

DEPARTMENT OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY

BIT MESRA, RANCHI

Semester – IV

SEMESTER - IV

Course Code	Course Title	L	T	P	C
HM4021	Food Production – IV	3	0	0	3
HM4202	Food Production Practical – IV	0	0	3	2
HM4023	Food & Beverage Service – IV	3	0	0	3
HM4204	Food & Beverage Practical – IV	0	0	3	2
HM4025	Accommodation Operation – III	3	0	0	3
HM4206	Accommodation Operation Practical – III	0	0	3	2
HM4027	Front Office Operation – II	3	0	0	3
HM4208	Front Office Practical – II	0	0	3	2
MSH1143	French- I	3	0	0	3
GA4001	P.T. & Games	0	0	2	1
	T O T A L ----->	15	0	14	24
	Total Hours in a Week ----->	29			

HM 4021 FOOD PRODUCTION – IV

Theory:

1. Garde Manger

Definition, Functions, Importance of Garde manger and Butchery, layout, Staff organization, Storage points, SPS of meat products, Yields test calculations and portioning.

2. Accompaniments and garnishes

For all French classical menus, Classical vegetable accompaniments, classical potato preparation, Accompaniments for popular international dishes
Classical garnishes: (Indian, Asian and western foods) General principles, modern and special innovative garnishes.

3. Salads

Classification of salads, types, dressings, examples, Parts of a salad, principles, and vegetable based, meat based, pasta based, seafood, pulses, cereals etc.

4. Basic pastes

Choux paste, short crust paste, puff paste, flaky paste, hot water paste, Danish paste, filo paste. Cookies- batter type, foam type, rolled type

5. Sandwiches, rolls, burgers, pizzas, hot dogs

Types, preparations, selection of spreads, fillings, classical sandwiches, smorgasbord, canapés, presentation styles and appropriate garnishes and accompaniments

6. Convenience food and Fast foods, Rechauffe Cokkery

Characteristics, types - Indian and western, Menu examples, equipment used, differences, Role of convenience foods in fast food operations, advantages and disadvantages of convenience food, labor & cost saving aspect

7. Popular International cuisine

Features, Regional classification, Ingredients, methods of cooking, courses of the menu:-Mexican, Chinese, Spanish and Thai.

HM 4202 FOOD PRODUCTION PRACTICAL – IV

Practical:

- Preparation of Salads, centerpiece, cold cuts and sandwiches
- Working knowledge of butchery- cuts of beef, fish, poultry, game etc.
- To be skilled in Chinese, Thai, Spanish and Mexican cuisine in all aspects of the cuisine from menu planning to preparation of dishes

Regional aspects

Ingredients used

Courses of menu

Methods of cooking

Meal plans

Recipes

Menus

Presentation

Bakery:

- Cold sweets- caramel custard, mousse, soufflé, bavaroise, diplomat pudding, tiramisu etc Hot sweets- bread and butter pudding, hot chocolate pudding, steamed pudding etc
- Chocolate preparation, fancy cakes, savory items, quiches, tarts etc
- Pancakes, waffle, ice cream, sorbet

References:

1. Practical Cookery: Victor Cesrani & Ronald Kinton
2. Theory of Catering: Victor Cesrani & Ronald Kinton

3. Food Production Operation: Parvinder S. Bali
4. Theory of Catering: K. Arora
5. Modern Cookery for Teaching & Trade: Vol-I: Thangam E. Philip
6. Larousse Gastronomique- Cookery Encyclopedia, Paul Hamlyn
7. The Complete Guide to the Art of Modern Cookery: Escofier

HM 4023 FOOD AND BEVERAGE SERVICE – IV

Theory:

1. Spirits:

Introduction & definition, Production of spirit, Pot still method, Patent still method, Proof-Different scales, Production, classification, brand names & service of:
Whisky, Rum, Gin , Vodka, Brandy, Tequila, Other spirits (Arrack, Fenny)

2. Aperitifs:

Introduction & definition, Types & Service

3. Liqueurs & RTD:

Definition & history, Production method, Classification, Service of liqueur
RTD: Bacardi Breezer, VK Vodka, Smirnoff Ice etc.

