Subject: HOTEL MANAGEMENT  
w.e.f. AY 2023-24  

COURSE STRUCTURE

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<tr>
<th>Semester</th>
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SEMESTER-II

COURSE 1: INTRODUCTION TO FOOD AND BEVERAGE SERVICE –II

Theory Credits: 3

UNIT-1
TYPES OF FOOD SERVICE: Silver service, American service, French service, Russian service, Gueridon service, Assisted service, Self-service, Single point service, Specialized Service

UNIT-2
MENU PLANNING: Origin of Menu, Objectives of Menu Planning, Factors to be considered 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

UNIT-3
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.

UNIT-4
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-5
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

REFERENCES:

1. Food & Beverage Service- Bobby George & Sandeep Chatterjee, Jaico PublishingHouse
5. The Waiter Handbook By Grahm Brown, Publisher: Global Books & Subscription
SEMESTER-II

COURSE 1: INTRODUCTION TO FOOD AND BEVERAGE SERVICE –II

Practical Credits: 1 2 hrs/week

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

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

TRAY/TROLLEY SET-UP & SERVICE
Task-01: Room Service Tray Setup
Task-02: Room Service Trolley Setup

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

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)

Service of Tobacco
Cigarettes and Cigar
Compiling of a menu in French, Service of Non-alcoholic beverages
SEMESTER-III

COURSE 2: FOOD PRODUCTION OPERATIONS-1

Theory Credits: 3 3 hrs/week

UNIT 1:
1. Principles of Quantity cooking, equipment, problems and adjustment in terms of cooking time & temperature

UNIT 2
1. Menu Planning: Basics, special emphasis on quantity food production planning of menus for various categories such as: school/college students, Industrial workers, hospitals, canteens, outdoor parties, theme dinners, transport/mobile catering - parameters for quantity food planning
   2. Rechauffe cookery: Principles of reheating, precautions to be taken. Rechauffe of leftover foods, identification of foods for recycling - important points in storage of meat for recycling

UNIT 3
1. Banquet & Commercial Menus
2. Planning INDENTING
3. Forecasting
4. Pre-preparation

UNIT-4
INTRODUCTION TO DUM COOKING AND TANDOORCOOKING
1. Introduction
2. Origin of Dum Cooking
3. Special Equipment and their use. Classical Dishes
4. Origin and history of tandoor, Types of Tandoor and their uses. Installing a new tandoor
5. Marinating and making techniques for kebab, Basic Indian breads made in tandoor

UNIT-5
INTRODUCTION TO INDIAN SWEETS
Introduction
Origin and history of Indian sweets. Ingredients used in Indian Sweets Regional Influence on Indian Sweets

REFERENCES
a) Equipment used in preparing Indian Sweets.
b) Food Production Operations: Parvinder S Bali, Oxford Publication Prashad
c) A Taste Of India, MadurJaffery, Great Britain PavilionBooks Ltd. ZaikeKa Safar, Jiggs Kalra
d) Daawat, Jiggs Kalra, New Delhi, Allied Publishers
e) The Professional Chef, Arvind Saraswat, New Delhi, Ubs Publishers
SEMESTER-IV
COURSE 3: FOOD PRODUCTION OPERATIONS-2

Theory Credits: 3 3 hrs/week

UNIT-1
INDIAN CUISINES NORTH REGION
Kashmir Mugalai Punjab Rajasthan

UNIT-2
INDIAN CUISINES EAST
Bengal Seven sister states (Arunachal Pradesh, Assam, Manipur, Meghalaya, Mizoram, Nagaland & Tripura)

UNIT-3
INDIAN CUISINES WEST
Gujarat Maharashtra

UNIT-4
INDIAN CUISINES SOUTH
Tamil Nadu Kerala
Andhra Pradesh

UNIT-5
INDIAN CUISINES CENTRAL INDIA
Madhya Pradesh Chhattisgarh
Uttar Pradesh/Bihar

REFERENCES
1. Equipment used in preparing Indian Sweets.
3. A Taste Of India, MadurJaffery, Great Britain PavilionBooks Ltd. ZaikeKa Safar, Jiggs Kalra
4. Daawat, Jiggs Kalra, New Delhi, Allied Publishers
5. The Professional Chef, Arvind Saraswat, New Delhi, UbsPublishers
### SEMESTER-IV

