers as per menus
10. TDH and A la carte cover Layout
11. Handling service gear
12. Carrying plates, Glasses and other Equipments
13. Clearing an ashtray
14. Crumbing, Clearance and presentation of bill
15. Sideboard setup
16. Silver service
17. American service
18. Situation handling
19. Breakfast table lay-up
20. Restaurant reservation system
21. Hostess desk functions
22. Order taking – writing a food KOT, writing a BOT


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BHMC-110: FOUNDATION COURSE IN ACCOMMODATION OPERATIONS LAB

TEACHING AND EXAMINATION SCHEME:

Teaching Scheme			Credits C	Marks			Duration of End Semester Examination
L	T	P		Sessional	End Semester Exam	Total	
-	-	2	1	20	30	50	3 hrs

LIST OF PRACTICALS:

1. Guest Room Layout.
2. Identification of cleaning agents.
3. Identification of cleaning equipment / cleaning cloths (types & uses).
4. General cleaning.
5. Glass cleaning.
6. Shoe polishing.
7. Silver Polish.
8. Brass Polish.
9. Washroom Cleaning.


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BHMC-111: FOUNDATION COURSE IN FRONT OFFICE LAB

TEACHING AND EXAMINATION SCHEME:

Teaching Scheme			Credits	Marks			Duration of End Semester Examination
L	T	P/D	C	Sessional	End Semester Exam	Total	
-	-	2	1	20	30	50	3 hrs

LIST OF PRACTICALS:

1. Basic Manners and Attributes for Front Office Operations.
2. Communication Skills – verbal and non verbal.
3. Preparation and study of Countries – Capitals & Currency, Airlines & Flag charts, Credit Cards, Travel Agencies etc.
4. Telecommunication Skills.
5. Forms & formats related to Front office.
6. Hotel visits – WTO sheets.
7. Identification of equipment, work structure and stationery.
8. Procedure of taking reservations – in person and on telephones.
9. Converting enquiry into valid reservations.
10. Role play – Check-in / Check – out / Walk-in / FIT / GIT / etc; VIP / CIP / H.G etc.
11. Suggestive selling.


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TEACHING AND EXAMINATION SCHEME:

Teaching Scheme			Credits	Marks			Duration of End Semester Examination
L	T	P/D	C	Sessional	End Semester Exam	Total	
-	-	2	1	20	30	50	3 hrs

LIST OF PRACTICALS:**1. WINDOWS Operations –Practical**

- Creating Folders
- Creating Shortcuts
- Copying Files/ Folders
- Renaming Files/Folders.
- Deleting Files.
- Exploring Windows.
- Quick Menus.

2. MS-OFFICE 97**3. MS-WORD-Practical****4. Creating a Document**

- Entering text.
- Saving The Document
- Editing the document already saved to the disk.
- Getting around the document.
- Find and replace operations.
- Printing the document.

5. Formatting a Document

- Justifying paragraphs.
- Changing paragraph indents.
- Setting Tabs and margins.
- Formatting pages and documents.
- Using bullets and Numbering.
- Headers and Footers
- Pegination.

6. Special Effects

- Print Special effects eg. Bold, underline, superscripts, subscripts.


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- Changing Fonts.
- Changing Case.

7. CUT,COPY & PASTE Operation

- Marking Blocks.
- Copying and pasting a block
- Cutting and pasting a block
- Deleting a block
- Formatting a Block
- Using Find and replace in a block

8. USING MS-WORD TOOLS

- Spelling and Grammar.
- Mail/ Merge
- Printing envelopes and labels.

9. TABLES

- Create
- Delete
- Format.

10. GRAPHICS

- Inserting clip arts.
- Symbols (Borders/Shading)
- Word Art.

11. PRINT OPTIONS

- Previewing the documents.
- Printing the whole document
- Printing a selected Page.
- Printing a selected set
- Printing several Documents
- Printing more than one copy.

12. MS-EXCEL PRACTICAL:

- How to use Excel.
- Starting Excel.
- Parts of Excel screen.
- Parts of the worksheet.
- Navigating in a worksheet.

- Getting to know mouse pointer shapes.
- Internet and e-mail practical.