4. Cocktails:

Definition & history, Classification, Cocktail bar equipments, Component of cocktail, Methods of making cocktail, Preparation & service & Mock tail

5. Tobacco:

History, Production

Processing for cigarettes & cigars, Cigarettes – Types & Brand names, Cigars – Shapes, Sizes, Colours & Brand names, Care & Storage of Cigarettes & Cigars

6. Bar:

Introduction, bar stocks maintenance, Types, Layout, Equipments Used, Control Methods & Licenses, Staffing, job description, job specification, Bar Planning and Designing & Bar Menus, costing, corkage.

7. Gueridon Service:

History and definition, Advantages and disadvantages, Types of trolleys, Gueridon equipments and ingredients, Ingredients Used, Common preparations, Flambé dishes, Carving, Salad making etc., Trolley service - Beverages, Starters, High tea, Desserts etc.

HM 4204 FOOD AND BEVERAGE PRACTICAL - IV

Practical:

- Service of Whisky, Rum, Gin, Vodka, Brandy, Tequila
- Service of aperitifs
- Service of popular liqueur
- Bar Set-up and operations
- Cocktail/ Mocktail Preparation, presentation and service.
- Gueridon service – Basic preparation, classical dishes
- Service of Cigar and Cigarette
- Social Skills
- Handling guest complaints, telephone manners, dining & service etiquettes.

Reference Books:

1. Modern Restaurant Service - John Fuller,
2. Introduction F& B Service - Brown, Heppner & Deegan,
3. Professional Food & Beverage Service Management - Brian Varghese,
4. The World Of Wines, Spirits & Beers - H.Berberoglu,
5. Beverage Book - Andrew, Dunkin & Cousins,
6. Professional Guide to Alcoholic Beverages – Lipinski,
7. Alcoholic Beverages - Lipinski & Lipinski,
8. Food Service Operations - Peter Jones & Cassel,
9. New York Bartenders Guide- BD &L,
10. Mr. Boston's Bartender & Party Guide - Warner,

HM 4025 ACCOMMODATION OPERATION – III

Theory:

1. Linen 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, Function of Tailor room

2. Uniforms

Selection and Design of Uniform, Establishing par stock of uniform, Issuing and exchanging of uniform, Advantages of providing uniform

3. Laundry

In-house Laundry v/s contract Laundry : merits & demerits, Layout, Laundry Flow process, Equipment (Washing machine, Hydro extractor, Tumbler, Calendar/ Flat

4. Stain Removal

Types of stain , work, Iron, Hot, head/Steam press, Cooler press, Pressing tables), Laundry detergents, Care of fabrics of different types, typical fabrics used in hotels, Handling guest laundry, Stain removal process

5. Contract Cleaning

General, Complete program, Special, Periodic, Pricing a contract

6. Textiles

Classification and identification of textile fibres ,Characteristics of textile fibres ,Yarn, Fabric construction, Blends and union, Use of textiles in hotel

7. Sewing Room

Activities in the sewing room, Job specification of a seamstress/tailor, Sewing area and equipment, Basic hand stitches, Fasteners

HM 4206 ACCOMMODATION OPERATION PRACTICAL – III

Practical:

- Laundry equipment handling
- Laundry operations
- Handling different types of fabrics in manual & mechanical laundry
- Special decorations
- Stain Removal
- Guest complaint handling related to laundry handling

References:

1. Hotel Housekeeping, Sudhir Andrews, Tata McGraw Hill
2. The Professional Housekeeper, Tucker Schneider, VNR
3. Professional Management of Housekeeping Operations, Martin Jones, Wiley
4. House Keeping Management for Hotels, Rosemary Hurst, Heinemann
5. Hotel, Hostel & Hospital House Keeping, Joan C. Branson & Margaret Lennox, ELBS
6. Accommodation & Cleaning Services, Vol I & II, David Allen, Hutchinson
7. Managing House Keeping Operation, Margaret Kappa & Aleta Nitschke
8. First Aid, St. John Ambulance Association, New Delhi
9. Hotel Housekeeping, G. Raghubalan & smritee Raghubalan

HM 4027 FRONT OFFICE OPERATION - II

Theory:

1. Lobby and Bell Desk Operation

Role of lobby managers, Role of guest relation executive, Function of bell desk, Layout and equipment used, Function of Hospitality desk / Concierge desk, Handling VIPs, Staff Organization, Duty rota and Work schedule, Luggage handling procedure, Bell desk forms and formats, Car valet operations.