**COURSE 3: FOOD PRODUCTION OPERATIONS-2**

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#### PUNJABI

**MENU 01**  
Rada  
Matar Pulao Radhi  
Punjabi Gobhi Khccr

**MENU 03**  
Sarson Da Saag Makki  
Di Roti Peshawari  
Chole Motia Pulao Sooji  
Da Halwa Savian

**MENU 02**  
Amritsari Macchi  
Rajmah Masala Pindi Chana  
Bhaturas Row Di Khccr

#### SOUTH

**MENU 01**  
Meen Poriyal Curd Rice  
Thoran Rasam  
Pal Pavadam

**MENU 02**  
Meen Moilee Olan  
Malabari Pratha  
Parappa Payasam  
Lime Rice

**MENU 03**  
Tamarind Rice Kori  
Gashi Kalan Sambhar  
Savian Payasam

**MENU 04**  
Coconut L Rice  
Chicken Chettinad  
Avial  
Huli Mysore Pak

#### RAJASTHANI

**MENU 01**  
Gatte Ka Pulao  
Maas  
Makki Ka Soweta  
Chutney (Garlic)  
Halwa

**MENU 02**  
Dal Batti Churma Lai  
Safed Mass  
Besan Ke Gatte  
Rataju Ki Subm Dal

#### GUJRATI

**MENU 01**  
Sarki  
Brown Rice  
Salli Murg  
Gujrati Dal Mcthi  
Thepla Shrikhand

**MENU 02**  
Gujrati Khichidi  
Oondhiyu  
Balala Nu 'l omato  
Osaman  
Jecra Poon  
Mohanthal

#### HYDERABAD'

**MENU 01**  
Sol vaill Brivani  
Murg  
Tomalo Kut  
ITnre Piaz ka Rai In  
Double Ka Meelha

**MENU 02**  
Kachi Biryani Mcthi dalcha  
Mirchi Ka Salan  
Mix Veg_Rnilfl  
Khumam Ka Meelha
SEMESTER-IV

COURSE 4: ROOMS DIVISION OPERATIONS-2

Theory

Credits: 3

3 hrs/week

UNIT 01: REGISTRATION
Pre-registration, Registration ( form C, Passport), Various Registration Records, System or Registration, No show, Rooming a guest, Groups and Crew Arrival, VIP Guest arrival, Walking Guest, Confirmed reservation Guest Various Guest services ( Handling Guest Mail and message, Key Control, Paging, safe Deposit Locker, Guest Room Change, Left Luggage Handling, Wakeup call), Guest Complaints ( Types of Guest Complaints, Handling guest Complaints)

UNIT 02: CHECK-OUT AND SETTLEMENTS
Departure Procedures, Mode of Settlement of Bills ( Foreign Exchange, Cash Settlement, Credit Settlement), Potential Check out Problems and Solutions( Late Check-outs, ImproperPosting Of Charges in Guest Folio, Group Check-out, Express Check-out)

UNIT 03 LINEN & UNIFORM ROOMS
Linen Room- Introduction, Linen Room Organization, Activities in Linen Room, Planning of linen, Lay out of Linen Room, Linen Exchange Procedure ( Room Linen, and other outlets), Par Stock, Stock taking procedure & Linen Control, Equipment used in Linen room, Selection Criteria for Different fabrics( Bath Linen; Bed Linen, Soft Furnishing, Table Linen), Calculating Linen Lift Span, Records used in Linen room, Discard of Linen, Recycling or Discarded linen. Uniform Room-Introduction, Layout & Equipment in Uniform Room, Selection and Designing of uniforms, Uniform Management in Hotel Advantage or providing Uniforms ( Hotel and Employee point-or-view), Establishing Par level Of Uniform, Storage of Uniforms, Issuing and exchange Procedures, Sewing Room, Activities sewing Room, Basic Hand stitches(Temporary and Permanent)

UNIT 04: CONTROL DESK
Introduction, File, Formats and Register- Guest Message Register, Key Control Register, Log Book, Key History Register, Maintenance register, SOP, Memo Book; C aq3et Shampooing Register, Baby Sitting Register. Lost and Found Register, Store Indent Book, Room Status Report; Inspection Check list, Work Order form, Accident Report, Room Occupancy Report, Floor Register. Lost and Found Procedures.

UNIT 05: LAUNDRY OPERATIONS
Introduction, Definition, Types of Laundry, Planning and layout of (JPL; Types of Laundry equipment (Laundering equipment, Pressing Equipment, Folding machines, Spotting Units) Laundry Agents or /ids. The Laundry Process ( Pre washing Rinsing Hydro Extraction and Finishing), Stain, Classification of stains, Identification of Stains, Principle of Stain Removal, Stain Removal Procedures, Dry Cleaning Process of Dry Cleaning, Advantages and Limitations of Dry Cleaning Process, Dry Cleaning Materials and agents, Handling Guest Laundry; CareLabels. Preparations of 110t and Cold face rowels
Introduction. Work Environment Safety and Job Safety Analysis, of Safety, Potential Hazards in House Keeping Operations,
Reference Books:

1. Hotel Hostel and Hospital Housekeeping by Joan C Branson & Margaret, Publisher: Arnold
2. The Professional Housekeeper by Madelin Schneider, Georgina Tucker & Mary Scoviak, Publisher: Wiley
4. Front Office (Procedures, Social Skills & Management by Abbott & Lewry, Publisher: Routledge
5. Principles of Hotel Front Office Operations by Baker, Bradlev and Hyton, Publisher: Cengage Learning
6. Managing front Office operations by Michael and Kasavana, Publisher: Al IELI
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1. **Registration Procedures**: Registration Card and its Implications, Format of GRC Format or C-Form, Checking a Guest, Checking Procedure or Walk-in Guest, Confirmed Guaranteed Guest, Group Checking Procedures, Folio and Maintenance of Folio

2. **Check out Procedures**: Checking out of FIT Guest, Checking out of Business Client Group Check out

3. **Settlement Procedures**: Various mode or settlement, Settlement or bills through Cash, Credit, BTC, Settlement of bills through Travel agent Voucher

4. **Linen Handlings**: Identification of linen, Size and types of different linen used in Hotel Setting up or Linen Soil Linen handling

5. **Uniform Room Handling**: Uniform, Sorting or uniform, Storing and issuing or uniforms


7. **Flower Arrangement**: Identification of Flowers and Foliage, Equipment used in flower arrangement, Guidelines for making flower arrangement, Different types or Flower arrangement
SEMESTER-V

COURSE 5: ROOMS DIVISION MANAGEMENT

Theory: 4 Credits: 4 5 hrs/week

UNIT -I: MANAGING HUMAN RESOURCES, TRAINING AND SCHEDULING F/O & HK STAFF
Preparing job lists and job descriptions for front office and housekeeping staff, Source of internal and external recruiting, Role of executive housekeeper and front office manager in selecting staff orientation process — the role of the ex. HK and FOM, Developing job breakdowns for the H.K and F_O job positions, Skills training - the four step using method (prepare, present, practice, follow up), Developing staffing guides for room attendants, supervisors, general workers Alternative scheduling techniques— (part-time employees, flexible work hour compressed schedules, job sharing Cross training and Incentive programs)

UNIT -II: PLANNING OF FRONT OFFICE OPERATIONS
Identify and describe the functions of management with relation to front office and housekeeping department. Establishing room rates through market condition approach rule of thumb approach and the Hubbart formula. Forecasting room availability, forecasting data, percentage of walk ins, percentage of overstays, percentage of No-shows, percentage of under stays, percentage of early arrivals, forecast formula, forecast forms, importance of forecasting. Budgeting for front office forecasting room revenue, estimating expenses

UNIT III: HOUSE KEEPING CONTROLS
Establishing par levels and inventories/ control of linen & uniform, guest loan items, machines & equipment, cleaning supplies, guest supplies, The role of the housekeeper in planning operating and capital budgets, Budgeting housekeeping expenses Controlling expense, Purchasing systems

UNIT IV: MEASURING PERFORMANCE IN THE ROOMS DIVISION
Importance and calculation of operational statistics, Percentage of single occupancy, Percentage if multiple occupancy, Percentage if domestic and foreign occupancies, ARR of ADR Average rate per guest. Average length or stay, Rev PAR Daily operations report its importance Sales Mix or Clientele Mix, its calculation,

UNIT V: REVENUE MANAGEMENT
The concept of revenue management, Hotel industry applications — capacity management, discount allocation, duration control, Measuring Yield — potential average Single rate, potential average double rate, rate spread, multiple occupancy, potential average rate, room rate achievement factor, Yield statistics Elements of Revenue Management group room sales, transient room sales, food and beverage activity, special events, Using revenue management Potential high and low demand tactics
Reference Books:

1. From Office Operations And Management, Ahmed Ismail, Thomson Delmar, 2002
2. Housekeeping Management, Margaret M Kappa, F.iah & La, 2nd Ed./ 1997
3. Hotel Hostel & Hospital Housekeeping, Joan C Branson, Margaret Hodder & Stoughton, 5th Ed./2003
SEMESTER-V

COURSE 6: HOSPITALITY MARKETING

Theory Credits: 4 5 hrs/week

UNIT 1: HOSPITALITY AS A PRODUCT
Defining the hospitality as a product, difference between goods and services

UNIT 2: INTRODUCTION
Hospitality industry, contribution to Indian economy, growth potential

UNIT 3: MARKETING
Basic concepts, needs, wants, demand, transaction. value and satisfaction in hospitality industry, marketing philosophies. application of these concepts in hospitality industry.

UNIT 4: MARKETING ENVIRONMENT
Need and trend analysis and marketing effectiveness, SWOT analysis for hospitality industry.

UNIT 5: Product, levels of product. expected augmented, potential. tangible and intangible products, product mix in hospitality industry, Product strategy & Service strategy in the hospitality industry

Reference
1. Services marketing by Zeital Valerie
2. Delivery of quality service by Passasuraman and Bitner
3. Service marketing by Ravi Shankar
4. Marketing for hospitality industry by Roberts
5. Marketing leadership in hospitality by Robert Lewis
6. Marketing Management Philip Kotler