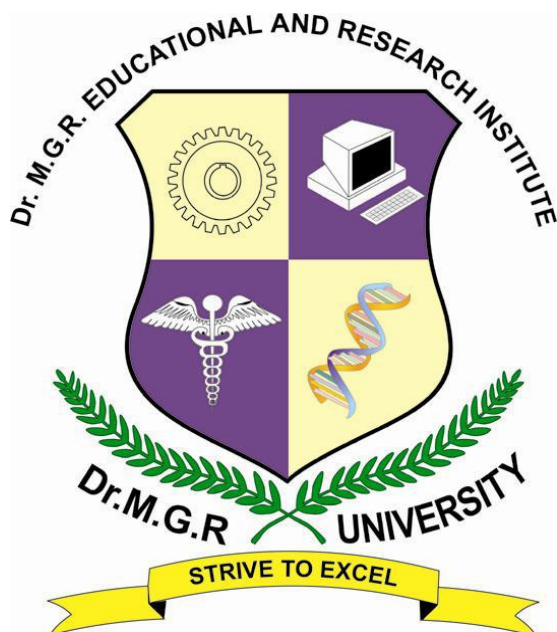




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FACULTY OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY

B.SC HOTEL MANAGEMENT AND CATERING

Curriculum and syllabus

Under New Regulations 2017

(For the batches starting from June 2017 Onwards)

SEMESTER – I (2017) - New Syllabus						
S. No	Subject Code.	Subject	L	T	P	C
1	BEN17H01	Technical English – I	2	0	0	2
2	BEN17HL1	Basic Food Production & Patisserie – I	3	0	0	3
3	BHM17001	Basic Food & Beverage Service – I	3	0	0	3
4	BHM17002	Basic Front Office Operations – I	2	0	0	2
5	BHM17003	Basic Accommodation Operations – I	2	0	0	2
6	BHM17004	Food Science, Nutrition and Food Safety – I	2	0	0	2
7	BHM17005	Communicative English Practical – I	0	0	2	1
8	BHM17L01	Basic Food Production & Patisserie Practical – I	0	0	8	3
9	BHM17L02	Basic Food & Beverage Service Practical – I	0	0	2	1
10	BHM17L03	Basic Front Office Operations Practical – I	0	0	2	1
11	BHM17L04	Basic Accommodation Operation Practical – I	0	0	2	1
12	BMG17HL1	Personality Development Practical – I	0	0	3	1
Total			14	0	19	22

SEMESTER – II						
S. No	Subject Code.	Subject	L	T	P	C
1	BEN17H02	Technical English –II	2	0	0	2
2	BEN17HL2	Basic Food Production & Patisserie – II	3	0	0	3
3	BFR17L01	Basic Food & Beverage Service – II	3	0	0	3
4	BHM17006	Basic Front Office Operations – II	2	0	0	2
5	BHM17007	Basic Accommodation Operations – II	3	0	0	3
6	BHM17008	Food Science, Nutrition and Food Safety – II	2	0	0	2
7	BHM17009	Communicative English Practical – II	0	0	2	1
8	BHM17010	Communicative French Practical – II	0	0	2	1
9	BHM17L05	Basic Food Production & Patisserie Practical – II	0	0	8	3
10	BHM17L06	Basic Food & Beverage Service Practical – II	0	0	2	1
11	BHM17L07	Basic Front Office Operations Practical – II	0	0	2	1
12	BHM17L08	Basic Accommodation Operations Practical – II	0	0	2	1
13	BMG17HL2	Personality Development Practical – II	0	0	3	1
Total			12	0	21	24



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SEMESTER – III

S. No	Subject Code.	Subject	L	T	P	C
1	BHM17011	Quantity Food Production Operations	3	0	0	3
2	BHM17012	Food and Beverage Operations	3	0	0	3
3	BHM17013	Front Office Operations	3	0	0	3
4	BHM17014	Advanced Accommodation Operations	2	0	0	2
5	BMG17H01	Hospitality Accounts	2	2	0	4
6	BMG17H02	Introduction to Management	2	0	0	2
7	BFR17L02	Communicative French Practical – II	0	0	2	1
8	BHM17L09	Quantity Food Production Operations practical	0	0	8	3
9	BHM17L10	Food and Beverage Operations Practical	0	0	2	1
10	BHM17L11	Front Office Operations Practical	0	0	2	1
11	BHM17L12	Advanced Accommodation Operations practical	0	0	2	1
12	BCS17HL1	Fundamentals of Computer Practical – I	0	0	3	1
Total			15	2	19	25

SEMESTER - IV

S. No	Subject Code.	Subject	L	T	P	C
1	BHM17L13	Industrial Exposure Training 22 Weeks in a 4/5 star Category hotel	0	0	0	8
2	BHM17L14	Comprehensive Viva-Voce	0	0	0	2
Total			0	0	0	10



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SEMESTER - V

S. No	Subject Code.	Subject	L	T	P	C
1	BHM17015	International Cuisine & Food Production Management	2	0	0	2
2	BHM17016	Advanced Food & Beverage Service	3	0	0	3
3	BMG17H03	Hospitality & Services Marketing	3	0	0	3
4	BMG17H04	Entrepreneurial Development	3	0	0	3
5	BMG17H05	Research Methodology	3	0	0	3
6	BHM17018	Tourism and Travel Management	3	0	0	3
7	BMG17H06	Hotel Costing & Financial Management	2	1	0	3
8	BHM17L15	International Cuisine & Food Production Management Practical	0	0	8	3
9	BHM17L16	Advanced Food & Beverage Service Practical	0	0	2	1
Total			19	1	10	24

SEMESTER - VI

S. No	Subject Code.	Subject	L	T	P	C
1	BHM17019	Hotel Information System	1	2	0	3
2	BHM17020	Front Office Management	3	0	0	3
3	BHM17021	Accommodation Management	3	0	0	3
4	BHM17022	Advanced Food Production	2	0	0	2
5	BMG17H07	Human Resource Management	4	0	0	4
6	BHM17023	Food & Beverage Controls	3	0	0	3
7	BHM17L17	Advanced Food Production Practical	0	0	8	2
8	BHM17L18	Research Project	0	0	6	2
9	BHM17L19	Hotel Information System Practical	0	0	2	1
10	BMG17HL2	Personality Development Practical – III	0	0	6	2
Total			16	2	22	25



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SEMESTER – I						
S. No	Subject Code.	Subject	L	T	P	C
1	BEN17H01	Technical English – I	2	0	0	2
2	BEN17HL1	Basic Food Production & Patisserie – I	3	0	0	3
3	BHM17001	Basic Food & Beverage Service – I	3	0	0	3
4	BHM17002	Basic Front Office Operations – I	2	0	0	2
5	BHM17003	Basic Accommodation Operations – I	2	0	0	2
6	BHM17004	Food Science, Nutrition and Food Safety – I	2	0	0	2
7	BHM17005	Communicative English Practical – I	0	0	2	1
8	BHM17L01	Basic Food Production & Patisserie Practical – I	0	0	8	3
9	BHM17L02	Basic Food & Beverage Service Practical – I	0	0	2	1
10	BHM17L03	Basic Front Office Operations Practical – I	0	0	2	1
11	BHM17L04	Basic Accommodation Operation Practical – I	0	0	2	1
12	BMG17HL1	Personality Development Practical – I	0	0	3	1
Total			14	0	19	22



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Subject Code:
BEN17H01

1. TECHNICAL ENGLISH – I

L	T	P	C
2	0	0	2

OBJECTIVES:

The syllabus aims at

1. Equipping the students for effective interaction with people in all situations both academic and professional
2. Preparing them for placement interviews
3. Strengthening the vocabulary for use in both technical and business situations.

Unit – I

10 Hours

Vocabulary (meanings, synonyms, antonyms) – affixes (prefixes and suffixes) – word formation – nominal compounds, expanding using numbers and approximation – verbs (tenses, auxiliaries, modals) – concord – voice, impersonal passive voice – infinitives, gerunds – questions yes/no, tag)

Unit – II

10 Hours

Prepositions, prepositional phrases, preposition relative pronouns – phrasal verbs and idioms – adjectives, degree of comparison – connectives – ‘if’ clauses – cause and effect – imperatives and requests – letter writing, formal, seeking permission to undergo practical training ,letter to the editor, job application, calling for quotation ,placing orders and complaints.



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Unit – III

10 Hours

LISTENING

Speech sounds, pronunciation, word stress, role play-buying and selling a product – making arrangements for a meeting – listening to monologues and short conversation based on a variety of sources including interviews, listening to people, listening to instructions, listening to longer texts to gather clues and prompts relating to purpose.

Unit – IV

10 Hours

SPEAKING

Conducting and participating in meetings, comparing, welcome speech, vote of thanks, sums up the speech – greeting friends and strangers, situational conversations, asking for and giving information, agreeing and disagreeing.

Unit – V

10 Hours

READING AND WRITING

Reading articles from magazines and newspapers – extracting relevant information from the texts by skimming and scanning for specific information – Instruction, Recommendation – Comprehension – Précis – Interpretation tables & Flow charts

TOTAL NUMBER OF HOURS: 50



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Reference Books:

- Mc Carthy, Michael et.al –English vocabulary in use-advanced-Cambridge University press
- Hancock, Mark English Pronunciation in use –Cambridge University Press, 2011
- Dutt P. Kiranmani Basic Communication skills, 2008
- BEC Preliminary, Cambridge University Press, Newyork, 2002
- Comfort Jeremy, et.al.-‘speaking effectively: Developing speaking skills for Business English.’ Cambridge University Press, Cambridge 1984
- Mohan, Krishna and Meera Bannerji’ Developing Communication skills, ‘Macmillan India Ltd., Chennai, 2001
- Richards, Jack’s ‘New Interchange English for International Communication, Foundation Books Put, Ltd., New Delhi, 2006.



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Subject Code:
BHM17001

2. BASIC FOOD PRODUCTION & PATISSERIE – I

L	T	P	C
3	0	0	3

Unit – I

10 Hours

Introduction to cookery – Levels of skills and experiences – Attitudes and behavior in the kitchen – Personal hygiene – Uniforms & protective clothing – Safety procedure in handling equipment – Origin of modern cookery – Introduction to perishables and non perishables uses.

Unit – II

10 Hours

Hierarchy area of department and kitchen – Classical Brigade – professional staffing in various category hotels. Roles of executive chef – Duties and responsibilities of various chefs – Cooperation with other departments – Culinary terms.

Measuring Ingredients and calculations – International Patisserie, Cake Formula & Assembly: Students will explore pâte á choux, stirred and baked custards, Bavarians and mousses.

Unit -III

10 Hours

Aims & objects of cooking food – Various textures – modern trends in industry – Various consistencies – Techniques used in pre – preparation & preparation.

Methods of cooking food – Roasting – Grilling- Frying-Baking – Broiling – Poaching – Boiling – Moist heat method – dry heat method – sous vide cooking – smoking – curing

Principles of each of the above – Care and precautions to be taken – Selection of food for each type of cooking.



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Unit -IV

10 Hours

Vegetable and fruit cookery Introduction – classification of vegetables – Pigments and color changes – Effects of heat on vegetables – Cuts of vegetables – Classification of fruits – Uses of fruit in cookery – Salads and salad dressings

Stocks – Definition of stock – Types of stock – Preparation of stock – Recipes – Storage of stocks uses of stocks – Care and precautions – SAUCES Classification of sauces – Recipes for mother sauces – Storage & precautions

SOUPS – Classification with examples – Basic recipes of Consommé with 10 Garnishes

Unit -V

10 Hours

Egg cookery – Introduction to egg cookery – Structure of an egg – Selection of egg – Uses of egg in cookery – Shortenings (Fats & Oils) – Role of Shortenings – Varieties of Shortenings – Advantages and Disadvantages of using various Shortenings – Fats & Oil – Types, varieties – Raising Agents – Classification of Raising Agents – Role of Raising Agents – Actions and Reactions – Thickening Agents – Classification of thickening agents – Role of Thickening agents – Sugar – Importance of Sugar – Types of Sugar – Cooking of Sugar – various

TOTAL NUMBER OF HOURS: 50

Reference Books:

- Food Production Operations –Parvinder S.Bali
- The Essential Culinary Guide: Chef Soundararajan
- Theory of catering: Kinton and cessarani
- Practical Cookery: Kinton and cessarani
- Theory of Cookery: Krishna Arora
- Modern Cooking for teaching and track VOL – I and VOL – II Thangamphilp
- The Book of Ingredients Introduction. Jane Garigson
- The Pastry Chef, William J Sultan



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Subject Code:
BHM17002

3. BASIC FOOD & BEVERAGE SERVICE - I

L	T	P	C
3	0	0	3

Unit – I

10 Hours

The Hotel & Catering Industry: Introduction to the Hotel Industry & Growth of Hotel Industry in India – Role of Catering establishments in the Travel/Tourism industry – Types of F&B Operations

Classification of Commercial, Residential/Non – Residential – Welfare Catering – Industrial/Institutional/Transport such as air, road, rail, sea, etc.

Structure of the catering industry-a brief description of each.

Unit – II

10 Hours

Departmental organization & staffing: Organization of F&B department of hotel – Principal staff of various types of F&B operations

Banquet Introduction – Organization structure – Layout of a Banquet Department – Duties and responsibilities of each staff.

French terms related to F&B staff – Duties and responsibilities of F&B staff – Attributes of waiter – interdepartmental relationship (With in Food & Beverage and other department)



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Unit – III

10 Hours

Food Service areas (F & B Outlets): Specialty Restaurant – Coffee Shop – Cafeteria – Fast Food (Quick Service Restaurants) – Grill Room-Banquets – Bar – Vending Machines – Discotheque.

Ancillary Departments – Pantry – Food pick – up area – Store – Linen room – Kitchen stewarding.

Unit-IV

10 Hours

Food & Beverage Service Equipment: Familiarization & Selection factors of Cutlery, crockery, glassware, Flatware, Hollowware – all other equipment used in F&B Service. French terms related to the above.

Unit – V

10 Hours

Non – Alcoholic Beverages: Classification (Nourishing, Stimulating, and Refreshing beverages) – Tea: origin & manufacture, types & brands – Coffee: origin & manufacture, types & Brands – Juices and Soft Drinks – Cocoa – Malted Beverages: origin & manufacture

TOTAL NUMBER OF HOURS: 50

Reference Books:

1. Food & Beverage service Training Manual-Sudhir Andrews, Tata McGraw hill.
2. Food & Beverage service- Lillicrap & Cousins, ELBS.
3. Modern Restaurant Service- John Fuller, Hutchinson
4. Food & Beverage Management- Brian Varghese
5. Introduction Food & Beverage service- Brown, Heppner & Deegan
6. Professional Food & Beverage Management- Brian Varghese
7. Managing Food & Beverage Operations-SK Bhatnagar



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Subject Code:
BHM17003

4. BASIC FRONT OFFICE OPERATIONS – I

L	T	P	C
2	0	0	2

Unit – I

10 Hours

Introduction to Hotel & Catering Industry: History of Travel, History of Hotels, History of Motels, Introduction & Origin of Hospitality Industry, Development, Growth & Evolution of Hotel Industry, Landmarks in the Growth of Hotel Industry, Role of Tour Operators and Travel Agents, Thomas Cook, ITDC, History of International Chain Associations, History of Motels, Purpose of Travel, Various Departments in a Large Hotel.

Unit – II

10 Hours

Front Office Department: Functions of Front Office, Organization Chart of a Large & Small Hotel, Time Share Hotels, Referral Chains, Condominiums, Boutique Hotels, Retirement Hotels, Role of Airlines.

Unit – III

10 Hours

Duties and Responsibilities of Front Office Personal: Attributes of Front Office personal, Department of Front Office and their layout Reception, Back Office, and Bell Desk (Guest Arrival, Departure, and Scanty Baggage Procedure) Equipments & Furniture.

Unit – IV

10 Hours

Classification of Hotels: General classification of Hotels based on size, Location, Length of stay, facilities available, clientele and commercial hotel, types of facilities provided in resorts.



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Unit – V

10 Hours

Types of Room: Ordinary room-Differentiate between types of room i.e. Single, Double, twin, twin doubled, Hollywood, twin bedded room – Suites – Parlors, Studio Room, Suites, facilities and decor provided in suite types of Suite Junior and Duplex – Other types of rooms-Efficiency room's hospitality rooms, inter connecting room, pent house and cabana.

TOTAL NUMBER OF HOURS: 50

Reference Books:-

1. Hotel Front Office Training Manual – Sudhir Andrews
2. Hotel Front Office Operations and Management – Jatashankar R. Tewari
3. Front Office Management – S.K. Bhatnagar



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Subject Code:
BHM17004

5. BASIC ACCOMMODATION OPERATIONS – I

L	T	P	C
2	0	0	2

Unit- I

10 Hours

Introduction to Housekeeping:

Role Housekeeping in hospitality Industry: Layout and organizational structure of – housekeeping department (Small Hotels – Medium Hotels – Large Hotels)
Housekeeping activities at Control desk

Types of rooms: Definitions, dimensions – Ordinary (Single, double, studio, double executive) Suites (Executives, Duplex, Deluxe, Presidential, Penthouse) other types (e.g. cabana, Hollywood, Parlor, etc.)

Departmental relationship: Front office – Food and Beverage Service – Maintenance – Security – Store & Purchase – Accounts – Human Resource Department.