2. Reservations

Reservation methods, Types of Reservation, Reservation inquiring, Group reservation, The Reservations record, Reservation confirmation, Reservation maintenance Reservation reports, Reservation considerations.

3. Selling Techniques

Reception as a sales department, purpose of selling, the hotel product, selling methods.

4. Registration

Pre-registration activities, Registration activity, the registration record

Room and rate assignment – Check in Process for - FITs, Groups, Crew, Indian & Foreign national, Documents required for foreign national, Method of payment, Issuing the room key, Fulfilling special requests, Creative options, Change of room, Over-booking cases.

5. Front Office Responsibilities

Guest services, Guest relations, Dealing with emergencies: medical, death, theft, robbery, fire, bomb threats etc.

6. Front Office Computer Operation

Basics of computer, Application of property management system, Reservations, Registration, Cashiering, Night audit.

7. Front Office Security Functions

Role of Front Office in Hotel Security, Check in: use of metal detectors, validations, scanty baggage handling, Keys control: ELS (Electronic Cards), Handling Grand Master / Master key, lost & found & damaged keys, use of key cards, Guest & staff movement & access control, Protection of funds, safe deposit boxes.

HM 4208 Front Office Practical – II

Practical:

- Identification of lobby layout and all equipment
- How to handle inquiries, suggestive selling
- How to convert inquiries to valid reservations
- Preparing and filling up reservation forms
- Role play of accepting reservations, walking a guest and complaint handling for bumped reservations
- Reservation handling by computers. Actual computer lab work with the PMS
- Preparing and filling up registration card
- Role play for different check ins as Walk in, Corporate, VIP, CIP and Groups
- Role play on guest complaint handling, critical and dangerous situation handling
- How to handle query in French at – Reception desk & Restaurant.

References:

1. Front office operations by Colin Dix & Chirs Baird
2. Hotel from office management by James Bardi
3. Managing front office operations by Kasavana & Brooks
4. Front office training manual by Sudhir Andrews

MSH 1143 FRENCH -I (BREADTH SUBJECT)

AIMS AND OBJECTIVES

1. Developing the following language skills:

LISTENING:

To enable the learners to listen and understand the spoken French language which uses the elementary spoken structures.

SPEAKING: To enable the learners to speak and engage in simple dialogues in French

READING SKILLS AND TEXTUAL COMPREHENSION: To enable the learners to read and understand the elementary texts in French.

WRITING: To enable the learners to write simple sentences and short paragraphs in French.

2. To enable the learners to manipulate the simple grammatical structures of the language and the most essential vocabulary.

3. To expose the learners to the culture of France / Francophone countries.

Theory:

Functional Grammar

- Nouns and Articles: gender and number
- Pronouns
- Verbs

- Present, past, and future
- Adjectives and Adverbs
- Interrogation & Negation
- Simple essay writing
- Simple conversation

Life and culture of French and Francophone peoples.

Cuisine, Fashion, Cinéma, science and technology, geography etc.

References:

1. Le Nouveau sans Frontières-1, CLE International
2. Alter Ego-1
3. Panorama – 1, CLE international
4. Campus- 1, CLE international
5. Connexions-1, Didier
6. Café Crème -1, Hachette
7. Libre Echange- 1, Didier
8. 450 Exercices de phonétique, CLE International (2010)

Teaching Techniques

Class room activities

1. Main activities based on Text book and workbook based class
2. Internet
3. Role plays
4. Audio sessions
4. Quiz

Language Laboratory activities

1. Audio sessions for self learning

2. Phonetic training
3. Language games
4. Internet based session

External Activities

1. Theater
2. Film sessions

Examination

The examination at the end of the course consists of (1) a written paper and (2) an Oral examination.

Evaluation

A candidate's performance is evaluated on the basis of

- a. Internal Assessment (Teacher's assessment and Periodical tests): relative weight 40%.
- b. Final examination at the end of the course: relative weight 60%.

The Internal Assessment comprises (a) Teacher's assessment: participation in class, homework, punctuality, motivation, etc; (b) Periodical testes (an average of 3 tests). The relative weight assigned to (a) and (b) is 20:20.