13. Learning MS-POWER POINT.

SEMESTER-II

BHMC-201: ENVIRONMENTAL SCIENCES

TEACHING AND EXAMINATION SCHEME:

Teaching Scheme			Credits C	Marks			Duration of End Semester Examination
L	T	P/D		Sessional	End Semester Exam	Total	
2	-	-	2	40	60	100	3 hrs

COURSE CONTENTS:

Unit	Contents	No. of hours
I	The multi-disciplinary nature of environmental studies definition, scope and importance, need for public awareness. environmental pollution: causes, effects and control measures of :-air pollution: water pollution, soil pollution, marine pollution, noise pollution, thermal pollution, nuclear hazards, Solid waste Management : Causes, effects and control measures of urban and industrial wastes. Role of an individual in prevention of pollution. Pollution case studies. Disaster management : floods, earthquake, cyclone and landslides.	12
II	Natural Resources: Renewable and non-renewable resources - Natural resources and associated problems. Forest resources : Use and over-exploitation, deforestation, case studies. Timber extraction, mining, dams and their effects on forests and tribal people. Water resources : Use and over-Utilization of surface and ground water, floods, drought, conflicts and water, dams-benefits and problems. Mineral resource : Use and exploitation, environmental effects of extracting and using mineral resources, case studies. Food resources : World food problems, changes caused by agriculture and overgrazing, effects of modern agriculture, fertilizer-pesticide problems, water logging, salinity, case studies. Energy resources : Growing energy needs, renewable and non renewable energy sources, use of alternate energy sources. Case studies. Land resources : Land as a resource, land degradation, man induced landslides, soil erosion and desertification. Role of an individual in conservation of natural resources. Equitable use of resources for sustainable lifestyles.	12


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III	<p>Ecosystems: Concept of an ecosystem, Structure and function of an ecosystem, Producers, consumers and decomposers, Energy flow in the ecosystem, Ecological succession, Food chains, food webs and ecological pyramids, Introduction, types, characteristic features, structure and function of the following ecosystem: Forest ecosystem, Grassland ecosystem, Desert ecosystem, Aquatic ecosystems (ponds, streams, lakes, rivers, oceans, estuaries).</p>	12
IV	<p>Biodiversity and its conservation: Introduction – Definition: genetic, species and ecosystem diversity. Bio-geographical classification of India Value of biodiversity: consumptive use, productive use, social, ethical, aesthetic and option values Biodiversity at global, National and local levels. India as a mega-diversity nation, Hot-spots of biodiversity, and Threats to biodiversity: habitat loss, poaching of wildlife, man-wildlife conflicts, Endangered and endemic species of India, Conservation of biodiversity: In-situ conservation of biodiversity. Social Issues and the Environment: From Unsustainable to Sustainable development, Urban problems related to energy, Water conservation, rain water harvesting, watershed management, Resettlement and rehabilitation of people: its problems and concerns. Case studies. Environmental ethics: Issues and possible solutions. Climate change, global warming, acid rain, ozone layer depletion, nuclear accidents and holocaust. Case studies. Wasteland reclamation, Consumerism and waste products, Environment Protection Act., Air (Prevention and Control of Pollution) Act, Water (Prevention and control of Pollution) Act, Wildlife Protection Act, Forest Conservation Act, Issues involved in enforcement of environmental legislation.</p>	12

Text Books:

1. *Environmental Studies*- Erach Bharucha.
2. *A TextBook of Environmental Sciences*- Arvind Kumar.

BHMC-202: HYGIENE & SANITATION

TEACHING AND EXAMINATION SCHEME:

Teaching Scheme			Credits C	Marks			Duration of End Semester Examination
L	T	P/D		Sessional	End Semester Exam	Total	
2	-	-	2	40	60	100	3 hrs

COURSE CONTENTS:

Unit	Contents	No. of hours
I	Importance of Hygiene: The place of hygiene in the catering industry; Personal hygiene for staff members in the food production areas and those coming in contact with the guest.	8
II	Proper care and hygiene: Meaning of food poisoning in food & water; Borne disease; Moulds; Yeast. Bacteria & transfer of bacteria. Food sanitation.	7
III	Hygienic food handling: High Risk Foods; Preventing Contamination; Temperatures Control; Storage of food; Food hygiene regulations.	7
IV	Cleaning methods : Design of premises and equipment in the kitchen; Cleaning and Disinfection; Cleaning Agents; Water Detergents; Abrasives; Disinfectants etc.; Cleaning schedules; PEST Control; Waste Disposal.	8

Text Books:

1. *Food Hygiene for Food Handlers* – Trickett Jill.
2. *The Science of Catering* – J A Stretch & H A Southgate.
3. *Success in Principals of Catering* – Michael Colleer & Colin Sussams.