Unit – II

10 Hours

Job description of housekeeping personnel: Definition of job description & job specification – Introduction to job description – Executive housekeeper – Assistant housekeeper – Floor supervisor – Night Supervisor – Public Area supervisor – Linen/Uniform room supervisor – Room attendant – Houseman – Head Gardner – Tailor – Cloakroom attendant.

Job Routines: Morning, Late duty and Night Shift routine duties explaining records maintained (i.e. Room inspection, check list, Housekeepers, Report, Floor registrar, Stores Requisition, Linen Exchange Book)

Record of special cleaning and Major jobs done: Store keeper – Tasks performed and records maintained. Houseman – Routine duties – A brief explanation of duties of linen and laundry staff.



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Unit – III

10 Hours

Classification and types of equipments: with diagram – Brushes / Brooms – Mops, Dusters, Pushers – Mechanical – Squeezes – Vacuum cleaner – Shampooing Machine – Floor Brushing Machine – Auto scrubbers

Care and Use of the equipments: Safety procedures while handling Machinery – Safety at work Process.

Machine Room: Floor pantry – House Keeping Stores – Records Maintained

Unit – IV

10 Hours

Cleaning Agents: Classification (Water – Hard and soft, soaps, detergents and alkalis, acids, solvents, absorbers, deodorants, disinfections seals and polish compositions)

Professional Cleaning Chemical used in Hotel & Hospitality Industry – Taski

Use, care and storage –Distribution and Storage – Usage of PPE & Dilution Process

Unit – V

10 Hours

Operational areas of Housekeeping department: In – Guest rooms and Floor pantry operations – Corridors – Public Area, lobby, lounge, and restrooms – Poolside.

Cleaning procedures and frequency – Guest rooms – Checkout room – Occupied room – Vacant room – Evening service – Super room cleaning

Cleaning Schedules: Daily Cleaning and records maintained – Public area – Schedules and records – Corridors – Pool area – Office area – Lobby – Lounge – Food and Beverage outlets – Shopping arcade Health club – Elevators / Escalators

TOTAL NUMBER OF HOURS: 50



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Reference Books:-

- Joan C. Branson - Hotel, Hostel and Hospital Housekeeping ELBS
- Margaret M.Kappachhe - Housekeeping Management AHMA Edu INST
- Sudhir Andrews - Hotel Housekeeping Training Manual Tata Mc Graw Hill
- Smritee Raghubalan – Hotel Housekeeping operations and Management, Second Edition



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Subject Code:
BHM17005

6. FOOD SCIENCE, NUTRITION & FOOD SAFETY - I

L	T	P	C
2	0	0	2

Unit – I

10 Hours

Introduction – Definition of the terms Health, Nutrition, Nutrients, Functions of Food to Man (physiological, Psychological and Social Function of food) in maintaining good health, classification of Nutrients and Foods.

Energy – Calorie – definition – energy requirements for various age groups – Concept of BMR, Factors affecting BMR, SDA .Concept of Energy Balance.

Unit – II

10 Hours

Carbohydrates – Composition, classification (Mono, di and Polysaccharides) – Functions – Food sources – Significance of dietary fiber (prevention/treatment of disease) Daily requirements, excess and deficiency. Significance of dietary Fiber (Prevention/Treatment of disease) Functions of Dietary Fiber, Sources of Dietary Fibers Artificial Sweeteners.

Lipids – composition, Classification – Functions – Food sources Fatty acids (Saturated and Unsaturated Fats) Essential and Non Essential Fatty Acids, PUFA, MUFA– Daily requirements, excess and deficiency, Cholesterol – Dietary Sources Lipids-Invisible & Visible Fats, Antioxidants. Water – importance, water balance, Functions deficiency, ORT, Water- Daily Intake of water/Daily Loss of Body water – Daily Requirement – Dehydration – Oral Rehydration Solution (ORS)

Unit – III

10 Hours

Proteins – Composition, Classification based on Structure, Characterization and function, Classification based on Amino acid composition (EAA, NEAA Complete and Incomplete Protein) Functions, Food sources and daily requirements – excess and deficiency.



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Vitamins Definition and Classification (Water & Fat Soluble Vitamins)

Food Sources, Functions, deficiency and significance of

1. Fat soluble Vitamins (Vitamins A, D, E, K.)
2. Water Soluble Vitamins (Vitamin B complex and Vitamin C)

Minerals – Definition and Classification (Major and Minor), Functions, Food sources deficiency and excess of Calcium, Iron, Iodine, Fluorine, sodium excess and deficiency.

Unit – IV

10 Hours

Action of heat-Changes to carbohydrates (Ret gradation, Dextrinization), Lipids (Rancidity – Types of Rancidity, Prevention of Rancidity, Flavour Reversion, Hydrogenation of Oils, Commercial uses of fats and oils, Denaturation of Proteins – Commercial Uses of Proteins. Use of Carbohydrates in Food Preparation – Role of Protein in Bread Making, Textured Vegetable Protein (TVP) Trans fatty acids, Role of Phytochemicals.

Unit – V

10 Hours

Introduction to Food Microbiology – its importance in relation to Food handling, Safe Food Handling, Food Adulteration, Definition – Adulterant, Types of adulterant, Simple test to detect adulterant and Consumer education. Food Laws, FPO, MPO, AGMARK, Misbranding, ISI, etc, Metallic Contamination, Contamination by Pest and Pesticide Residues – Packaging Hazards Nutritional Evaluation of Newly Launched Products – Convenience Foods (Basic Product, Ready to cook Product, Ready to use product, Precooked Product, Table Ready Product) Significance of Nutritional Labeling.

TOTAL NUMBER OF HOURS: 50



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Reference Books:-

1. Davidson C.H. Normal and Therapeutic Nutrition Oxford IBH Publishing. Calcutta 1986.
2. N. Swamination – Essentials of Food & Nutrition.
3. Food Science- Sumathi R Mudambi
4. Dr. M. Swaminathan – Hand book of Food and Nutrition
5. George J Banwart -Basic food Microbiology
6. Jill Trickkott – Food Hygiene for Food Handlers
7. Food Science and Nutrition –Sunetra Roday
8. Food Safety - Dr.Ramesh.V.Bhat & R.Nageshwara Rao
9. Food Science –B.Srilakshmi



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Subject Code:
BEN17HL1

7. COMMUNICATIVE ENGLISH PRACTICAL – I

L	T	P	C
2	0	0	1

The Language Practical I focus on the production and practice of sounds of language and familiarizes the students with the use of English in everyday situations and contexts.

OBJECTIVES

The syllabus aims

1. To make students recognize the sounds of English through Practice and Computer Software.
2. To help them overcome their inhibitions and self- consciousness while speaking in English and to build their confidence. The focus shall be on fluency and accuracy.
3. To enable them to speak English correctly with focus on stress and intonation.

Unit – I

1. Introduction to the Sounds of English- Vowels, Diphthongs & Consonants.
2. Introduction to Stress and Intonation.
3. Situational Dialogues / Role Play

Unit – II

1. Oral Presentations- Prepared and Extempore.
2. 'Just A Minute' Sessions (JAM).
3. Describing Objects / Situations / People.



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Unit – III

1. Information Transfer
2. Debate
3. Telephoning Skills.
4. Giving Directions.

Unit – IV

1. Anecdotes
2. Practice in welcome speech,
3. Role play activities using different speech functions

References Book:

Spoken English (CIEFL) in 3 volumes with 6 cassettes, OUP.

1. English Pronouncing Dictionary Daniel Jones Current Edition with CD.
2. Spoken English- R. K. Bansal and J. B. Harrison, Orient Longman 2006 Edn.
3. A Practical course in English Pronunciation, (with two Audio cassettes) by J. Sethi, Kamlesh Sadanand & D.V. Jindal,
4. Prentice-Hall of India Pvt. Ltd., New Delhi.
5. A text book of English Phonetics for Indian Students by T.Balasubramanian (Macmillan)
6. English Skills for Technical Students, WBSCTE with British Council, OL



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MARKING SCHEME FOR PRACTICAL EXAMINATION

Duration 03:00hrs

1. Uniform & Grooming	10
2. Courtesy & Manners	10
3. Speech and Communication	30
4. Technical Knowledge	30
5. Practical Situation Handling	30
6. Journal	10

100 Marks

Note:

1. Speech Communication Courtesy and Manners should be observed throughout.
2. 50 technical questions to prepared in advance, covering the entire syllabus.
3. Practical situations – at least 10 situations be made representing all aspects of the syllabus.



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Subject Code:
BHM17L01

8. BASIC FOOD PRODUCTION & PATISSERIE

L	T	P	C
0	0	8	3

PRACTICAL – I

1. Understanding Meat, Poultry and Game: Meat basics, Inspection and Grading, Markets forms of Meat and poultry, Physical and Chemical Characteristics of meats, Classification of Meats, Variety and Kosher meat, Types of Poultry and game.
2. Vegetable and Fruit Cookery: General guidelines, Production Methods, Availability and Seasonality, Classification of Fruits and Vegetables, Cooking with vegetables.

PART ‘A’ - COOKERY

HOURS ALLOTTED: 60 MAXIMUM MARKS: 50

S.No	Topic	Method	Hours
1	i) Equipments - Identification, Description, Uses & handling ii) Hygiene - Kitchen etiquettes, Practices & knife handling iii) Safety and security in kitchen	Demonstrations & simple applications	04
2	i) Vegetables - classification ii) Cuts - julienne, jardinière, macedoines, brunoise, payssane, mignonnete, dices, cubes, shred, mirepoix iii) Preparation of salad dressings	Demonstrations & simple applications by students	04
3	Identification and Selection of Ingredients - Qualitative and quantitative measures.	Market survey/tour	04



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4	i) Basic Cooking methods and pre-preparations ii) Blanching of Tomatoes and Capsicum iii) Preparation of concasse iv) Boiling (potatoes, Beans, Cauliflower, etc) v) Frying - (deep frying, shallow frying, sautéing) Aubergines, Potatoes, etc. vi) Braising - Onions, Leeks, Cabbage vii) Starch cooking (Rice, Pasta, Potatoes)	Demonstrations & simple applications by students	04
5	i) Stocks - Types of stocks (White and Brown stock) ii) Fish stock iii) Emergency stock iv) Fungi stock	Demonstrations & simple applications by students	04
6	Sauces - Basic mother sauces <ul style="list-style-type: none">• Béchamel• Espagnole• Veloute• Hollandaise• Mayonnaise• Tomato	Demonstrations & simple applications	04
7	Egg cookery - Preparation of variety of egg dishes <ul style="list-style-type: none">• Boiled (Soft & Hard)• Fried (Sunny side up, Single fried, Bull's Eye, Double fried)• Poaches• Scrambled• Omelette (Plain, Stuffed, Spanish)• En cocotte (eggs Benedict)	Demonstrations & simple applications by students	04
8	Demonstration & Preparation of simple menu	Demonstrations & simple applications by students	04



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9	<p>Simple Salads & Soups:</p> <ul style="list-style-type: none">• Cole slaw,• Potato salad,• Beet root salad,• Green salad,• Fruit salad• Consommé <p>Simple Egg preparations:</p> <ul style="list-style-type: none">• Scotch egg,• Assorted omelletes,• Oeuf Florentine• Oeuf Benedict• Oeuf Farci• Oeuf Portugese• Oeuf Deur Mayonnaise <p>Simple potato preparations</p> <ul style="list-style-type: none">• Baked potatoes• Mashed potatoes• French fries• Roasted potatoes• Boiled potatoes• Lyonnaise potatoes• Allumettes <p>Vegetable preparations</p> <ul style="list-style-type: none">• Boiled vegetables• Glazed vegetables• Fried vegetables• Stewed vegetables.	Demonstration by instructor and applications by students	28
Total		60 Hrs	



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PART 'B' - BAKERY & PATISSERIE

HOURS ALLOTTED: 60

MAXIMUM MARKS: 50

S.No	Topic	Method	Hours
1	Equipments <ul style="list-style-type: none">• Identification• Uses and handling Ingredients - Qualitative and quantitative measures	Demonstration by instructor and applications by students	04
2	BREAD MAKING <ul style="list-style-type: none">• Demonstration & Preparation of Simple and enriched bread recipes• Bread Loaf (White and Brown)• Bread Rolls (Various shapes)• French Bread• Brioche	Demonstration by instructor and applications by students	10
3	SIMPLE CAKES <ul style="list-style-type: none">• Demonstration & Preparation of Simple and enriched Cakes, recipes• Sponge, Genoise, Fatless, Swiss roll• Fruit Cake• Rich Cakes• Dundee• Madeira		10



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4	SIMPLE COOKIES <ul style="list-style-type: none">• Demonstration and Preparation of simple cookies like• Nan Khatai• Golden Goodies• Melting moments• Swiss tart• Tri colour biscuits• Chocolate chip• Cookies• Chocolate Cream Fingers• Bachelor Buttons	Demonstration by instructor and applications by students	16
5	HOT / COLD DESSERTS <ul style="list-style-type: none">• Caramel Custard,• Bread and Butter Pudding• Queen of Pudding• Soufflé – Lemon / Pineapple• Mousse (Chocolate Coffee)• Bavaroise• Diplomat Pudding• Apricot Pudding	Demonstration by instructor and applications by students	20
Total Hrs.			60 Hrs



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MARKING SCHEME FOR PRACTICAL EXAMINATION

DURATION 04.00HRS

All Technical Skills to be tested as listed in the syllabus

	MARKS
1. Uniform	: 10
2. Grooming	: 10
3. Journal	: 10
4. Viva Voce	: 10
5. Dishes	: 50
6. Scullery	: 10
Total	: 100

NOTE:

1. International chefs wear with cap, double breast, coat and checked trousers must be cleaned washed and ironed.
2. Must have a short crew cut, shaved with trimmed mustache.
3. On daily basis with costing method and step by step plan
4. Standard specification recipe with correct measurements
5. You must be able to explain with description dishes and plan of work
6. On completion of the day's work, the work and will be inspected and marked accordingly.



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Subject Code:
BHM17L02

9. BASIC FOOD AND BEVERAGE SERVICE PRACTICAL –I

L	T	P	C
0	0	2	1

1. Food Service areas- Introduction & Profile of the areas
2. Ancillary F & B Service areas – Induction & Profile of the areas.
3. Familiarization of F & B Service equipment.
4. Care & Maintenance of F & B Service equipment
5. Cleaning / polishing of EPNS items by: Plate Powder method, polivit method, Silver Dip method, Burnishing machine.
6. Basic Technical Skills

Task-01: Holding Service Spoon & Fork

Task-02: Carrying a Tray / Salver

Task-03: Laying a Table Cloth

Task-04: Changing a Table Cloth during service

Task-05: Placing meal plates & Clearing soiled plates

Task-06: Stocking Sideboard

Task-07: Service of Water

Task-08: Using Service Plate & Crumbing Down

Task-09: Napkin Folds



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Task-10: Changing dirty ashtray

Task-11: Cleaning & polishing glassware

7. Tea- Preparation & service

8. Coffee-Preparation & service

9. Juices & Soft Drinks-Preparation & Service:

- Mock tails
- Juices, Soft drinks, Mineral Water, Tonic water.

10.Cocoa & Malted Beverages- Preparation & Service

Reference books:

1. Food & Beverage service Training Manual-Sudhir Andrews, Tata McGraw hill.
2. Food & Beverage service- Lillicrap & Cousins, ELBS.
3. Modern Restaurant Service- John Fuller, Hutchinson
4. Food & Beverage Management- Brian Varghese
5. Introduction Food & Beverage service- Brown, Heppner & Deegan
6. Professional Food & Beverage Management- Brian Varghese
7. Managing Food & Beverage Operations-SK Bhatnagar

MARKING SCHEME FOR PRACTICAL EXAMINATION

DURATION 03.00HRS

All Technical Skills to be tested as listed in the syllabus

MARKS

1. Uniform / Grooming	:	10
2. Service Equipment Knowledge / Identification	:	20
3. Care Cleaning & Polishing of Service equipment	:	20
4. Service skills / tasks	:	20
5. Beverage service Tea/ Coffee/ Soft drinks	:	20
6. Journal	:	10
		100



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NOTE:

1. The examination should test skills and knowledge of the students by assigning sets of tasks as listed in the practical syllabus under each category.
2. During table service each guest should pose one question to the candidate on the item being served. The invigilators can brief guests prior to service.



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Subject Code:
BHM17L03

10. BASIC FRONT OFFICE OPERATIONS PRACTICAL - I

L	T	P	C
0	0	2	1

Students should know in detail how to operate computer systems in Front Office, knowledge of check in, Check out, Group Arrivals, Reservation, Registration, Block Rooms, Vacant rooms, Out of order Room, Occupancy Report through the computer.

Handling of guest mails, pre arrival of guests, during the stay of the guest, after the departure of the guest.

Practice on providing information about importation tourist places, airline offices, railway timing, travel agent office, Hotels, eating places, church, cinema, temples, mosques, wild life, post office, air timings, dealing with various types of guests including sick guests.

- Identification of various performs and use of them.
- Concerning the arrivals of VIP, individuals and group
- Practice on preparation departure procedure.
- Practical work on computerized room management.
- General knowledge about tourist places.
- Front office reports like errand card, bell captain movement list, reservation, discrepancy, room status report, SB Register, registration card, amenities voucher.
- Telephone manners of DO's and Don'ts.
- Situation handling of guest complaints.
- Viva-voce
- Group discussion.



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Role Play

* Reservations, Arrivals, Luggage Handling, Message & Mail Handling, Paging.

MARKING SCHEME FOR PRACTICAL EXAMINATION

Duration 03:00hrs

1. Uniform & Grooming	10
2. Courtesy & Manners	10
3. Speech and Communication	10
4. Technical Knowledge	20
5. Practical Situation Handling	40
6. Journal	10

100 Marks

Note:

1. Speech Communication Courtesy and Manners should be observed throughout.
2. 200 technical questions to prepared in advance, covering the entire syllabus.
3. Practical situations – at least 25 situations be made representing all aspects of the syllabus.



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Subject Code:
BHM17L04

11. BASIC ACCOMMODATION OPERATIONS PRACTICAL – I

L	T	P	C
0	0	2	1

1. Sample Layout of Guest Rooms
Single room – Double rooms – Twin room – Suite.
2. Guest Room Supplies and Position
Standard room – Suite – VIP room special amenities.
3. Cleaning Equipment – (Manual and Mechanical)
Familiarization-Different parts-Function-Care and maintenance.
4. Cleaning Agent
Familiarization according to classification-Function.
5. Public Area Cleaning (Cleaning Different Surface)
Wood: polished, painted, Laminated.
Silver/EPNS: Plate powder method, Polivit method, Proprietary solution (Silvo).
Brass: Traditional/domestic 1 Method, Proprietary solution 1 (brasso).
Glass: Glass cleanser, Economical method (newspaper).
Floor: Cleaning and polishing of different types-Wooden, Marble, Terrazzo/ mosaic etc.
Wall: Care and maintenance of different types and parts-Skirting, Dado, Different types of paints (distemper Emulsion, oil paint etc).
6. Maid's Trolley Contents-Trolley.
7. familiarizing with different types of rooms, facilities and surfaces Twin/double-Suite- Conference etc.



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MARKING SCHEME FOR PRACTICAL EXAMINATION

DURATION 03.00HRS

1. Uniform and Grooming	10
2. Guest room supplies and position	10
3. Surface cleaning (Two different surfaces)	30
4. Maids trolley	10
5. Care and cleaning of equipment	10
6. Viva - voce	20
7. Journal	10
Total	100



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Subject Code:
BMG17HL1

12. PERSONALITY DEVELOPMENT PRACTICAL – I

L	T	P	C
0	0	3	1

Objectives

- Handling Transition from school to college – Necessary adaptation to be done in their attitude and behavior
- Developing Self motivation / self respect, self esteem, Self discipline, Social discipline
- Orientation to developing and maintaining holistic health
- Exposing students to study methodologies and study skills
- Understanding the Value of the course and its realistic prospectus
- Career mapping in the hospitality industry
- Morality development

Unit – I

DEVELOPING SOCIAL DISCIPLINE

The need to respect others, developing empathetic understanding, respecting and demonstrating your thankfulness to your parents / teachers and institutions, Breaking the communication barriers, Seeking support, understanding relationships, developing genuine and trust worthy relationships, handling infatuation, managing risk taking / self destructive behaviors, significance of team work, understanding the social and spiritual values.

Unit – II

SCOPE AND CAREER MAPPING

Prospectus in the hotel, tourism and affiliated industry, prospectus for entrepreneurship, understanding the career map (entry level to zenith), basics of equipping self for a career, opportunities and threats in various ancillaries of hotel industry, value of smart work and consistent efforts.



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Unit – III

DEVELOPING SELF CONFIDENCE SELF MOTIVATION AND SELF ESTEEM

Understanding oneself by introspection, honoring the self, understanding individuality, breaking free from the self imposed barriers, negative belief systems and self-limiting thinking, Methods of self appraisal, identifying a role model, developing passion, planning, goal setting, developing focus, setting deadlines, time management, study skills, learning from mistakes, Developing self acceptance, self control, self responsibility, living authentically and consciously, working towards self actualization. Understanding the primary concepts of holistic health the physical psychological social and spiritual health. Learning the methods of developing and maintaining holistic health.

Unit – IV

LANGUAGE SKILLS BUILDING ACTIVITIES

A new approach through activities and performance is underlined here.

This approach would entail learning of English through skits backed up by songs. It has thus six parts.

Songs: 4 songs which have in their lyrics good pronunciation, small story moments and well structured sounds would accompany the whole course. Activities of comprehension at the level of hearing (aural comprehension) and meaning will be done.

Story reading: This will include just 3 stories which are the plots of 3 skits which the students will perform at the end of the course to an audience. These stories would make them familiarize with the plot and the activities would support this.



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Unit – V

LANGUAGE SKILLS BUILDING ACTIVITIES

Story telling: This is an activity intended for giving confidence and getting over the fright of speaking. Again the group activity connected with this would give more imaginative and conversational power tools to the students. In the class divided into groups sitting with few students in a circle, the introduction and the conclusion would be given and students need to fill in the rest, passing an idea to the next person.

Casting roles: For the performance intended, character sketches are distributed. Each person would have more than one role. The student has to thus learn by heart the roles that they would be later asked to play during rehearsals. The students would be given roles where uniform lengths of dialogue are asked to be learnt from the 3 skits.

Performance: The three skits that have been now learnt will be performed to a select audience.

Reference Books:-

- Personal Management and Human Resources
- C.S.Venkata Ratnam and B.K.Srivastava
- Human Behavior at work By: Keith Davis
- I'm OK, You're OK by Thomas A Harris
- Pleasure of your company By:-Ranjana Salgaocar
- How to get the Job you want By: Arun Agarwal
- Get that Job ,Rohit Anand & Sanjeev Bikhanchandani,Harper Collins



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MARKING SCHEME FOR PRACTICAL EXAMINATION

Duration 03:00hrs

1. Uniform & Grooming	10
2. Courtesy & Manners	10
3. Speech and Communication	30
4. Technical Knowledge	30
5. Practical Situation Handling	30
6. Journal	10

100 Marks

Note:

1. Speech Communication Courtesy and Manners should be observed throughout.
2. 50 technical questions to prepared in advance, covering the entire syllabus.
3. Practical situations – at least 10 situations be made representing all aspects of the syllabus.



**FACULTY OF HOTEL MANAGEMENT AND CATERING
TECHNOLOGY
SEMESTER - II**

S. No	Subject Code.	Subject	L	T	P	C
1	BEN17H02	Technical English –II	2	0	0	2
2	BEN17HL2	Basic Food Production & Patisserie – II	3	0	0	3
3	BFR17L01	Basic Food & Beverage Service – II	3	0	0	3
4	BHM17006	Basic Front Office Operations – II	2	0	0	2
5	BHM17007	Basic Accommodation Operations – II	3	0	0	3
6	BHM17008	Food Science, Nutrition and Food Safety – II	2	0	0	2
7	BHM17009	Communicative English Practical – II	0	0	2	1
8	BHM17010	Communicative French Practical – II	0	0	2	1
9	BHM17L05	Basic Food Production & Patisserie Practical – II	0	0	8	3
10	BHM17L06	Basic Food & Beverage Service Practical – II	0	0	2	1
11	BHM17L07	Basic Front Office Operations Practical – II	0	0	2	1
12	BHM17L08	Basic Accommodation Operations Practical – II	0	0	2	1
13	BMG17HL2	Personality Development Practical – II	0	0	3	1
Total			15	0	21	24



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Subject Code:
BEN17H02

1. TECHNICAL ENGLISH - II

L	T	P	C
2	0	0	2

OBJECTIVES:

1. To improve conversational skills among students
2. To develop interpersonal and social skills
3. To equip them to work successfully in global, professional and business situation

Unit – I

10 Hours

Verbal Analogy – cloze – completion of sentences suitably – Word, Phrase, Clause, Sentence – Definition and Usage – homophones – words often confused – collocation – register – (formal and informal) – using ellipses in dialogue – Subject & Predicate.

Unit – II

10 Hours

Sequencing jumbled sentences using linguistic clues (e.g. reference words and linkers) and following semantic clues for prepositional development – one sentence definition and extended definition – description – defining, describing an object/device/instrument/machine using appropriate discourse markers – editing a passage(correcting the mistakes in punctuation, spelling and grammar)

Unit – III

10 Hours

Paragraph writing (with due emphasis on features such as topic sentence and its role, unity, coherence and cohesive devices) – essay writing – newspaper report on accidents, theft and festivals-dialogue writing.



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Unit – IV

10 Hours

Inferential comprehension-predicting the content from the title – skimming the text, understanding the gist, identifying the topic sentence and its role in each paragraph, scanning, inferring/identifying lexical and contextual meaning, reading to identify the main content and answer comprehension questions – note making, understanding the discourse coherence and organization of texts, learning the use of words-comparing and contrasting-classifying the data, analyzing/interpreting the data in bar and pie charts using technical vocabulary

Unit – V

10 Hours

Group Discussions – presentation, different types, sales presentation, project presentation-preparation for meeting, writing agenda and writing minutes – preparing for Interviews, etiquette, Language matching the bodily expression – mock interviews – writing business reports on conferences and meetings.

TOTAL NUMBER OF HOURS: 50

References Book:

1. McCarthy. Michael et.al-English Vocabulary in Use –advanced –Felicity O'Dell, Cambridge University Press, 2011
2. Hancock, Mark, English Pronunciation in use-,Cambridge Univ.Press,2011
3. Dutt p. Kiranmani et al-Basic Communication skills Cambridge University Press, 2008
4. Wren & Martin, Grammar and composition -,Chand &Co,2006
5. Bill Mascull. Business Vocabulary in Use' Cambridge University Press, Cambridge, 2002



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Subject Code:
BHM17006

2. BASIC FOOD PRODUCTION & PATISSERIE - II

L	T	P	C
3	0	0	3

Unit – I

10 Hours

SOUPS

- A. Basic recipes other than consommé with menu examples
 - a. Broths
 - b. Bouillon
 - c. Puree
 - d. Cream
 - e. Veloute
 - f. Chowder
 - g. Bisque etc
- B. Garnishes and accompaniments
- C. International soups

SAUCES & GRAVIES

- A. Difference between sauce and gravy
- B. Derivatives of mother sauces
- C. Contemporary & Proprietary

Unit – II

10 Hours

MEAT COOKERY

- A. Introduction to meat cookery
- B. Cuts of beef/veal
- C. Cuts of lamb/mutton
- D. Cuts of pork
- E. Variety meats (offals)
- F. Poultry (With menu examples of each)



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FISH COOKERY

- A. Introduction to fish cookery
- B. Classification of fish with examples
- C. Cuts of fish with menu examples
- D. Selection of fish and shell fish
- E. Cooking of fish (effects of heat)

Unit – III

10 Hours

PASTRY

- A. Short crust
- B. Laminated
- C. Choux
- D. Hot water/Rough puff
 - Recipes and methods of preparation
 - Differences
 - Uses of each pastry
 - Care to be taken while preparing pastry
 - Role of each ingredient
 - Temperature of baking pastry

FLOUR

- A. Structure of wheat
- B. Types of Wheat
- C. Types of Flour
- D. Processing of Wheat – Flour
- E. Uses of Flour in Food Production
- F. Cooking of Flour (Starch)

SIMPLE BREADS

- A. Principles of bread making
- B. Simple yeast breads
- C. Role of each ingredient in bread making
- D. Baking temperature and its importance

PASTRY CREAMS

- A. Basic pastry creams
- B. Uses in confectionery
- C. Preparation and care in production



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Unit – IV

10 Hours

BASIC COMMODITIES:

Milk

- A. Introduction
- B. Processing of Milk
- C. Pasteurisation – Homogenization
- D. Types of Milk – Skimmed and Condensed
- E. Nutritive Value

Cream

- A. Introduction
- B. Processing of Cream
- C. Types of Cream

Cheese

- A. Introduction
- B. Processing of Cheese
- C. Types of Cheese
- D. Classification of Cheese
- E. Curing of Cheese
- F. Uses of Cheese

Butter

- A. Introduction
- B. Processing of Butter
- C. Types of Butter

Unit – V

10 Hours

BASIC INDIAN COOKERY

CONDIMENTS & SPICES

- A. Introduction to Indian food
- B. Spices used in Indian cookery
- C. Role of spices in Indian cookery
- D. Indian equivalent of spices (names)



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MASALAS

- A. Blending of spices
- B. Different masalas used in Indian cookery
 - Wet masalas
 - Dry masalas
- C. Composition of different masalas
- D. Varieties of masalas available in regional areas
- E. Special masala blends

TOTAL NUMBER OF HOURS: 50

References Book:

- Food Production Operations –Parvinder S.Bali
- The Essential Culinary Guide: Chef Soundararajan
- Theory of catering: Kinton and cessarani
- Practical Cookery: Kinton and cessarani
- Theory of Cookery: Krishna Arora
- Modern Cooking for teaching and track VOL – I and VOL – II Thangamphilp
- The Book Of Ingredients Introduction. Jane Garigson



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Subject Code:
BHM17007

L	T	P	C
3	0	0	3

3. BASIC FOOD AND BEVERAGE SERVICE – II

Unit – I

10 Hours

Meals & Menu Planning Origin of menu – Objectives of menu planning – 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, and Indian), Brunch, Lunch, Afternoon/High Tea, Dinner, and Supper.

Unit – II

10 Hours

Preparation for Service – Organizing Mise – en –scene – Organizing Mise – en place. – Types of Food Service – Silver service – Pre – plated service – Cafeteria service – Room service – Buffet service – Lounge service.

Unit – III

10 Hours

Sale Control System KOT/Bill Control system (Manual): Triplicate Checking system, Duplicate checking system, Single Order sheet, Quick service menu & Customer Bill – Making bill – Cash handling equipment – Record keeping (Restaurant Cashier).

Unit – IV

10 Hours

TOBACCO History – Processing for cigarettes & cigars – Cigarettes – Types and brand names Types and Brand names – Cigars – shapes, sizes, colors and Brand names – Care and storage of cigarettes & cigars.



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Unit – V

10 Hours

Specialty equipments & In room dining Asparagus Holder – Pastry Slice – Oyster Fork – Pastry Fork – corn – on the cob holder – Lobster Pick – Butter knife – Caviar knife – Fruit Knife – Nut Cracker – Grape scissors – Grape Fruit spoon – Ice Cream spoon – Sundae spoon – Cheese knife – Snail Tong – Snail Dish – Snail Fork – Preserve spoon – Mustard spoon – Sugar Tongs – Hors d' oeuvre Trolley/Tray – Parfait spoon – Sizzler – Pizza pan and cutter

In room dining / butler service – Types of room service operations – Equipment used – Room service order taking – Service standards – Butler service.

TOTAL NUMBER OF HOURS: 50

Reference books:

- Food & Beverage service Training Manual-Sudhir Andrews, Tata McGraw hill.
- Food & Beverage service- Dennis Lillicrap & John Cousins, ELBS.
- Modern Restaurant Service- John Fuller, Hutchinson
- Food & Beverage Management- Brian Varghese
- Introduction Food & Beverage service- Brown, Heppner & Deegan
- Professional Food & Beverage Management- Brian Varghese
- Food service operations- Peter Jones & Cassel
- Master dictionary of Food & Wine – Joyce Rubash
- Menu planning – Jaksakievla , Hospitality press.
- The restaurant (From Concept to operation)- Lipinski
- Professional food Service – Sergio Androli & peter Douglas, Heinemann professional
- Profitable Menu Planning- John Drysale
- Managing Food & Beverage Operations-SK Bhatnagar



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Subject Code:
BHM17008

4. BASIC FRONT OFFICE OPERATIONS – II

L	T	P	C
2	0	0	2

Unit – I

10 Hours

On – Going Responsibilities – Communication within the Front office – Logbook – Information Directory – Handling Mail – Handling Message – Telephone service – Facsimiles – Wake calls – E-mail – Internet – Inter – Departmental Communications – House Keeping – Engineering & Maintenance – Revenue centers – Marketing & Public relations – Guest Service – Equipment & Supplies – Guest relations – Complaints – Identifying complaints – Handling complaints – Guest History card.

Unit – II

10 Hours

Room tariff – Factors affecting Room Tariff, Meal plans – Guest Cycle – Room Reservations – sources – modes – types – corporate clients – Group – Pleasure travelers – Travel agents and Vouchers – reservation booking by letter. Reservation confirmation letter – rooming list – amendment and cancellation – forecasting room availability – over booking.

Unit – III

10 Hours

Group Reservation – Standard Reservation – Forms, Booking Diary, Arrival & Departure list, Registration – Pre-Registration, Guest registration card, Form c Passport, Visa, registration records and format process of registration – Check-In procedures – guest with confirm reservation – walk in guest – VIP guest – Room locations, Blocking of rooms.



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Unit – IV

10Hours

Check-out procedures – guest folio – guest room change – left luggage handling group check in procedure – check in procedure at self service terminal – arrival and departure errand card – lobby control sheet – luggage tag – miscellaneous charge voucher – cash receipt voucher – telephone call voucher – allowance voucher.

Unit – V

10 Hours

Foreign Guests – Check-In procedure – V.I.P scanty Baggage Guests. Front Office Formats – Key cards – custody and control of keys Amenities Voucher, discrepancy report – Log book, Expected Arrival departure list VIP and VVIP List.

TOTAL NUMBER OF HOURS: 50

Reference Books:-

- Hotel Front Office Training Manual – Sudhir Andrews
- Hotel Front Office Operations and Management –Jatashankar R. Tewari.
- Front Office Management – S.K. Bhatnagar
- Text book of Front Office Management & Operations-Sudhir Andrews.