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BHMC-203: ACCOUNTING FOR MANAGERS**TEACHING AND EXAMINATION SCHEME:**

Teaching Scheme			Credits C	Marks			Duration of End Semester Examination
L	T	P/D		Sessional	End Semester Exam	Total	
2	-	-	2	40	60	100	3 hrs

COURSE CONTENTS:

Unit	Contents	No. of hours
I	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.	8
II	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. Capital and Revenue Expenditure: Meaning, Definition of Capital and Revenue Expenditure, Income and Expenditure Account, Receipt and Payment Account.	12
III	Cost Accounting, Cost Sheet/Tender/Marginal Costing & Break even Analysis, Budgetary Control.	9
IV	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.	8

Text Books:

1. Pandey, I.M., *Financial Management*, Vikas Publishing, New Delhi.
2. Khan, M.Y., *Financial Management*, Tata Mc. Grand Hill Publishing Co. Ltd., New Delhi.


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3. Gupta, R.L., *Booking keeping & Accounting*, Sultan Chand, New Delhi.
4. Grewal T.S., *Introduction to Accounting*, S. Chand.
5. Khan and Jain, *Cost Accountancy*, Tata Mc Graw Hill.



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BHMC-204: FOUNDATION COURSE IN FOOD PRODUCTION-II**TEACHING AND EXAMINATION SCHEME:**

Teaching Scheme			Credits	Marks			Duration of End Semester Examination
L	T	P/D	C	Sessional	End Semester Exam	Total	
2	-	-	2	40	60	100	3 hrs

COURSE CONTENTS:

Unit	Contents	No. of hours
I	Food commodities: Classification with examples and uses in Cookery; Game- meaning- types with examples; Fruits- kinds with examples.; Nuts- names of nuts commonly used in cooking.; Cream- types, description and their uses; Yogurt- types; Cereals- types and uses.; Pulses used in Indian cooking; Herbs- uses of herbs; Spices & condiments- uses of different spices and condiments; Coloring and Flavoring Agents: Name, Types.	12
II	Basic Indian Masalas & Gravies: Garam masala, pulao masala, curry powder, sambhar powder, rasam powder, chaat masala, tandoori marination white, red, green and yellow gravies. Indian Regional Cuisine: A detailed study on North and South Indian Regional Cuisine: Goa, Kashmir, Andhra Pradesh, Karnataka, Tamil Nadu, Bengal, Assam, Gujarat, Punjab, Rajasthan etc., as regarding ingredients used, traditional preparation methods, utensils and accompaniments.	12
III	Meat Cookery: Fish -classification with examples selection & cuts of fish, cooking of fish; Poultry- selection of poultry classification bases on size, uses of each type; Butchery -selection, cuts size and uses of lamb, mutton, beef, veal & pork; Bacon, Ham, Gammon and Steaks - Description of steaks from sirloin & fillet.	12
IV	Vegetable Cookery: Vegetables -classification of vegetables, importance of vegetables in diet, cooking of vegetables; Retention of color, flavor, and nutrients while cooking; Potatoes - styles of presenting potatoes and their description; Storage -Principles of Vegetable Storage. Quantity Food Production: Introduction to Large scale commercial cooking; Layout of a large kitchen, staff hierarchy and production	12

	workflows.	
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Text Books:

1. *Theory of Cookery* – Krishna Arora.
2. *Modern Cookery* – Thangam Philip.
3. *Larousse Gastronomique* – Montagne
4. *Professional Chef* – Arvind Saraswat.


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BHMC-205: FOUNDATION COURSE IN FOOD & BEVERAGE SERVICE-II**TEACHING AND EXAMINATION SCHEME:**

Teaching Scheme			Credits C	Marks			Duration of End Semester Examination
L	T	P/D		Sessional	End Semester Exam	Total	
2	-	-	2	40	60	100	3 hrs

COURSE CONTENTS:

Unit	Contents	No. of hours
I	Room Service: Introduction, General principles, loopholes and pitfalls to be avoided; Cycle of service, scheduling and staffing; Room service menu planning; Forms and formats; Order taking, thumb rules; Telephone etiquettes, noting orders, suggestive selling and breakfast cards; Layout and setup of common meals, use of technology for better room service; Time management – lead time from order taking to clearance	8
II	Types of Beverages: Classification. Alcoholic Beverages: Introduction, definition and classification of wines; Classification; Viticulture and viticulture methods; Vinification – Still, Sparkling, Aromatized and Fortified wines; Vine diseases; Wines – France, Italy, Spain, Portugal, South Africa, Australia, India and California; Food and wine harmony; Wine glasses and equipment; Storage and service of wine.	12
III	Beers: Introduction; Ingredients used; Production; Types and Brands, Indian and international; Service of bottled, canned and draught beers. Other Fermented and Brewed Beverages: Sake; Cider; Perry; Alcohol free wines.	9
IV	Table Cheeses: Introduction; Types; Production; Brands and Service; Storage.	8

Text Books:

1. *Food & Beverage service* – Denis Lillicrap.
2. *Food & Beverage Service* – Vijay Dhawan.
3. *Food & beverage Service-* Rao J Suhas.