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Subject Code:
BHM17009

5. BASIC ACCOMMODATION OPERATIONS – II

L	T	P	C
3	0	0	3

Unit – I

10 Hours

Linen Room Activities – Layout and equipment in the Linen Room – Selection criteria for various Linen Items & fabrics suitable for this purpose – Purchase of Linen – Calculation of Linen requirements – Linen control-procedures and records Stocktaking – procedures and records – Recycling of discarded linen – Linen Hire

Uniform Room Activity – Advantages of providing uniforms to staff – Issuing and exchange of uniforms; type of uniforms – Selection and designing of uniforms – Layout of the Uniform room

Unit – II

10 Hours

Floor operations – Rules on Guest Floor – Bed making – Standard supplies provided on the guest rooms – Normal – VIP's – VIP's and placement of supplies – Supplies on request – Special services – Baby – sitting – Second service-Freshen up service – Valet service.

Cleaning Schedules: Weekly cleaning – Periodic cleaning – Schedules and records – Special cleaning (Spring Cleaning, Through Cleaning – Dirty Dozen) – Preventive Maintenance – Schedules and records.

Unit – III

10 Hours

Housekeeping control desk Operation – Registers & Records maintained – Guest Loan Items – Guest special requests – Lost and Found – types – handling disposal – Missing and damaged procedures and records



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Key handling procedures – Types of keys – Grand Master key – Floor Master Key – Sub – Master Key (or) Section key (or) Pass key – Emergency key – Room keys – Office Keys – Store keys – Computerized Key Card – Key Control – Issuing, return, changing of locks, key belts, unusual occurrence

Unit – IV

10 Hours

Laundry Duties and responsibilities of laundry staff (laundry manager, shift-in-leader, dry cleaning supervisor, spotter, spotter cum presser, laundry clerk, valet runner, laundry attendants)

Flow process of industrial laundering (collection, transportation, arrival, sorting, weighing, loading washing, rinsing, starching, hydro – extraction, unloading, tumbling, finishing. [Calendar/steam press] folding, airing & storing, transfer and use). Stages in wash cycle (flush-suds-bleach, rinse and sour & soft – extract, break and soaking) – Dry – cleaning

Unit – V

10 Hours

Purchasing: Stages in purchasing – Types of purchasing – Annual purchasing of guest supplies, cleaning supplies & linen – (Purchasing non – recycled inventory items, Purchasing recycled inventory items) – Annual linen purchase.

Inventory Control and Stock taking (Par stock & establishing par level) Stock taking – Purpose – Item stocked in housekeeping department (assets) Assets – fixed and Inventory (department wise) in the hotel – Control measures

TOTAL NUMBER OF HOURS: 50

Reference Books:-

- Joan C.Branson - Hotel, Hostel and Hospital Housekeeping ELBS
- Margaret M.Kappachhe - Housekeeping Management AHMA Edu INST
- Sudhir Andrews - Hotel Housekeeping Training Manual Tata Mc Graw Hill
- Smritee Raghubalan – Hotel Housekeeping operations and Management, Second Edition



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Subject Code:
BHM17010

6. FOOD SCIENCE, NUTRITION & FOOD SAFETY – II

L	T	P	C
2	0	0	2

Unit – I

10 Hours

Balanced diet-Meaning & importance of Balanced diet – Food Guide Basic Food Groups – Daily requirements – Components of Good food pyramid

Meal Planning – Factors affecting Meal Planning .Malnutrition – over nutrition – under nutrition-Mass Food production – Effect of cooking on the nutritive value of food in Mass production-New concepts in Hotels, Restaurants and Fast Food Restaurants-Nutrition and Health conscious being introduced in Restaurants, critical evaluation of Fast Foods.

Unit – II

10 Hours

Food Emulsions – Theory of Emulsification-Types of emulsion-Emulsifying Agents and their use – preparation of emulsions

Unit – III

10 Hours

Food Colours – Natural, Synthetic (permitted) colours used in Food – Flavors – Types – Natural Flavors – Added flavors – Flavour Enhancers – Use of flavors in food preparation – Vegetable pigments – Types and effects of acids, heats, Metals, oxidation and time as conditions during cooking and processing of Food.

Browning – causes – Types of Browning - Desirable and undesirable effects – prevention.



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Unit – IV

10 Hours

Preservation of Food – Principles of Preservation, Canning of Food. High temperature, Low Temperature – Sun drying-Radiation – Salt and sugar Pasteurization – chemical Preservatives – Disinfections – Definitions – Common disinfections – uses. Bacteria – Morphology – Factors affecting bacterial growth – Beneficial and Harmful effect Yeast – Physiological factors – Economical Importance Moulds – Growth factors and reproduction – Beneficial and harmful effects of Moulds.

Unit – V

10 Hours

Microorganisms – Classification – Role of microbes in food preparation. Beneficial and harmful effects – Food poisoning and food borne diseases (Types, causes, Symptoms and preventive methods). Food spoilage – Spoilage of different food products – Food Handlers and personal hygiene – Waste disposal – Pest and Rodent Control – New trends in foods – Soya Foods – Organic food – New trends in packaging. Food Sanitation, Food Contamination, Practical rules for Good Sanitation .Time and Temperature Abuse? How and when to measure food temperatures. Holding Foods, Cold Holding, reheating & cooling – Importance of Hand washing – Avoid Cross Contamination

TOTAL NUMBER OF HOURS: 50



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Reference Books:

- Davidson C.H. Normal and Therapeutic Nutrition. Oxford IBH Publishing, Calcutta 1986
- Essentials of Food & Nutrition – M. Swaminathan.
- Fundamentals of Food and Nutrition Mudambi & Rajagopal
- Microbiology Anna K Joshua
- Food Science by Potter and Hotchkiss
- Food Facts & Principles – Manay & Shalakshara Swamy
- Food Science and Nutrition –Sunetra Roday
- Food Safety by Dr.Ramesh.V.Bhat & R.Nageshwara Rao
- Food Hygiene & Sanitation/TATA Mcgraw Hill 1999
- Essential of Food Safety and Sanitation 5th Edition Prentice Hall



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Subject Code:
BEN17HL2

7. COMMUNICATIVE ENGLISH PRACTICAL – II

L	T	P	C
0	0	2	1

The Language Practical II focuses on the production and practice of sounds of language and familiarizes the students with the use of English in everyday situations and contexts.

Objectives:

The Syllabus aims

1. To make students improve their vocabulary and speaking skills
2. To help them shed off their shyness and fear and excel in communicative skills
3. To enable them to unlearn common errors and become communicatively competent

Unit – I

Listening to cultural awareness – Inferential Reading – Exclusive Reading Session – Listening to casual conversations, talks, interviews and lectures – Reading business articles – Thank you letters – Developing coherence and self expression, British and American Vocabulary, Error Detection, Punctuation

Unit – II

Listening to specific information relating to technical content – Reading Texts Expressing opinions – Listening for statistical information – Exercises related to articles (in magazines) and comparing Articles – Letter seeking permission to undergo practical training and undertake project work – Oral Summarizing.



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Unit – III

Listening to specific information relating to technical content – Skimming and Scanning – Writing invitation letters – Giving Instructions – Exercises related to listening to interviews and presentations – Oral Exercises related to vocabulary and Grammar Developing coherence and self expression, making presentations.

Unit – IV

Listening and retrieving Information – Initiating Conversation – Choice of Sentences – Re-positioning of the sentences in conversation – Exercises related to retrieving information – Reading advertisements – Letter to the Editor – industrial visits – Activities related to intonation and improving voice quality – Interpreting Business reports – Writing Proposals (Symposiums, seminars, conferences paralinguistic and extra linguistic features body language, short presentations).

Reference Books:

- A Course in Communication Skills (Anna University, Coimbatore edition) : Dutt,
- Rajeevan, Prakash. Cambridge University Press India Pvt. Ltd, 2007
- Meenakshi Raman and Sangeeta Sharma-'Technical Communication English Skills for Engineers'; Oxford University Press, 2008.
- Extensive Reading:



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MARKING SCHEME FOR PRACTICAL EXAMINATION

Duration 03:00hrs

1. Uniform & Grooming	10
2. Courtesy & Manners	10
3. Speech and Communication	30
4. Technical Knowledge	30
5. Practical Situation Handling	30
6. Journal	10

100 Marks

Note:

1. Speech Communication Courtesy and Manners should be observed throughout.
2. 50 technical questions to prepared in advance, covering the entire syllabus.
3. Practical situations – at least 10 situations be made representing all aspects of the syllabus.



FACULTY OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY

Subject Code:
BFR17L01

L	T	P	C
0	0	2	1

8. COMMUNICATIVE FRENCH PRACTICAL – I

INTRODUCTION TO FRANCE AND THE FRENCH LANGUAGE

Unit – I

Communicative Objectives

- Identifying the French language
- How to greet each other and to take leave
- Self Introduction

: Objectifs communicatifs

- Identifier la langue française
- se saluer, prendre congé
- se Présenter

Linguistic tools

- French script
- Alphabet
- Accents & Punctuations

: Outils linguistiques

- L' écriture française
- L'Alphabet
- Les Accents et les Ponctuations

Unit – II

Communicative Objectives

- Learning how to ask questions
- Numbers
- Time

: Objectifs communicatifs

- le savoir-faire du début
- Les Nombres
- L'Heure

Linguistic tools

- 8 everyday questions & answers
- Intonation

: Outils linguistiques

- 8 questions & les réponses
- Rythme

Unit – III

Communicative Objectives

- Discover & locate France
- France in the world
- GMT & France
- To know about Francophony

: Objectifs communicatifs

- La France
- La France dans le Monde
- Le décalage horaire
- Connaître la francophonie

Linguistic tools

- Identifying frontiers & learning
With maps in French

: Outils linguistiques

- comprendre les frontières



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Unit – IV

Communicative Objectives

- Finding the place of France in the European Union
- Learning the frontiers with maps
- Knowing the civil life of France

: Objectifs communicatifs

- L'Union Européenne et La France
- Les cartes de l'Europe
- Connaître la vie civile de la France

Linguistic tools

- symboles of France
- the outline of the Republic of France

: Outils linguistiques

- les symboles français
- les grandes lignes de la République

Unit -V

Communicative Objectives

- Sounds of the French Language
- Reading practice

: Objectifs communicatifs

- les sons français
- la pratique de lecture

Linguistic tools

- consonants, vowels, semi-vowels, nasals
- syllabic division
- Francophone countries through map reading
- Poems - 4, drama parts -4 & songs -4

: Outils linguistiques

- consonnes, voyelles, semi-voyelles, voyelles nasales
- division en syllabes
- les pays Francophones par la carte
- poèmes, pièces et chansons

Référence Book :

- Dr. M. Chandrika V. Unni & Ms Meena Mathews :
- Parlez-vous français? Partie 1.



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MARKING SCHEME FOR PRACTICAL EXAMINATION

Duration 03:00hrs

1. Uniform & Grooming	10
2. Courtesy & Manners	10
3. Speech and Communication	30
4. Technical Knowledge	30
5. Practical Situation Handling	30
6. Journal	10

100 Marks

Note:

1. Speech Communication Courtesy and Manners should be observed throughout.
2. 50 technical questions to prepared in advance, covering the entire syllabus.
3. Practical situations – at least 10 situations be made representing all aspects of the syllabus.



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Subject Code:
BHM17L05

9. BASIC FOOD PRODUCTION & PATISSERIE PRACTICAL – II

PART A - COOKERY

HOURS ALLOTTED: 60 MAXIMUM MARKS: 50

L	T	P	C
0	0	8	3

S.No	Topic	Method
1	<ul style="list-style-type: none">• Meat – Identification of various cuts, Carcass demonstration• Preparation of basic cuts-Lamb and Pork Chops , Tornado, Fillet, Steaks and Escalope• Fish-Identification & Classification• Cuts and Folds of fish	Demonstrations & simple applications
2	<p>Preparation of Menu</p> <p>Salads & soups- waldrof salad, Fruit salad, Russian salad, salade nicoise, Cream (Spinach, Vegetable, Tomato), Puree (Lentil, Peas Carrot) International soups</p> <p>Chicken, Mutton and Fish Preparations-</p> <p>Fish only, a la anglaise, colbert, meuniere, poached, baked Entrée-Lamb stew, hot pot, shepherd's pie, grilled steaks & lamb/Pork chops, Roast chicken, grilled chicken, Leg of Lamb, Beef</p> <p>Simple potato preparations- Basic potato dishes</p> <p>Vegetable preparations- Basic vegetable dishes</p> <p>Indian cookery- Rice dishes, Breads, Main course, Basic Vegetables, Paneer Preparations</p>	Demonstration by instructor and applications by students



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PART B - BAKERY & PATISSERIE HOURS ALLOTTED: 60 MAXIMUM MARKS: 50

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



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MARKING SCHEME FOR PRACTICAL EXAMINATION

DURATION 04.00HRS

All Technical Skills to be tested as listed in the syllabus

	MARKS
1. Uniform	: 10
2. Grooming	: 10
3. Journal	: 10
4. Viva Voce	: 10
5. Dishes	: 50
6. Scullery	: 10
Total	: 100

NOTE:

1. International chefs wear with cap, double breast, coat and checked trousers must be cleaned washed and ironed.
2. Must have a short crew cut, shaved with trimmed mustache.
3. On daily basis with costing method and step by step plan
4. Standard specification recipe with correct measurements
5. You must be able to explain with description dishes and plan of work
6. On completion of the day's work, the work and will be inspected and marked accordingly.



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Subject Code:
BHM17L06

10. BASIC FOOD AND BEVERAGE SERVICE PRACTICAL – II

L	T	P	C
0	0	2	1

1. Review of semester-I
2. 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
- 2.1 Tray/Trolley Set-Up & Service
 - Task-01: Room Service Tray Setup
 - Task-02: Room Service Trolley Setup
3. Preparation for service (Restaurant)
Organizing Mise-en-scene-Organizing Mise-en-place-Opening, Operating & closing duties.



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4. Procedure for service of a Meal

- Task-01: Taking Guest Reservations
- Task-02: Receiving & Seating of Guest
- 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.

5. Social Skills

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

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

- Task-01: Classical Hors d' oeuvre: Oysters, Caviar, Smoked Salmon, Pate de Foie Gras, Snails, Melon, Grapefruit and Asparagus.
- Task-02: Cheese
- Task-03: Dessert (Fresh Fruit & Nuts)
- Task -04: Service of Tobacco - Cigarettes & Cigars

7. In room dining / butler service - Equipment used - Room service order taking - Service standards - Butler service

8. Restaurant French: To be taught by a professional French language teacher.
Restaurant Vocabulary (English & French) - French Classical menu planning-
French for Receiving, Greeting & Seating Guests- French related to taking order & description of dishes.



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Reference books:

- Food & Beverage service Training Manual-Sudhir Andrews, Tata McGraw hill.
- Food & Beverage service- Dennis Lillicrap & John Cousins, ELBS.
- Modern Restaurant Service- John Fuller, Hutchinson
- Food & Beverage Management- Brian Varghese
- Introduction Food & Beverage service- Brown, Heppner & Deegan
- Professional Food & Beverage Management- Brian Varghese

MARKING SCHEME FOR PRACTICAL EXAMINATION

DURATION 03.00HRS

All Technical Skills to be tested as listed in the syllabus

	MARKS
1. Uniform / Grooming	: 10
2. Service Equipment Knowledge / Identification	: 20
3. Care Cleaning & Polishing of Service equipment	: 20
4. Service skills / tasks	: 20
5. Beverage service Tea/ Coffee/ Soft drinks	: 20
6. Journal	: 10
	100

NOTE:

1. The examination should test skills and knowledge of the students by assigning sets of tasks as listed in the practical syllabus under each category.
2. During table service each guest should pose one question to the candidate on the item being served. The invigilators can brief guests prior to service.



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Subject Code:
BHM17L07

11. BASIC FRONT OFFICE OPERATIONS PRACTICAL – II

L	T	P	C
0	0	2	1

FRONT OFFICE FORMATS: Reservation Form – Guest History Card – Amenities Voucher – Telephone Voucher – Key Card – Fact Sheet – Confirmation – Voucher – Bell Boy Errand Card (Arrival & Departure) – Bell Captains Control Sheet – Baggage Tag.

Hands on practice of computer applications on PMS

Suggested tasks on IDS Software

1. Hot Function Keys
2. Create and update guest profiles
3. Make FIT reservation
4. Send confirm letters
5. Printing registration cards
6. Make an add on reservation
7. Amend a reservation
8. Cancel a reservation with deposit or without deposit
9. Log onto cashier code
10. Process a reservation deposit
11. Pre-register a guest
12. Put message and locator for a guest
13. Put trace for guest
14. Check in a reserved guest
15. Check in day use
16. Check in a walk-in Guest



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17. Maintain guest history
18. Issue a new key
19. Verify a key
20. Cancel a key
21. Issue a duplicate key
22. Extend a key
23. Programme Keys continuously
24. Re-programming keys
25. Programme one key for two rooms

MARKING SCHEME FOR PRACTICAL EXAMINATION

Duration 03:00hrs

1. Uniform & Grooming	10
2. Courtesy & Manners	10
3. Speech and Communication	10
4. Technical Knowledge	20
5. Practical Situation Handling	40
6. Journal	10

100 Marks

Note:

1. Speech Communication Courtesy and Manners should be observed throughout.
2. 200 technical questions to prepared in advance, covering the entire syllabus.
3. Practical situations – at least 25 situations be made representing all aspects of the syllabus.



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Subject Code:
BHM17L08

12. BASIC ACCOMMODATION OPERATIONS PRACTICAL – II

L	T	P	C
0	0	2	1

Unit – I

Servicing guest room (checkout/ occupied and vacant)

Room

- Task 1 – open curtain and adjust lighting
- Task 2 – clean ash and remove trays if any
- Task 3 – strip and make bed
- Task 4 – dust and clean drawers and replenish supplies
- Task 5 – dust and clean furniture, clockwise or anticlockwise
- Task 6 – clean mirror
- Task 7 – replenish all supplies
- Task 8 – clean and replenish mini bar
- Task 9 – vacuum clean carpet
- Task 10 – check for stains and spot cleaning

Bath Room

- Task 1 – disposed soiled linen
- Task 2 – clean ashtray
- Task 3 – clean WC
- Task 4 – clean bath and bath area
- Task 5 – wipe and clean shower curtain
- Task 6 – clean mirror
- Task 7 – clean tooth glass
- Task 8 – clean sanitary unit
- Task 9 – replenish bath supplies
- Task 10 – mop the floor



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Unit – II

Bed making supplies (day bed/ night bed)

- Step 1 – spread the first sheet (from one side)
- Step 2 – make miter corner (on both corner of your side)
- Step 3 – spread second sheet (upside down)
- Step 4 – spread blanket
- Step 5 – Spread crinkle sheet
- Step 6 – make two folds on head side with all three (second sheet, blanket and crinkle sheet)
- Step 7 – tuck the folds on your side
- Step 8 – make miter corner with all three on your side
- Step 9 – change side and finish the bed in the same way
- Step 10 – spread the bed spread and place pillow

Unit – III

Records

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



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Unit – I

CO – 1 Students will know

MARKING SCHEME FOR PRACTICAL EXAMINATION DURATION 03.00HRS

1. Uniform and Grooming	10
2. Guest room supplies and position	10
3. Surface cleaning (Two different surfaces)	30
4. Maids trolley	10
5. Care and cleaning of equipment	10
6. VIVA	20
7. Journal	10
Total	100



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Subject Code:
BMG17HL2

L	T	P	C
0	0	3	1

13. PERSONALITY DEVELOPMENT PRACTICAL – II

Unit – I

Personality definition and a clear understanding, Theories of personality, Personality development, Self concept (SWOT analysis), Developing self respect, self discipline, self confidence and self esteem

Unit – II

Developing emotional intelligence, Problem solving (creative, analytical, lateral thinking, 8Dmodel), Decision making, Crisis intervention and contingency management, Goal setting, systematic planning and execution.

Unit – III

Communication skills (verbal, non verbal, body language), Art of effective conversation, Art of listening, Email & telephone communication etiquettes, Dressing, Grooming, Personal hygiene, Social and dining etiquettes

Unit – IV

Basic concepts of recruitment and selection, Selection procedures, Types of interviews, Preparing for an interview, writing resume, obtaining knowledge of company profiles, updating current affairs and preparing possible questions

Unit – V



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Attending interviews, Effective participation in GD, Facing interview panel, Time keeping, Basic etiquettes, Self introduction, Panel addressing, Mental frame work during interviews, Manifesting clarity of thoughts and expression.

Reference Books:-

- Personal Management and Human Resources
- C.S. Venkata Ratnam and B.K. Srivastava
- Human Behaviour at work By: Keith Davis
- I'm OK, You're OK by Thomas A Harris
- Pleasure of your company By:-Ranjana Salgaocar

SEMESTER - III

S. No	Subject Code.	Subject	L	T	P	C
1	BHM17011	Quantity Food Production Operations	3	0	0	3
2	BHM17012	Food and Beverage Operations	3	0	0	3
3	BHM17013	Front Office Operations	3	0	0	3
4	BHM17014	Advanced Accommodation Operations	2	0	0	2
5	BMG17H01	Hospitality Accounts	2	2	0	4
6	BMG17H02	Introduction to Management	2	0	0	2
7	BFR17L02	Communicative French Practical – II	0	0	2	1
8	BHM17L09	Quantity Food Production Operations practical	0	0	8	3
9	BHM17L10	Food and Beverage Operations Practical	0	0	2	1
10	BHM17L11	Front Office Operations Practical	0	0	2	1
11	BHM17L12	Advanced Accommodation Operations practical	0	0	2	1
12	BCS17HL1	Fundamentals of Computer Practical – II	0	0	3	1
Total			15	2	19	25



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Subject Code:
BHM17011

1. QUANTITY FOOD PRODUCTION OPERATIONS

L	T	P	C
3	0	0	3

Unit – I

10 Hours

QUANTITY FOOD PRODUCTION EQUIPMENT

- A. Equipment required for mass/volume feeding
- B. Heat and cold generating equipment
- C. Care and maintenance of this equipment
- D. Modern developments in equipment manufacture

MENU PLANNING

- A. Basic principles of menu planning – recapitulation
- B. Points to consider in menu planning for various volume feeding outlets such as Industrial, Institutional, Mobile Catering Units
- C. Planning menus for
 - School/college students
 - Industrial workers
 - Hospitals
 - Outdoor parties
 - Theme dinners
 - Transport facilities, cruise lines, airlines, railway
- D. Nutritional factors for the above

Unit – II

10 Hours

INDENTING

- Principles of Indenting for volume feeding
- Portion sizes of various items for different types of volume feeding
- Modifying recipes for indenting for large scale catering
- Practical difficulties while indenting for volume feeding



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PLANNING

Principles of planning for quantity food production with regard to

- Space allocation
- Equipment selection
- Staffing

PORTION CONTROL

- Portion control of food
- Portion size for volume feeding
- Pilferage and spoilage

Unit – III

10 Hours

VOLUME FEEDING

INSTITUTIONAL AND INDUSTRIAL CATERING

- Types of Institutional & Industrial Catering
- Problems associated with this type of catering
- Scope for development and growth

HOSPITAL CATERING

- Highlights of Hospital Catering for patients, staff, visitors
- Diet menus and nutritional requirements

OFF PREMISES CATERING

- Reasons for growth and development
- Menu Planning and Theme Parties
- Concept of a Central Production Unit
- Problems associated with off-premises catering



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MOBILE CATERING

- Characteristics of Rail, Airline (Flight Kitchens and Sea Catering)
- Branches of Mobile Catering

Unit – IV

10 Hours

QUANTITY PURCHASE & STORAGE

- Introduction to purchasing
- Purchasing system
- Purchase specifications
- Purchasing techniques

STORAGE

- LIFO
- FIFO
- Bulk storage

Unit – V

10 Hours

REGIONAL INDIAN CUISINE

- A. Introduction to Regional Indian Cuisine
- B. Heritage of Indian Cuisine
- C. Factors that affect eating habits in different parts of the country
- D. Cuisine and its highlights of different states/regions/communities to be discussed under:



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- Seasonal availability
- Special equipment
- Staple diets
- Specialty cuisine for festivals and special occasions

STATES

Andhra Pradesh, Goa, Kashmir, Kerala, Punjab, Rajasthan, Tamil Nadu

DISCUSSIONS

Indian Breads, Indian Sweets, Indian Snacks

TOTAL NO. OF HOURS: 50

Reference Books:

- Parvinder S.Bali Quantity Food Production Operation
- Acharya K.T. The Story of our Food
- Philip, Thangam.E Flavour from India Orient Longman
- Arora, Krishnan Theory of Cookery Frank Bros
- Kinton, Ronald, Ceserani, Victor The Theory of Catering
- Philip, Thangam,E Modern Cookery for Teaching and the trade-Vol.II
- Philip Thangam.E Modern Cookery for Teaching and Trade – Vol.I
- Time Life Service The cooking of India



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Subject Code:
BHM17012

L	T	P	C
3	0	0	3

2. FOOD AND BEVERAGE OPERATIONS

Unit – I

10 Hours

Introduction to Wine – History – Grape and its varieties (at least six names) – Basic Terminologies – Yeast, Fermentation, Bloom, Must, Sugar, Casks, Bins, Racks, Vineyard, - Composition of Grapes, Wine Makers Calendar

Vinification – Harvesting, Destalking, Crushing, Fermentation – Care of Wines – Racking, Fining, Filtering, Ageing, Blending Bottles, Bottling, Corking and Decanting – Categorization of Wines

Strength – Table or Natural / Fortified / Sparkling Colour – Red wine/ White Wine / Rose Wine Taste – Sweet Wine / Dry Wine

Unit – II

10 Hours

Principle Wine producing regions of France – Definition and Important Wine name – Bordeaux – Burgundy – Champagne – Loire – Rhone – Alsace

Unit – III

10 Hours

Wines from other countries and storage and service of wines – Wines from Spain: Chief Wine producing regions – Wines from Italy – Chief regions producing wines. Wines from Portugal – Chief regions producing wines – Wines from Germany – Chief regions producing wine – Wines (Hock & Moselle) – Wines from Austria, Hungary & Australia – Indian Wines – Wines from Argentina & Chile



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Storage of White, Red & Sparkling Wines, Cellar, Dispense Bar – Service of Wines, Wine glasses, its characteristics, and other equipment for the Service of wine, setting up of wine glasses. Special points to be remembered in the service of White wine, Red wine & Champagne, Wine with food combinations- Reading a Wine Label

Unit – IV

10 Hours

BEER & SPIRITS History – a brief description of the ingredients used, process of making Beer – Types of Beer – Lager, Ale, Pilsner, Porter and Stout Beer – Glassware & Service – BEER – International & Domestic Brand names (well known) at least five names.

WHISKY – History, Preparation & Process in brief. Distillation process – Pot still & Patent still – Types of Whiskies – Scotch, Irish, Bourbon, Rye and Canadian – Service of Whisky – International & Domestic Brand name

BRANDY – History, Preparation & Process in brief – Types of Brandy – Cognac, Armagnac Service of brandy – International & Domestic Brand names

GIN – History, preparation & process in brief – Types of Gin – London dry Gin, American Dry Gin, Dutch Gin, and Plymouth Gin- Service of Gin – International & Domestic Brand names

RUM – History, preparation & process in brief Types of Rum – Full Bodied (Jamaican, Barbados, Trinidad, and Demerara) Light Bodied (Virgin Islands& Cuban) Service of Rum International & Domestic Brand names



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VODKA – History, Preparation & Process in brief Service of Vodka - International & Domestic Brand names

Unit – V

10 Hours

LIQUEURS and COCKTAILS – OTHER SPIRITS: A brief notes on
a) Tequila b) Grappa c) Marc d) Cider e) Aquavit f) Calvados g) Perry h) Mead
i) Sake j) Fenny

A brief note on the production process: Infusion method and Distillation method.

Knowledge of at least ten international names with respect to their country of origin. (Advocat, Aurum, Benedictine, Cointreau, Crème de menthe, Drambuie, Bailey's Irish cream, Tia Maria)

BITTERS: Campari and Angostura Bitters

APERITIF: Hot and Cold Aperitif

Grog, Collins, Egg nog, Fizz, Irish coffee, Hi-Ball

COCKTAILS: A brief history – Definition – Methods of mixing, Instruments & Equipments used in Cocktail, Recipe of at least 3 cocktails: (16 families) of each base

- Methods of mixing cocktails
- Brandy Based – Side car, Between the Sheets, Mikado
- Gin Based – Hi-Ball, Manhattan, Whisky Sour, Rob Roy
- Rum Based – Planters Punch, Pina colada, Daiquiri, Cuba Libre
- Vodka Based – Screwdriver, Blood Mary, Black Russian
- Beer Based – chandy, Red Eye



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Glossary of wine terms and spirits terms

a) Autolysis b) Barrel c) Beeswing d) noble Rot e) Blending f) Brut g) Bloom h) Must i) Fermentation j) Decanting k) Corky l) Disgorging m) Hogs head n) Lees o) Noble Rot p) Solera

TOTAL NO. OF HOURS: 50

Reference Books:

- Food & Beverage Service Training Manual –Sudhir Andrews
- Food & Beverage Service - Lillicrap & Cousins
- Modern Restaurant Service- John Fuller
- Food & Beverage Service Management - Brain Varghese
- Introduction F & B Service –Brown, Heppner & Deegan
- Professional Food & Beverage Service Management – Brain Varghese
- The World Of Wines, Spirits & Beers- H.Berberoglu
- Beverage Book – Andrew , Dunkin & Cousins
- Professional Guide to Alcoholic Beverages-Lipinski
- Alcoholic Beverages-Lipinski & Lipinski
- Food Service Operations-Peter Jones & Cassel



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Subject Code:
BHM17013

3. FRONT OFFICE OPERATIONS

L	T	P	C
3	0	0	3

Unit – I

10 Hours

Mode of Settlement of bills: Foreign Exchange – Currency Exchange Procedure foreign currency encashment certificate, foreign currency control sheet – Cash Settlement – Traveler’s Cheque – Personal cheque – difference between personal cheque, travellers check – Demand draft – Debit – Card – Credit Settlement – Corporate billing – Safe deposit Boxes – Lost & Found

Unit – II

10 Hours

Concierge and Bell Desk: Job Description of concierge – Job Description of Bell captain and Bellboy – Providing information to groups – Errand Cards – Miscellaneous services – Flight confirmation – Airline, Theater & Restaurant reservation – Arranging Transportation – Baggage Handling – F.I.T's – V.I.P's – Escorting guests to their rooms – Delivering messages within the city – Paging the guest.

Unit – III

10 Hours

Front Office Accounting: Job description of a front office cashier – Accounts – Guest Accounts – Folios – Vouchers – Ledgers – Creation & Maintenance of Accounts – Record keeping system: Manual, Semi – Automated, dully automated – Credit monitoring – Floor limit, House limit, part settlement of in house guests.

Account Maintenance: Charge purchase, Account Correction, Accounts



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allowance, Account transfer, Cash advance, Encashment of Foreign – Exchanges – Internal Control-Front Office Cash sheet.

Unit – IV

10 Hours

Check Out And Settlement: Functions of checkout settlement – Departure procedures – Systematic way of checkout & settlement – Methods of settlement – Late check out – Check – out options – Express check out – Self check out – Unpaid Account balance – Collection of Accounts – Potential Checkout problems.

Unit – V

10 Hours

Night Audit: Functions of the night auditor – The role of the night auditor – Cross – referencing – Guest credit monitoring – Daily & supplementary transcripts – The night audit process – Complete outstanding postings – Reconcile room status discrepancies – Balance all departments – Verify room rates – Verify No. Shows – Post room rates & Taxes – Prepare Reports.

TOTAL NO. OF HOURS: 50

Reference Books:-

- Hotel Front Office Training Manual – Sudhir Andrews
- Hotel Front Office Operations and Management – Jatashankar R. Tewari
- Front Office Management – S.K. Bhatnagar
- Text book of Front Office Management & Operations-Sudhir Andrews.



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Subject Code:
BHM17014

4. ADVANCED ACCOMMODATION OPERATIONS - III

L	T	P	C
2	0	0	2

Unit – I

10 Hours

Flower arrangement Purpose of flower arrangement, placement and level of placement with relevant examples Equipment and materials used – Styles of flower arrangement (western, Japanese, freestyle) – Principles of flower arrangement, design, scale, balance, focal point, rhythm, texture, repetition, Unity and harmony) – Decorations during various occasions.

Pest control – Definition of pests and control – Areas of infection – Prevention and control of pests – Responsibility of housekeeping in pest control – Schedules.

Unit – II

10 Hours

Stain removal – Definition – Importance of immediate action – Classification of stains – General stain removal – Classification of stain removal methods (physical absorption, friction, heat, chemical detergents, solvents, chemicals and bleaches) General rules on specific agents used for removal of above stains

Guest laundry – Services offered (dry – cleaning, washing, ironing – express and normal) Collection and delivering laundry – Care and laundering guest articles – Advantages and disadvantages of – off premises and on premises laundry



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Unit – III

10 Hours

Personal Hygiene-Hygiene and sanitation of guest rooms / public areas – Waste disposal – Accidents and injuries: Fires, fall, Cuts / Abrasions, lifting, burns / scalds / Asphyxiation, electrical shocks – First aid safety procedures and security handling.

Ergonomics in Housekeeping – Meaning – Principles of ergonomics – Need of ergonomics in housekeeping – Analysis of risk factors in housekeeping – Ergonomics perspective – Work simplification in housekeeping department – Mitigation of risk in housekeeping by applying Ergonomics principles.

Unit - IV

10 Hours

Daily routines and systems – Housekeeping day – opening the house – Morning shift – afternoon / evening shift – night shift – Role of night shift supervisor & night GRA.

Importance of guest room to a guest – Guest room status – guest floor rules & reportable – Guest corridor – Guest room fixtures & fittings



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Unit – V

10 Hours

Safety and security – Work environment safety and job safety analysis – potential hazards in housekeeping operations – safety awareness and accident prevention – basic guidelines for prevention of accidents – procedures to follow in case of accident – role of housekeeper in safety – Crime prevention – dealing with emergencies – (Bomb threats & dealing with tourism)

Fire prevention and fire fighting – prevention of fire –fire warning system – what to do in case of fire – Types of fire extinguishers.

First Aid – Principles of first aid – first aid box –first aid procedure – first aid for common situations.

TOTAL NUMBER OF HOURS: 50

Reference Books:-

- Joan C.Branson - Hotel, Hostel and Hospital Housekeeping ELBS
- Margaret M.Kappachhe - Housekeeping Management AHMA Edu INST
- Sudhir Andrews - Hotel Housekeeping Training Manual Tata Mc Graw Hill
- Smritee Raghubalan – Hotel Housekeeping operations and Management, Second Edition



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Subject Code:
BMG17H01

5. HOSPITALITY ACCOUNTS

L	T	P	C
2	2	0	4

Unit – I

10 Hours

Double Entry System – Meaning / Advantage, Concept, Journal, Ledger.