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BHMC-206: FOUNDATION COURSE IN ACCOMMODATION OPERATIONS-II**TEACHING AND EXAMINATION SCHEME:**

Teaching Scheme			Credits C	Marks			Duration of End Semester Examination
L	T	P/D		Sessional	End Semester Exam	Total	
2	-	-	2	40	60	100	3 hrs

COURSE CONTENTS:

Unit	Contents	No. of hours
I	Housekeeping Supervision: Importance of Inspection; Checklist for Inspection; Typical Areas usually neglected where special attention is required; Self Supervision Techniques for Cleaning Staff; Degree of Discretion / Delegation to Cleaning Staff.	8
II	Linen / Uniform / Tailor Room: Layout; Types of Linen, Sizes, and Linen Exchange Procedure; Selection of Linen; Storage Facilities and Conditions; Par Stock : Factors affecting Par Stock, Calculation of Par Stock; Discard Management; Linen Inventory System; Uniform Designing : Importance, Types, Characteristics, Selection, Par Stock; Function of Tailor Room; Managing Inventory; Par level of linen, uniform, guest loan items, machines & equipment, cleaning supplies & guest supplies; Indenting from stores.	12
III	Cleaning Procedure & frequency schedules: GUEST ROOM: Prepare to clean; Clean the guest room (bed making); Replenishment of Supplies & linen; Inspection; Deep cleaning; Second service; Turn down service. PUBLIC AREA: Lobby, Lounge, Corridors, Pool area, Elevators, Health club, F&B outlet, Office areas; V.I.P Handling. Special Cleaning Programme: Daily, Weekly, Fortnightly and Monthly Cleaning; Routine cleaning, spring cleaning, deep Cleaning.	9
IV	Floor Operations: Rules on the Guest Floor; Key Handling Procedure - types of keys (grand master, floor master, sub master or section or pass key, emergency key, room keys, offices and store keys), computerized key cards, key control register- issuing, return, changing of lock, key belts,	8


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unusual occurrences; Cleaning of Different Types of Floor Surfaces; Special Services - baby sitting, second service, freshen up service, valet service. Care and Cleaning of Metals: Brass, Copper, Silver, EPNS, Bronze, Gun Metal, Chromium pewter, Stainless Steel, Types of tarnish, cleaning agents and methods used.	
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Text Books:

1. Hotel housekeeping Training.
2. *Manual* – Sudhir Andrews.
3. *Housekeeping for Hotels, Hostels and Hospitals* – Grace Brigham.
4. *Hotel Hostel and Hospital Housekeeping* – Joan C Branson & Margaret Lennox (ELST).
5. *Managing Housekeeping Operations* – Margaret Kappa & Aleta Nitschke.
6. *Hotel House Keeping* – Sudhir Andrews (Tata McGraw Hill).
7. *The Professional Housekeeper* – Tucker Schneider, VNR.

BHMC-207: FOUNDATION COURSE IN FRONT OFFICE-II**TEACHING AND EXAMINATION SCHEME:**

Teaching Scheme			Credits C	Marks			Duration of End Semester Examination
L	T	P/D		Sessional	End Semester Exam	Total	
2	-	-	2	40	60	100	3 hrs

COURSE CONTENTS:

Unit	Contents	No. of hours
I	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.	8
II	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.	12
III	Registration: Registration and its importance, Types of registration records – Bound book register, loose leaf register and Guest Registration Card (GRC) and their formats. Guest Handling , Pre registration activities, Procedure of Guest Handling – Pre arrival, On Arrival and Post Arrival	9


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	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.	
IV	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.	8

Text Books:

1. *Front Office training manual*- Sudhir Andrews
2. *Front office operations and management* – Jatashankar R. Tewari
3. *Front Office Operations* – Colin Dix, Chris Baird
4. *Professional Hotel Front Office Management* – Anutosh Bhakta
5. *Hotel Front Office Management* – James. A. Bardi
6. *Front Office Operations and Management* – Ahmed Ismail (Thompson Delmar)