Unit – II

10 Hours

Subsidiary Books, Cash Book - Single, Double, Triple Column, Petty Cash Book, Trial Balance.

Unit – III

10 Hours

Final Accounts (Trading/Profit & Loss Account and Balance Sheet) With Adjustments – Closing Stock, Depreciation, Outstanding Expenses & Income Prepaid Expenses & Incomes Provision for Bad and Doubtful Debt.

Unit – IV

10 Hours

Departmental Accounting in Hotels, Uniform System of Accounting Preparation and Presentation of Income Statement Schedules, Rooms, Food and Beverage, and Other Revenue Departments.

Unit – V

10 Hours

Cost Concept Pertaining to Hotel Industry, Elements of cost – Fixed, Variable Material Cost, Labour Cost and Overhead Cost, Preparation of Cost Sheet.

TOTAL NUMBER OF HOURS: 50



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Reference Books:-

- S.N. Maheswari Advanced Accountancy Vikas Publication
- R.S.N. Pillai & Bhagavathi Cost Accounting S. Chand & Co
- T.S. Grewal Double Entry Book Keeping S. Chand
- Higher Secondary Accountancy Text Book (CBSE Board)



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Subject Code:
BMG17H02

6. INTRODUCTION TO MANAGEMENT

L	T	P	C
2	0	0	2

Unit – I

10 Hours

Introduction – Definition of the term Management – Nature of Management – Management vs. Administration – Levels of Management – Top, Middle and Supervisory – Areas of Management – Production Management – Inventory Management – FIFO, LIFO, Meaning of Stores and Supplies.

Financial Management – Marketing Management – Personnel Management

Skill of Manager (Definition Only) – Human Skills – Technical Skills. – Conceptual Skills. Role of a Manager.

Unit – II

10 Hours

Evolution of Management Thought – Pioneers of Management – Frederick, Winslow, Taylor. Henry, Fayol-Process of Management – Planning, Organizing, Staffing, Directing, Controlling Delegation, Authority, Delegation of Authority – Advantages of Delegation Decentralization – Difference between Delegation and Decentralization – Advantages and Disadvantages of Decentralization.

Unit – III

10 Hours

PLANNING

Meaning – Importance of Planning – Steps in Planning-Management by objectives Process & Benefits – Organizing – Definition – Process – Principles of Organization – Scalar Principle – Departmentation – Unity of Command – Span of control



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Unit – IV

10 Hours

MOTIVATION – Definition – Theory of Motivation – Maslow's needs Theory

LEADERSHIP – Definition – Styles of Leadership and Leadership qualities – Formal and Informal Leaders – Theories of Leadership

CONTROLLING – Definition – Process of Control-Management by exception

Unit – V

10 Hours

COMMUNICATION – Definition – Process of Communication – Types of Communication – Formal/Informal, Verbal/ Non verbal – Barriers of Communication – Making Communication.

DECISION MAKING – Definition Phases – Past, Present, Future Development – Test and Review.

TOTAL NO. OF HOURS: 50

Reference Books:-

- Management – Stoner & Freeman
- Essentials of Management – Koontz & O'Donnel
- Management and Organization – M. Louis Allen
- Management Theory and Practice – Earnest Dale
- Management Tasks – Peter F Drucker
- Management Process – Davar. R
- Fundamentals of Management – J.S. Chandran
- Principles of Management – P.N. Reddy
- Essentials of Management – Chatterji
- Personnel management & Industrial Relations – Verma & Agarwal



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Subject Code:
BFR17L02

L	T	P	C
0	0	2	1

7. COMMUNICATIVE FRENCH PRACTICAL - II

Unit – I

10 Hours

Thème: Salutations

Objectifs communicatifs:

- Comment se saluer / Comment prendre conge / Au guichet.

Communicatifs grammaticaux:

- L'article défini / l'article indéfini / pluriel des noms (régulier/ irrégulier) / Féminin des noms / les présentatifs

Contenus socioculturels:

- La Place de la Sorbonne / La maison du peintre Claude Monet / La rue Mouffetard / Le passeport / La carte de'identité
- La carte de visite

Phonétiques;

- Le son "a" / Les syllables



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- Le poème : La Clef

Unit – II

10 Hours

Thème:

- En Classe.

Objectifs communicatifs:

- Comment utiliser les phrases convenables en classe / Comment présenter quelqu'un et faire de connaissance / Les mots d'enchaînement / Comment parler de ses activités quotidiennes.

Objectifs grammaticaux;

- L'article défini contracté / Les verbs du premier groupe – 'er' (régulier/irrégulier) / L'adjectif possessif / Pronom tonique.

Contenus socioculturels:

- Le Centre Georges Pompidou / A l'université / Comment écrire un e-mél / la famille.

Phonétiques:

- Le son "eu" / Les phrases pour la répétition.
- Le poème : Les mots qui font vivre (Paul Eluard)

Unit – III

10 Hours

Thème: En voyage.

Objectifs communicatifs:

- Comment décrire un voyage / Comment décrire une personne / Les exclamations utiles / Comment communiquer dans un magasin de vêtements.



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Objectifs grammaticaux:

- Les pays / les adjectifs de nationalité / Les prepositions de lieu / Les adjectifs qualificatifs.

Contenus socioculturels:

- La Publicité / Les vêtements / La mode parisienne / La peinture.

Phonétiques:

- Le son “ee” / Les phrases pour la repetition.
- Le poème: Le printemps (Théophile Gautier)

Unit – IV

10 Hours

Thème: Au Restaurant.

Objectifs communicatifs:

- Comment commander un repas / Comment suivre une recette / Les expressions de souhaits / Raconter une experience professionnelle / le sport.

Objectifs grammaticaux:

- Revision des articles / L'article partitif (affirmatif / negatif) / l'article dans le sens général ou partitif / Conjugaison des quelques verbs irréguliers / Comment analyser une phrase / L'adjectif interrogative / Types des questions / L'impératif / L'adjectif demonstratif.

Contenus socioculturels:

- Le menu / Les plats français typiques / Comment exprimer les goûts & les préférences / la biographies de quelques célébrités / Comment devenir restaurateur / Types de restaurants.



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Phonétiques:

- Le son “o” / Les phrases pour la répétition.
- Le poème : Odelette (Madeliene Ley)

Unit – V

10 Hours

Thème: Les Vacances

Objectifs communicatifs:

- Comment écrire une carte postale / Comment écrire un e-mél / Les expressions utiles / Comment d’écrire une image avec les adjectifs/ les prépositions de localisation.

Objectifs grammaticaux :

- Les nombres cardinaux & ordinaux / Conjugaison de quelques verbes irréguliers / Les temps – le Présent Progressif, le Futur Proche, le Passé Récent / L’usage de - n’importe / Les autres negatives / le Comparatif & le Superlatif.

Contenus socioculturels:

- Les villes de France / La Place de l’Etoile / Les arrondissements de Paris / Le Tourisme Fluvial / Les sports extrêmes / Les saisons.

Phonétiques:

- Le so “yu’
- Le poème : Coucou Hibou.

TOTAL NO. OF HOURS: 50



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Reference Books:-

- Dr. M. Chandrika V. Unni & Ms Meena Mathews :
- Parlez-vous français? Partie 1.

MARKING SCHEME FOR PRACTICAL EXAMINATION

Duration 03:00hrs

1. Uniform & Grooming	10
2. Courtesy & Manners	10
3. Speech and Communication	30
4. Technical Knowledge	30
5. Practical Situation Handling	30
6. Journal	10

100 Marks

Note:

1. Speech Communication Courtesy and Manners should be observed throughout.
2. 50 technical questions to prepared in advance, covering the entire syllabus.
3. Practical situations – at least 10 situations be made representing all aspects of the syllabus.



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Subject Code:
BHM17L09

8. QUANTITY FOOD PRODUCTION OPERATIONS PRACTICAL

L	T	P	C
0	0	8	3

Each Student to formulate 36 set of menus from the following cuisines.

- Goa
- Hyderabad
- Kashmiri
- Punjabi
- Rajasthan
- South India (Tamilnadu, Kerala)

MENU 1-TAMIL NADU

- a. Pongal
- b. Meduwada
- c. Idly
- d. Vegetable upma
- e. Sambar
- f. Coconut chutney/ tomato chutney
- g. Filter coffee

MENU 2-TAMIL NADU

- a. Plain rice
- b. Sambar
- c. Yera varuval
- d. Kozhi Rasam



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- e. Snakegourd kootu
- f. Beans poriyal
- g. Kesri (rava)

MENU 3-TAMIL NADU

- a. Sambar Rice
- b. Drumstick Rasam
- c. Carrot Pachedi
- d. Chicken Chettinad
- e. Vendakai More khozhambu
- f. Plain rice and curd rice
- g. Semiya payasom

MENU 4-INDIAN

- a. Aloo Chaat
- b. Cucumber Raitha
- c. Kadai Paneer
- d. Chole
- e. Poories
- f. Vegetable Pulao
- g. Gulab Jamun

MENU 5- TANDOOR

- a. Chicken Malai Kebab/ Naan Tandoori Kebabs
- b. Fish tikka
- c. Tangdi Kalimirchi/ lachha Paratha
- d. Pudhina Paneer Tikka/ roti
- e. Vegetable seekh kebab
- f. Tandoori salad and mint chutney



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MENU 6- CHAAT

- a. Pani porries
- b. Bhel poories
- c. Dahi porries
- d. Papdi chaat
- e. Dahi wada
- f. Ragada patty

MENU 7-CHAAT

- a. Pav bhajee
- b. Kheema Pav
- c. Wada pav
- d. Chicken Kathi rolls
- e. Paneer Kathi rolls
- f. Mint chutney & tamarind chutney

MENU 8-HYDERABAD

- a. Gosht biriyani
- b. Mirchi ka salan
- c. Dum ka murgh
- d. Boorani Raitha
- e. Bagara baingan
- f. Shahi thukra



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MENU 9-SNACKS

- a. Vegetable samosas
- b. Bhajees
- c. Khachoris
- d. Aloo chops
- e. Mysore Bonda
- f. Dosa
- g. Coconut chutney, tomato chutney, tamarind chutney

MENU 10-PUNJAB

- a. Sweet Lassi
- b. Fresh Green salad
- c. Tandoori Chicken
- d. Green peas Pulao
- e. Chicken Butter Masala
- f. Daal Makhni
- g. Carrot halwa

MENU 11-PUNJAB

- a. Aloo paratha
- b. Makkai ki roti
- c. Paneer makhni
- d. Machli amritsari
- e. Beasan laddoo



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MENU 12-KERALA

- a. Nei choru
- b. Meen ,moilee
- c. Avial.
- d. Erucherry.
- e. Adai Pradaman

MENU 13-KERALA

- a. Appam
- b. Vegetable stew
- c. Malabar mutton curry
- d. Kerala Parotha

MENU 14- KASHMIR

- a. Kashmiri pulao
- b. Mutton rogan josh
- c. Rajma gogji
- d. Kashmeeri khameeri roti
- e. Adrakwala murgh
- f. Phirni

KASHMIRI

Two menus may be formed out of the Dishes given as under:

Rice and Bread Preparations: Mutaegen, Pulao (Kashmiri), Plain Rice, Girdeh, Lawas

Meat Preparations: Gushtaba, Rista, Marchevangan korma, Macch Kofta, Yakhean Kaliya, Tabak Maaz, Rogon Josh



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Vegetables and Potato: Ruwangan chaman, Choek wangan, Chaman Qaliyan
Alleh Yakhean, Dum Aloo Kashmiri, Nader Palak, Razma Gogji

Sweet Dishes: Kongeh Phirin (Sooji phirni with Saffron), Aae't phirin (Wheat
Flour Phirni), Halwa

MARKING SCHEME FOR PRACTICAL EXAMINATION

DURATION 04.00HRS

All Technical Skills to be tested as listed in the syllabus

	MARKS
1. Uniform	: 10
2. Grooming	: 10
3. Journal	: 10
4. Viva Voce	: 10
5. Dishes	: 50
6. Scullery	: 10
Total	: 100

NOTE:

1. International chefs wear with cap, double breast, coat and checked trousers must be cleaned washed and ironed.
2. Must have a short crew cut, shaved with trimmed mustache.
3. On daily basis with costing method and step by step plan
4. Standard specification recipe with correct measurements
5. You must be able to explain with description dishes and plan of work
6. On completion of the day's work, the work and will be inspected and marked accordingly.



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Subject Code:
BHM17L10

9. FOOD AND BEVERAGE OPERATIONS PRACTICAL

L	T	P	C
0	0	2	1

- Writing a Menu in French with Wine Accompanying
- Taking Orders – Presentation of Posture, Wine List, Writing Orders
- Service of Wine – White, Red, Champagne & rose
- Presentation in basket
- Wine Label reading
- Opening of bottle using Corkscrew
- Decanting
- Serving
- Taking order for other Alcoholic Beverages
- Service of Spirits Serving neat
- On the Rocks
- Long Drinks
- Taking Order for Cocktails, Preparation and service of Cocktails
- Service of Aperitif, Liqueurs and Beer

Reference Books:

- Food & Beverage Service Training Manual –Sudhir Andrews
- Food & Beverage Service - Lillicrap & Cousins
- Modern Restaurant Service- John Fuller
- Food & Beverage Service Management - Brain Varghese
- Introduction F & B Service –Brown, Heppner & Deegan



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MARKING SCHEME FOR PRACTICAL EXAMINATION

DURATION 03.00HRS

All Technical Skills to be tested as listed in the syllabus

	MARKS	
1. Uniform / Grooming	:	10
2. Service Equipment Knowledge / Identification	:	20
3. Care Cleaning & Polishing of Service equipment	:	20
4. Service skills / tasks	:	20
5. Beverage service Tea/ Coffee/ Soft drinks	:	20
6. Journal	:	10
Total	:	100

NOTE:

1. The examination should test skills and knowledge of the students by assigning sets of tasks as listed in the practical syllabus under each category.
- During table service each guest should pose one question to the candidate on the item being served. The invigilators can brief guests prior to service.



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Subject Code:
BHM17L11

10. FRONT OFFICE OPERATIONS PRACTICAL

L	T	P	C
0	0	2	1

FRONT OFFICE FORMATS

1. Rooming List
2. Passport Details
3. Travel Agent Vouchers
4. Check – Out Folio
5. Filling of Demand Draft and Cheque Challans
6. Control of Safe Deposit
7. Message Slip and Envelope
8. Key Cover, Key Card
9. Front Office Cashiers Summary
10. Cash Receipt
11. Allowance Voucher
12. Telephone Voucher
13. Guest Comments Card
14. Wake Call Sheet
15. Guest Registration Card.



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Hands on practices of Computer application (PMS) related to Front office procedure such as

- Reservation
- Registration
- Guest History
- Telephones
- Housekeeping
- Daily Transactions

Front office accounting procedure

- Manual accounting
- Machine accounting
- Payable, accounts receivable, guest history, yield Management, Role-play



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Situation Handling

Suggestive list of task for front office operation system

- How to make a reservation
- How to create and update guest profiles
- How to update Guest folio
- How to print guest folio
- How to make a sharer reservation
- How to feed remarks in guest history
- How to add a sharer
- How to make add on reservation
- How to amend a reservation
- How to cancel a reservation
- How to make group reservation
- How to make a room change on the system
- How to log on cashier code
- How to close a bank at the end of each shift
- How to put a routing instruction
- How to process charges in
- How to process a guest check out
- How to check out a folio
- How to process deposit for arriving guest
- How to process a deposit for in house guest
- How to check room rate variants report
- How to process part settlements
- How to tally allowance for the day at night
- How to tally paid out for the day at night



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- How to tally forex for the day at night

MARKING SCHEME FOR PRACTICAL EXAMINATION

Duration 03:00hrs

1. Uniform & Grooming	10
2. Courtesy & Manners	10
3. Speech and Communication	10
4. Technical Knowledge	20
5. Practical Situation Handling	40
6. Journal	10

100 Marks

Note:

1. Speech Communication Courtesy and Manners should be observed throughout.
2. 200 technical questions to prepared in advance, covering the entire syllabus.
3. Practical situations – at least 25 situations be made representing all aspects of the syllabus.



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Subject Code:
BHM17L12

L	T	P	C
0	0	2	1

11. ADVANCED ACCOMODATION OPERATIONS PRACTICAL

1. Laundry
2. Identification of fabrics
3. Stain removal
4. Theme decoration(birthday/conference/festival/regional)

MARKING SCHEME FOR PRACTICAL EXAMINATION

DURATION 03.00HRS

1. Uniform and Grooming	10
2. Laundry	10
3. Identification of Fabrics	20
4. Stain Removal	10
5. Theme decoration – birthday/ Conference/festival/regional	20
6. VIVA	20
7. Journal	10
Total	100



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FACULTY OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY

Subject Code:
BCS17HL1

12. FUNDAMENTALS OF COMPUTER PRACTICAL

L	T	P	C
0	0	3	1

Unit – I

10 Hours

Windows XP Professional – Operating System

Introduction to computer – Peripheral Devices: Input and Output Devices, Central processing Unit, Operating System – At a glance, Features of Windows Operating System, Different versions of Windows – Windows XP Professional, Windows – an Operating System at a glance.

The Desktop, The Taskbar and the Start Button, Other Desktop Components, Control Panel – usage and features – Adding, Removing Programs, Adding, Deleting Fonts, Customize your Desktop display, Mouse, Printer Settings

Managing Files (with Windows Explorer or My Computer) Creating, Opening, Deleting, Copying, Moving, Searching for Files and Folders, Formatting a disk, Creating Shortcuts

Using Windows Accessories – Calculator, Notepad, WordPad, and Paint.