BHMC-208: FOUNDATION COURSE IN FOOD PRODUCTION-II LAB

TEACHING AND EXAMINATION SCHEME:

Teaching Scheme			Credits C	Marks			Duration of End Semester Examination
L	T	P		Sessional	End Semester Exam	Total	
-	-	4	2	20	30	50	3 hrs

1. **Regional Cookery:** To formulate 20 sets of menus form the following dishes and to include more dishes from respective regions:

- Awadh
- Bengal
- Goa
- Gujrat
- Hyderabad
- Kashmiri
- Maharastra
- Punjabi
- Rajasthan
- South India(Tamilnadu,karnatka,Kerla)

2. **Bakery:**

- Simple Breads: Bread rolls, loaf.
- Simple Cakes: Sponge, Genoise, Fatless, Swiss roll, Fruit cake, Rich Cake Madiera Cake.
- Pastry: Short crust (Jam Tarts, Turn overs), Laminated (Palmiers, Khara Biscuit), Danish Pastry, Choux Pastry (Eclairs, Profit rolls).
- Simple cookies: Nan Khatai, Golden Goodies, Melting moments, Swiss tarts, tri colour Biscuits,Chocolate chips Biscuits, chocolate cream fingers, bachelors buttons.


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BHMC-209: FOUNDATION COURSE IN FOOD & BEVERAGE SERVICE-II LAB**TEACHING AND EXAMINATION SCHEME:**

Teaching Scheme			Credits	Marks			Duration of End Semester Examination
L	T	P	C	Sessional	End Semester Exam	Total	
-	-	4	2	20	30	50	3 hrs

List of Practicals:

1. Room service tray and trolley lay – up and service.
2. Room service amenities, Set-up in rooms.
3. Functional and floor layouts for room service.
4. Conducting briefing and de-briefing for F&B Outlets.
5. Beverage order-taking.
6. Service of Beer, Sake, and Other fermented and brewed beverages.
7. Service of sparkling, aromatized, fortified, still wines.
8. Table set-up with wines on the menu.



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BHMC-210: FOUNDATION COURSE IN ACCOMMODATION OPERATIONS-II LAB**TEACHING AND EXAMINATION SCHEME:**

Teaching Scheme			Credits	Marks			Duration of End Semester Examination
L	T	P	C	Sessional	End Semester Exam	Total	
-	-	2	1	20	30	50	3 hrs

List of Practicals:

1. Identification of Cleaning Equipments (Manual and Mechanical).
2. Scrubbing – Polishing – Wiping – Washing – Rinsing - Swabbing – Sweeping – Mopping – Brushing – Buffing.
3. Handling Different Types of Fabrics.
4. Use of Abrasives, Polishes / Chemical Agents.
5. Room Attendant Trolley / Maid’s Cart.
6. Bed Making.
7. Turndown Service.
8. Cleaning of Guestroom.
9. Cleaning of Public Area.
10. Brass Polishing / Silver Polishing.
11. Cleaning of Guestroom.
12. Cleaning of Public Area.
13. Forms and Formats related.

BHMC-211: FOUNDATION COURSE IN FRONT OFFICE-II LAB

TEACHING AND EXAMINATION SCHEME:

Teaching Scheme			Credits	Marks			Duration of End Semester Examination
L	T	P	C	Sessional	End Semester Exam	Total	
-	-	2	1	20	30	50	3 hrs

List of Practicals:

1. Welcoming/Greeting of guest.
2. Providing Information to the Guest.
3. Telephone handling, How to handle enquiries.
4. Suggestive selling.
5. Filling up of various Forms and Formats.
6. Registrations: FIT, VIP, Corporate, Groups/Crew.
7. Security Deposit Box Handling.
8. Credit Card Handling Procedure.
9. Foreign Currency Exchange Procedure.
10. Introduction to PMS:
 - Hot function keys
 - Create and update guest profiles
 - Make FIT reservation
 - Send confirmation letters
 - Printing registration cards
 - Make an Add-on reservation
 - Amend a reservation
 - Cancel a reservation-with deposit and without deposit
 - Log onto cashier code
 - Process a reservation deposit
 - Pre-register a guest
 - Put message and locator for a guest
 - Put trace for guest
 - Check in a reserved guest

- Check in day use
- Check –in a walk-in guest
- Maintain guest history
- Issue a new key
- Verify a key
- Cancel a key
- Issue a duplicate key
- Extend a key
- Re-programme keys
- Programme one key for two rooms



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