Multimedia – DVD Player, Media Player, Virus Introduction, damage, cure



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Unit – II

10 Hours

Microsoft word 2007

Create a New word document, Using Office Button to Open, Save, Print a word document, Editing a Document – Select, Cut, Copy, Paste, Find & Replace, Formatting a Document using Font Setting, Paragraph Alignment, and Styles.

Different types of Pages & Tables, Picture, Clip Art, Smart art & Chart, Creating Header & Footer, Word Art & Symbols, Text Box, Date & Time, and Objects in a word document.

Changing the themes, Orientation, Page Setup – Margins, Size, Columns, Number, Page Background – Watermark, Page color, Page Border

Different types of document Views – Print Layout, web Layout, Showing, Hiding and Zoom a document, Viewing different types Windows – New Window, Arrange All, Split, View side by side, Creating a Macro

Unit – III

10 Hours

Microsoft Excel 2007

An Introduction – Spreadsheet, Getting acquainted with Ms – Excel, Understanding the Excel Screen format

Workbook – Create, Save, Open ,Print, Close, Switching between Sheets, Entering and Editing Data, Using Formulas, Sort & Filter, Macro.

Worksheet – Inserting, Deleting, Renaming, Creating Headers, Footers and Setting



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Page Numbers, Cutting, copying, moving and pasting cells – Different methods, Inserting and deleting Cells, Rows and Columns, Hide, Unhide Rows, Columns Formatting – Format Cells Dialog Box

Inserting Tables, Text, Date & Time, Formula Auditing, Calculation, Picture, Clip Art, Smart art, Chart, link.

Unit IV

10 Hours

Microsoft PowerPoint 2007

Why Pictorial Presentation – Getting Into Power Point-Creating, Opening and Saving Presentations

Types of Views- Normal Slides, Outline, Slide Sort, Note Page, Slide show, Handout Master, Notes Master,

Making a New Slide – Move, Copy or Duplicate Slides – Delete a Slide, One Presentation to another – Go to Specific Slide – Change the Layout of a Slide – Zoom In or out of Slide, Working with Text in Power Point – Cutting Text, Copying and Pasting – Formatting Text, Embossing – Alignment the Text – Left, Center, Right and Justify – Inserting Clipart Picture, Photo album, Shapes, Smart Art, Chart, Table, Media Clips – Movie, Sound in Presentation, Inserting Slide Number, Date & Time, Header & Footer

Custom Animation of Presentation – Transition to this Slide – Transition Scheme, Advance Slide, Arranging, Previewing & Rehearsing – Creating Animated Slides – Manually Advancing Slides – Adding and Removing Transitions, Running a Presentation Continuously-Printing the Presentation Elements



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Unit – V

10 Hours

INTERNET – The basics

Basics of Networking – LAN, WAN, MAN, Introduction to Internet, The features of the Internet, Connecting to Internet & Microsoft Outlook, Surfing the net using Browser, Google drive, Google docs, creating an E-mail Account, Receiving and sending E-mail.

Reference Book:

- Introductory Microsoft office 2007 – Pasewark and Pasewark Bunin, Evans, Pinard, Romer
- Microsoft Office 2007 Fundamentals – Laura Story , Dawn Walls
- The Internet , The Basics – Jason Whittaker
- Microsoft Windows Xp – Chris Fehily

MARKING SCHEME FOR PRACTICAL EXAMINATION

Duration 03:00hrs

1. Uniform & Grooming	10
2. Written Test	10
3. Output	40
4. Viva Voce	20
5. Assignment	10
6. Journal	10

100 Marks



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SEMESTER – IV

S. No	Subject Code.	Subject	L	T	P	C
4.1	BHM17L13	Industrial Exposure Training 22 Weeks in a 4/5 star Category hotel	0	0	0	8
4.2	BHM17L14	Comprehensive Viva-Voce	0	0	0	2
Total			0	0	0	10



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Subject Code:
BHM17L13

1. INDUSTRIAL EXPOSURE TRAINING

L	T	P	C
0	0	0	8

1. Exposure to Industrial Training is an integral part of the IV semester curriculum. The 20 weeks industrial training would be divided into five weeks each in the four key areas of Food Production, Food & Beverage Service, and Accommodation Operations & Front Office Operations.
2. Industrial Training will require an input of 120 working days i.e. (20 weeks x 06 days = 120 days). A student can avail leave to a maximum of 15% (18 days) only with prior permission of the hotel authorities. Similarly, the University can condone an additional 10% (12 days) on production of a



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medical certificate.

3. For award of marks, 20% marks of IT would be on the basis of feed – back from the industry in a prescribed Performance Appraisal Form (PAF). It will be the students' responsibility to get this feed – back / assessment form completed from all the four departments of the hotel for submission to the institute at the end of Industrial Training. For the remaining 80% marks, students would be assessed on the basis of seminar/ presentation before a select panel. The presentation would be limited to only one key area of the student's interest. A hard copy of the report will also have to be submitted to the panel.
4. Responsibilities of University, hotel and the student/trainee with aims & objectives have been prescribed for adherence.
5. Once the student has been selected / deputed for Industrial Exposure Training by the University, he/she shall not be permitted to undergo IET elsewhere. In case students make direct arrangements with the hotel for industrial Training, they will necessarily have to be approved by the University. Students selected through campus interviews will not seek Industrial Training on their own.

Industrial Exposure Training

Objective of industrial training is to provide to students the feel of the actual working environment and to gain practical knowledge and skills, which in turn will motivate, develop and build their confidence. Industrial training is also expected to provide the students the basis to identify their key operational area of interest.



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RESPONSIBILITIES OF THE TRAINEE

- Should be punctual
- Should maintain the training logbook up-to-date
- Should be attentive and careful while doing work.
- Should be keen to learn and maintain high standards and quality of work.
- Should interact positively with the hotel staff.
- Should be honest and loyal to the hotel and towards their training.
- Should get their appraisals signed regularly from the HOD's or training manager.
- Gain maximum from the exposure given, to get maximum practical knowledge and skills.
- Should attend the training review sessions / classes regularly
- Should be prepared for the arduous working condition and should face them positively.
- Should adhere to the prescribed training schedule.
- Should take the initiative to do the work as training is the only time here you can get maximum exposure.
- Should, on completion of Industrial Training, handover all the reports, appraisals, logbook and completion certification to the institute.

RESPONSIBILITIES OF THE DEPARTMENT

- Should give proper briefing to students prior to the industrial training
- Should make the students aware of the industry environment and expectations.
- Should notify the details of training schedule to all the students.
- Should coordinate regularly with the hotel especially with the training manager.



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- Should visit the hotel, wherever possible, to check on the trainees.
- Should sort out any problem between the trainees and the hotel.
- Should take proper feedback from the students after the training.
- Should brief the students about the appraisals, attendance, marks, logbook and training report.
- Should ensure that change of I.T. hotel is not permitted once the student has been interviewed, selected and has accepted the offer.
- Should ensure trainees procure training completion certificate from the hotel before joining the department.

RESPONSIBILITIES OF THE HOTEL

First exposure: A young trainee's first industry exposure is likely to be the most influential in that person's career. If the managers / supervisors are unable or unwilling to develop the skills young trainees need to perform effectively, the latter will set lower standards than they are capable of achieving, their self – images will be impaired, and they will develop negative attitudes towards training, industry, and – in all probability - their own careers in the industry. Since the chances of building successful careers in the industry will decline, the trainees will leave in hope of finding other opportunities. If on the other hand, first managers/ supervisors help trainees achieve maximum potential, they will build the foundations for a successful career.

HOTELS:

- Should give proper briefing session / orientation / induction prior to commencement of training.
- Should make a standardized training module for all trainees.
- Should strictly follow the structured training schedule.



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- Should ensure cordial working conditions for the trainee.
- Should co-ordinate with the institute trainees programme.
- Should be strict with the trainees regarding attendance during training.
- Should check with trainees regarding appraisals, training report, log book, etc.
- Should inform the institute about truant trainees.
- Should allow the students to interact with the guest.
- Should specify industrial trainings ‘Dos and Don’ts’ for the trainee.
- Should ensure issue of completion certificate to trainees on the last day of training.



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Subject Code:
BHM17L13

2. COMPREHENSIVE VIVA-VOCE

L	T	P	C
0	0	0	2

PERFORMANCE APPRAISAL FORM (PAF) FORMAT

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FACULTY OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY

COURSE NAME: Bachelor of Hotel Management and Catering Technology

Name of Student: _____		Register No. _____	
Duration: 5 weeks			
Name of the Hotel: _____		From: _____ To: _____	
Department: F&BS / FP / HK / FO			
Appearance			
Immaculate Appearance, spotless uniform, Well groomed hair, clean nails & hands			5
Smart Appearance, Crisp uniform, Acceptable hair, Clean nails and hands			4
Well Presented, Clean Uniform, Acceptable hair, Clean nails & hands			3
Untidy hair, Creased ill kept uniform, Hands not clean at times			2
Dirty / disheveled, Long / unkempt hair, Dirty hands & long nails			1
Punctuality / Attendance (____ days present out of 30 days)			
On time, Well Prepared, Ready to commence task, Attendance Excellent (100%)			5
On time, Lacks some preparation but copes well, Attendance Very good (90%)			4
On time, Some disorganized aspects – just copes, Attendance Regular (80%)			3

B.sc - Hotel Management Catering - 2017 Regulation



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Occasionally late, disorganized approach, Attendance irregular	(60%)	2
Frequently late, Not prepared, Frequently absent without excuse	(50%)	1
Ability to Communicate (Written / Oral)		
Very confident, demonstrates outstanding confidence & ability both spoken/written		5
Confident, Delivers information		4
Communicates adequately, but lacks depth and confidence		3
Hesitant, lacks confidence in spoken / written communication		2
Very inanimate, unable to express in spoken or written work		1
Attitude to Colleagues / Customers		
Wins/retains highest regard from colleagues has an outstanding rapport with clients		5
Polite, Considerate and firm, well liked		4
Gets on well with most colleagues, Handles customers well.		3
Slow to mix, weak manners, is distant has insensitive approach to customers		2
Does not mix, relate well with colleagues & customers		1
Attitude to Supervision		
Welcomes criticism, Acts on it, very co - operative		5
Readily accepts criticism and is noticeably willing to assist others.		4
Accepts criticism, but does not necessarily act on it.		3
Takes criticism very personally, broods on it.		2
Persistently disregards criticism and goes own way.		1
Initiative / Motivation		
Very effective in analyzing situation and resourceful in solving problems	Demonstrates ambition to achieve Progressively	5
Shows ready appreciation and willingness to tackle problems	Positively seeks to improve knowledge and performance	4
Usually grasps points correctly	Shows interest in all work undertaken.	3
Slow on the uptake.	Is interested only in areas of work preferred	2
Rarely grasps points correctly	Lacks drive and commitment	1

B.sc - Hotel Management Catering - 2017 Regulation



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Reliability / Comprehension	
Is totally trust worthy in any working situation?	5
Understands in detail, why and how the job is done.	
Can be depended upon to identify work requirements and willing to complete them. Readily appreciates, how and why the job is done	4
Gets on with the job in hand. Comprehends, but doesn't fully understand work in hand	3
Cannot be relied upon to work without supervision.	2
Comprehends only after constant explanation	
Requires constant supervision. Lacks any comprehension of the application.	1
Responsibility	
Actively seeks responsibility at all times	5
Very willing to accept responsibility	4
Accepts responsibility as it comes.	3
Inclined to refer matters upwards rather than make own decision.	2
Avoids taking responsibility	1
Quality of Work	
Exceptionally accurate in work, very thorough usually unaided.	5
Maintains a high standard of quality	4
Generally good quality with some assistance.	3
Performance is uneven.	2
Inaccurate and slow at work.	1
Quantity of Work	
Outstanding in output of work	5
Gets through a great deal.	4
Output satisfactory.	3
Does rather less than expected.	2
Output regularly insufficient.	1



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Total_____/50

Stipend Paid : Rs._____ per month

Name of Appraiser : _____ Signature : _____

Designation of Appraiser : _____ Date : _____

Signature of Student : _____ Date : _____



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TECHNOLOGY**

SEMESTER - V

S. No	Subject Code.	Subject	L	T	P	C
1	BHM17015	International Cuisine& Food Production Management	2	0	0	2
2	BHM17016	Advanced Food & Beverage Service	3	0	0	3
3	BMG17H03	Hospitality & Services Marketing	3	0	0	3
4	BMG17H04	Entrepreneurial Development	3	0	0	3
5	BMG17H05	Research Methodology	3	0	0	3
6	BHM17018	Tourism and Travel Management	3	0	0	3
7	BMG17H06	Hotel Costing & Financial Management	2	1	0	3
8	BHM17L15	International Cuisine & Food Production Management Practical	0	0	8	3
9	BHM17L16	Advanced Food & Beverage Service Practical	0	0	2	1
Total			19	1	10	24



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Subject Code:
BHM17015

L	T	P	C
2	0	0	2

1. INTERNATIONAL CUISINE & FOOD PRODUCTION MANAGEMENT

Unit – I

10 Hours

LARDER

DUTIES AND RESPONSIBILITIES OF THE LARDER CHEF

LAYOUT & EQUIPMENT

- A. Introduction of Larder Work
- B. Definition
- C. Equipment found in the larder
- D. Layout of a typical larder with equipment and various sections
- E. Common terms used in the Larder and Larder control
- F. Liaisoning with other Departments
- G. Yield Testing

Functions of the Larder

Appetizers and Salad: Introduction to Hors-d'Oeuvre, Appetizers



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Unit – II

10 Hours

FORCEMEATS

- A. Types of forcemeats
- B. Preparation of forcemeats
- C. Uses of forcemeats

BRINES, CURES & MARINADES

- A. Types of Brines
- B. Preparation of Brines
- C. Methods of Curing
- D. Types of Marinades
- E. Uses of Marinades
- F. Difference between Brines, Cures & Marinades

Unit – III

10 Hours

GALANTINES

- A. Making of galantines
- B. Ballotines

PATES

- A. Types of Pate
- B. Pate de foie gras
- C. Types of truffle.



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Unit – IV

10 Hours

CHAUD FROID

- A. Meaning of Chaud froid
- B. Making of chaud froid & Precautions
- C. Types of chaud froid
- D. Uses of chaud froid

ASPIC & GELEE

- A. Definition of Aspic and Gelee
- B. Difference between the two
- C. Making of Aspic and Gelee
- D. Uses of Aspic and Gelee
- E. Veg loaf & Veg Roularde

Unit – V

10 Hours

SANDWICHES

- A. Parts of Sandwiches
- B. Types of Bread
- C. Types of filling – classification
- D. Spreads and Garnishes
- E. Types of Sandwiches
- F. Making of Sandwiches
- G. Open Phase & Canapés

TOTAL NUMBER OF HOURS: 50



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Reference books:

- International Cuisine & Food Production Management –Parvinder S.Bali
- Chef Soundararajan The Essential Culinary Guide
- Benard Davis: Commodities.
- Kinton & Cesarani: Theory of Catering.
- H.O. Cracknel & R.J.Kavfmann: Practical Professional cookery.
- Bo Freberg: The Professional Pastry Chef.
- Thangam Philips: Modern Cookery for Teaching And Trade.
- Krishna Arora: Theory of Cooking.



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Subject Code:
BHM17016

2. ADVANCED FOOD & BEVERAGE SERVICE

L	T	P	C
3	0	0	3

Unit – I

10 Hours

Service quality management & Bar – Service quality concepts and dimensions, understanding the role of service encounter and competitive advantage of service quality. Service quality – monitoring, measuring and feedback – Planning of Bar – Allocation of Area – Designing of Bar. Furniture and Furnishings – Atmosphere – Interior decoration etc. Selection and Purchase of Equipment – Cutlery, Crockery and Glassware's – Linen ware – Bar Equipment's – Still Room Equipment's.

Unit – II

10 Hours

Introduction to Beverage costing – Objectives of Beverage control – Difference between Food costs and Beverage costs – Control tools – Standard recipe – Measuring devices – Sales checks – Inter bar transfers – Spillage allowance – Corkage – Liquor Control Methods – Requisition control methods – Standard cost control methods – Quality control methods – Standard revenue control methods – Bar procedure – Purchasing of liquor – Assessment of quality – Till roll and tampering – ABC control (stock) – Malpractice in Bar – Purchasing – receiving and issuing procedures – Opening and closing stocks – Beverage sales control

Legal requirements – Customs and Excise duties –Tamil Nadu & Pondicherry – Bar Licenses L-3, L-5 – Maintaining stock register (Books of accounts) both from cellar and dispense bar – Submitting periodic report



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Unit – III

10 Hours

General points of Planning – Needs and demands of customer – Policy of the firm – The Menu – Organization of the Establishment – Planning Team – Sequence of Planning – Planning methods – Planning and Designing of Restaurant – Allocation of Space Architectural Features – Floor, Walls and Ceilings – Design development – Heating, Cooling & Verification – Lighting – Work floor analysis.

Unit – IV

10 Hours

History and concept – Fast food preparation center Conventional kitchen versus fast food kitchen – size and layout of the preparation centre – Basic flow plan for a fast food preparation centre – (Assembly line) space requirements.

Storage areas – Receiving station – unloading dock, distribution area, mechanical & mobile devices, Record keeping. Receiving procedures – Refrigerator storage (Storage freezer, Processing Freezers, Coolers, Thawers) counter top blenders, vending machines (Coffee, S/W, Milk)

Production Area – Guidelines for the selection of equipment – study of a few commonly used equipment's like – convention ovens-steam cookers – Micro Ovens – Deep fat pressure fryers – Char Boilers – Grills broilers – other small equipments like High speed S/W maker, Vegetable slicer, grater, Shredder, waster compactor unit, counter top blenders, vending machines (Coffee, S/W, Milk) Rotary toasters etc.,

Basic concepts of Microwave Cooking



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Essential compounds and how it operates – Advantages & Disadvantages – Application. Use of convenience foods in fast food – Definition – Advantages – Disadvantages – Nationality & Ethnic dishes of certain countries like – Mexican (Tacos, Buttitos, enchiladas, Refritos)

Italian (Pizzas, lasagne, Ravoli) American (Burgers, Salads) Indian Chats – Coffee Bars & Tea boutiques

Unit – V

10 Hours

Event Management

Formal Functions – An introduction-Booking and organization of formal functions to include – facilities offered – Secretariat service – Audio visual aids. Multimedia projector – flipcharts Tabling seating arrangements – layout – Calculating space for set up of tables – Allotting stations – Addressing & preparing toast and order of service. Banquet function prospectus – format and purpose – Compiling & making special Banquet menus, conference menus and state banquets.

Informal Banquets – Buffet-cum-sit down and standing buffet (Fork Buffet) planning for a buffer (High tea/B.F./Lunch, Dinner), Planning for a cocktail dinner – staffing – arranging the buffet centre /counters.

Off-premises Catering (Out catering) - Planning of the function (Cooking and service off premises and only service off premises) complications and Specialization of Off – premises catering to be discussed in detail.

TOTAL NO. OF HOURS: 50



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Reference Books:-

- Food & Beverage Service Training Manual – Sudhir Andrews
- Food & Beverage Service – Lillicrap & Cousins
- Modern Restaurant Service- John Fuller
- Food and Service Management –Brian Varghese
- Introduction F & Service-Brown ,Hepner & Deegan
- Professional Food & beverage Service Management-
- The World of wines,Spirits & Beers-H.Berberoglu.
- Beverage Book- Andrew,Dunkin & Cousins
- Professional Guide to Alcoholic Beverages – Lipinski
- Alcoholic Beverages – Lipinski & Lipinski



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Subject Code:
BMG17H03

3. HOSPITALITY & SERVICES MARKETING

L	T	P	C
3	0	0	3

UNIT – I

10 HOURS

INTRODUCTION TO HOTEL MARKETING: Definition of Marketing – Differences between Marketing and selling. Marketing Management – Definition, Philosophies and pillars of marketing management – Features of Hospitality Marketing – Segments of Hospitality Marketing

INTRODUCTION TO HOSPITALITY SERVICES MARKETING: Meaning and definition of services – Characteristics of services. Classification of services – Basic differences between Goods and Services – Meaning of hospitality Marketing – Characteristics of hospitality Marketing.

MARKETING MIX: Meaning of Marketing Mix – 4 Ps Marketing Mix. 7 Ps of services marketing – Hospitality Marketing Mix.

Unit – II

10 HOURS

PRODUCT THE FIRST P: Definition – Basic – Hospitality Products – Components of Hospitality products. Product Life Cycle – New Product /service development process.

PLACE THE SECOND P: Definition and importance of Distribution system – Channel levels of distributions – Intermediaries for Hospitality Industry - Travel Agents, Tour Wholesalers, Hotel representatives, National/ regional/ local/ Tourist



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agencies, Centralized reservation systems, Airline based reservation systems, Internet – Franchising – Alliances – Location of services.

Unit – III

10 HOURS

PROMOTION THE THIRD P : Definition and characteristics of promotion tools - 5 M's of Advertising – Various Sales promotion tools used in hotels – Publicity and public relation – Tools and opportunities in the hotel industry – Principles of personal selling.

PRICING THE FOURTH P: Introduction – Hospitality pricing objectives. Internal & External factors affecting pricing – General Pricing methods – Pricing strategy adopted by hotels for [Room tariff, F & B Items, Functions, Packages] Dynamic pricing.

Unit – IV

10 HOURS

PEOPLE THE FIFTH P: People The key to service business -Recruiting & Training of Employees -Motivation on the job -Measuring productivity

PHYSICAL EVIDENCE THE SIXTH P: Servicescape – Types of Servicescape – Other Tangibles – Role of Servicescape – Tangibles – Essential Evidence – Peripheral Evidence – Web pages – Guidelines for physical Evidence Strategy Hospitality Presentation Mix.

PROCESS THE SEVENTH P: The customer's point of view – Value Chain analysis – Blueprinting – Managing the waiting process – Complaints Management and Service – Recovery – Order taking and Order fulfilment



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Unit – V

10 HOURS

CUSTOMER RELATIONSHIP MANAGEMENT (CRM): Concept of CRM – CRM issues – Customer Value – CRM Objectives – Implementing CRM

DIRECT AND ONLINE MARKETING: Scope of Direct Marketing – Database Marketing – Forms of Direct Marketing – Developing Online Marketing Strategies – Online advertising – Online marketing strategies – Social media marketing.

TOTAL NO. OF HOURS: 50

Reference Books:-

1. Service Marketing - Zeithaml
2. Marketing for Hospitality & Tourism- P. Kotler
3. Marketing for Hospitality & Tourism services-Kumar
4. Services Marketing - Rao
5. Service Marketing – Nargundkar



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Subject Code:
BMG17H04

4. ENTREPRENEURIAL DEVELOPMENT

L	T	P	C
3	0	0	3

Unit – I

10 Hours

Introduction – Understanding the meaning of Entrepreneurial ship – Characteristics of an Entrepreneur – classification of the Entrepreneurs – Entrepreneurial Scene in India – Factors influencing Entrepreneurship Critical Elements of a Entrepreneur, Functions of Entrepreneur

Unit – II

10 Hours

Entrepreneurial growth-Role played by Government and Non-Government agencies-EDP, TIIC, SIDBI, PIPDIC, IDBI, IFCI, ETC.

Problems and prospects of Women entrepreneurs-Rural Entrepreneurs-Small Scale Entrepreneurs and Export Entrepreneurs Steps to encourage Women Entrepreneur-Problems of Rural Entrepreneur

Overcoming the Problems of rural Entrepreneur. Steps taken by Government to Boost Exports. Export and Import Procedures – Problems of Entrepreneur on Exports – Problems of New Entrepreneur – Sickness in Small Scale Industries Problems of Existing Enterprises-Reasons for sickness in the units of small Entrepreneur



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Unit – III

10 Hours

How to enter into Market? – Business idea generation Techniques-identification of Business Opportunities – Marketing Feasibility – Financial Feasibility – Technical – Legal – Managerial and Location Feasibility

Unit – IV

10 Hours

Project Appraisal-Methods – Techniques – Preparation of Business Plan – Content of a Business Plan – Project Report Classification of Projects – Project Life Cycle

Unit – V

10 Hours

How to start enterprises? – Franchising and Acquisition – Product Strategies – Pricing Strategies Distribution Strategies – Promotional Strategies How to be a successful Entrepreneur? – Learning to be Successful- entrepreneur's Step by Step approach for starting a new business

TOTAL NO. OF HOURS: 50

Reference books:

- Jayshree Suresh – Entrepreneurial Development
- Khanka – Entrepreneurial Development
- Gupta CB – Entrepreneurial Development
- Vasant Desai – Dynamics of Entrepreneurial Development and Management



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Subject Code:
BMG17H05

5. RESEARCH METHODOLOGY

L	T	P	C
3	0	0	3

Objective:

Research Methodology will be taught in the theory class to prepare students on how to approach the subject of Research Project in the 6th semester. Inputs can be given to the students during the institute tenure but topics allotted will help students pursue the project in a better fashion through exploratory research and self-study. Final preparation of the project will be done only in the 3rd year final semester under guidance from subject matter expert.

Unit – I

10 Hours

INTRODUCTION TO RESEARCH METHODOLOGY

Meaning and objectives of Research – Types of Research – Research Approaches – Significance of Research – Research methods vs Methodology – Research Process – Criteria of Good Research – Problem faced by Researches – Techniques Involved in defining a problem

Unit – II

10 Hours

RESEARCH DESIGN

Meaning and Need for Research Design – Features and important concepts relating to research design – Different Research design – Important Experimental Designs



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Unit – III

10 Hours

SAMPLE DESIGN

Censure and sample Survey – Implication of Sample design – Steps in sampling design – Criteria for selecting sampling procedure – Characteristics of a good sample design – Different types of Sample design – Measurement Scales – Important scaling Techniques

Unit – IV

10 Hours

METHODS OF DATA COLLECTION

Collection of Primary Data – Collection through Questionnaire and schedule collection of secondary data – Difference in Questionnaire and schedule – Different methods to collect secondary data.

Unit – V

10 Hours

DATA ANALYSIS INTERPRETATION AND PRESENTATION TECHNIQUES

Hypothesis Testing – Basic concepts concerning Hypothesis Testing – Procedure and flow diagram for Hypothesis Testing – Test of Significance – Chi-Square Analysis – Report Presentation Techniques.

TOTAL NO. OF HOURS: 50

Reference Book:

- Research Methodology - Concepts and Cases (Book CD) – Dr. Deepak Chawla & Dr. Neena Sond
- Legal Research Methodology – Rattan Singh
- Research Methodology and Scientific Writing – C. George Thomas



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- Research Methodology - Theory and Techniques – by Jagadish R. Raiyani
- Research Methodology for Social Sciences – by M. Thamilarasan

Subject Code:
BHM17018

L	T	P	C
3	0	0	3

6. TOURISM AND TRAVEL MANAGEMENT

Unit – I

10 Hours

Introduction to Tourism – Scope – Definition – History of Tourism – Tourism as an Industry – Tourism, Recreation and Leisure, their Inter-relationships – Types of Tourist, Visitor, Traveler, excursionist – Impacts of Tourism: Economic, Socio-cultural, Environmental.

Unit – II

10 Hours

Travel and Tourism Products – Components and Elements of Tourism Product – Salient features of Tourism Product – Transportation: Air, Water and Surface: Rail, Road, Metro and Heritage trains – Accommodation: Traditional, Supplementary – Travel Intermediaries: Travel Agency, Tour Operators, Role and Functions, CRS – Travel Formalities: Domestic, International

Unit – III

10 Hours

Types and Forms of Tourism – Inter-regional and Intra-regional, Domestic and International, Inbound and Outbound Tourism, Forms of Tourism: Pilgrimage, Historical, Social, Adventure, Health, Business, MICE, Sports, Senior Tourism, Heritage Tourism, Responsible Tourism, Ethnic or roots Tourism.



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Unit – IV

10 Hours

Tourism Resources in India – Tourism Geography: Climate, Geographical differences, IATA areas, Manmade Tourism Resources: Monuments, Public buildings, Amusement Parks, Recreational, Shopping & Entertainment centre – Natural Tourism Resources: Hill stations, Beaches, Protected areas – Cultural Tourism Resources: Music, Dance, Cuisine, Customs and Traditions, Fairs and Festivals.

Unit – V

10 Hours

Future trends in Tourism Industry – Contemporary Issues in Tourism – Tourist Organizations: National – ITDC, MOT, DOT, ASI, TAAI; International – WTO, IATA, UNESCO – Global Tourism.

TOTAL NO. OF HOURS: 50

Reference books:

- Travel & Tourism Management - Prakash Talwar
- The business of Tourism concepts & Strategies - A.K Bhatia
- Temples of South India - V.V Subba Reddy
- Successful Tourism Management - P.N Seth
- Economic Impact of Tourism - Surinder Kumar



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Subject Code:
BMG17H06

7. HOTEL COSTING & FINANCIAL MANAGEMENT

L	T	P	C
2	1	0	3

Unit – I

10 Hours

Understanding Balance sheet statement: meaning and purpose, assets and liabilities, identification of assets and liabilities.

Unit – II

10 Hours

Financial Management meaning and scope: Meaning of business finance, Meaning of Financial Management, Objectives of financial Management.

Unit – III

10 Hours

Financial statement analysis and interpretation: Meaning and types of financial statements, Techniques of financial analysis, limitations of financial analysis, practical problems.

Ratio Analysis: Meaning of ratio, classification of ratios, profitability ratios, Turnover ratios, profitability ratios, financial ratios, Du point control Chart, practical problems.

Unit – IV

10 Hours

Material costing.

Material Purchasing, Purchasing Control Procedure, Seasonal Purchasing, Scheduled Purchasing, Tender Purchasing and ABC Analysis. Ratios- Occupancy



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Ratio, Food Cost Percentage.

Material Purchase Control: - Advantages & Disadvantages. Minimum Level, Maximum Level, Re- Order Level, Danger Level, Stores Management – Material Receiving Procedure ,Bin card & Stores Ledger.

Inventory Control:- Objectives of Inventory Control, Perpetual Inventory, Physical Inventory, Inventory Valuation- LIFO,FIFO, Simple Average- their impacts on profits

Unit – V

10 Hours

Costing fundamentals, marginal costing technique, and basic standard costing techniques, standards for Material & Labour variance only.

TOTAL NO. OF HOURS: 50

Reference books:

- Reddy and Hari Prasad, Cost and financial management
- Jain & Narang, Cost Accounting
- Khan & Jain, Financial Management

Note: Use of Calculators is permitted



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Subject Code:
BHM17L15

L	T	P	C
0	0	8	3

8. INTERNATIONAL CUISINE & FOOD PRODUCTION MANAGEMENT PRACTICAL

PART A – FOOD PRODUCTION

Topic
<u>MENU 01</u> <ul style="list-style-type: none">• Consommé Carmen• Poulet Sauté Chasseur• Pommes Loretta• Haricots Verts
<u>MENU 02</u> <ul style="list-style-type: none">• Bisque D'écrevisse• Escalope De Veau viennoise• Pommes Batailles• Epinards au Gratin
<u>MENU 03</u> <ul style="list-style-type: none">• Crème Du Barry• Darne De Saumon Grille• Sauce paloise• Pommes Fondant• Petits Pois A La Flamande



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MENU 04

- Veloute Dame Blanche
- Cote De Porc Charcuterie
- Pommes De Terre A La Crème
- Carottes Glace Au Gingembre

MENU 05

- Cabbage Chowder
- Poulet A La Rex
- Pommes Marguises
- Ratatouille

MENU 06

- Barquettes Assortis
- Stroganoff De Boeuf
- Pommes Persilles
- Riz Pilaf

MENU 07

- Duchesse Nantua
- Poulet Maryland
- Croquette Potatoes
- Banana fritters
- Corn gallets

MENU 08

- Kromeskies
- Filet De Sols Walweska
- Pommes Lyonnaise
- Funghi Marirati



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MENU 09

- Vol-Au-Vent De Volaille Et Jambon
- Poulet a la kiev
- Creamy Mashed Potatoes
- Butter tossed green peas

MENU 10

- Quiche Lorraine
- Roast Lamb
- Mint sauce
- Pommes Parisienne

PART B – BAKERY & PATISSERIE PRACTICAL

S.No.	Topic
1	Brioche Baba au Rhum
2	Soft Rolls Chocolate Parfait
3	French Bread Tarte Tartin
4	Garlic Rolls Crêpe Suzette
5	Harlequin Bread Chocolate Cream Puffs
6	Foccacia Crème Brûlée



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7	Vienna Rolls Mousse Au Chocolat
8	Bread Sticks Souffle Milanaise
9	Brown Bread Pâte Des Pommes
10	Clover Leaf Rolls Savarin des fruits
11	Whole Wheat Bread Charlotte Royal
12	Herb & Potato Loaf Doughnuts
13	Milk Bread Gateaux des Peache
14	Ciabatta Chocolate Brownie
15	Buffet desserts Modern Plating Styles



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MARKING SCHEME FOR PRACTICAL EXAMINATION

DURATION 04.00HRS

All Technical Skills to be tested as listed in the syllabus

	MARKS
1. Uniform	: 10
2. Grooming	: 10
3. Journal	: 10
4. Viva Voce	: 10
5. Dishes	: 50
6. Scullery	: 10
Total	: 100

NOTE:

1. International chefs wear with cap, double breast, coat and checked trousers must be cleaned washed and ironed.
2. Must have a short crew cut, shaved with trimmed mustache.
3. On daily basis with costing method and step by step plan
4. Standard specification recipe with correct measurements
5. You must be able to explain with description dishes and plan of work
6. On completion of the day's work, the work and will be inspected and marked accordingly.



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Subject Code:
BHM17L16

L	T	P	C
0	0	2	1

9. ADVANCED FOOD & BEVERAGE SERVICE PRACTICAL

- Laying of Tables for a seven course menu with wine accompaniments
- Planning for a sit down buffet
- Setting up of Beverage Salvers for service of Spirits
- Setting up of Banquet Tables for a Small Group with Cocktail arrangements.
- Indian regional cuisine with their service sequence

MARKING SCHEME FOR PRACTICAL EXAMINATION

DURATION 03.00HRS

All Technical Skills to be tested as listed in the syllabus

	MARKS
1. Uniform / Grooming	: 10
2. Service Equipment Knowledge / Identification	: 20
3. Care Cleaning & Polishing of Service equipment	: 20
4. Service skills / tasks	: 20
5. Beverage service Tea/ Coffee/ Soft drinks	: 20
6. Journal	: 10
	100



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NOTE:

1. The examination should test skills and knowledge of the students by assigning sets of tasks as listed in the practical syllabus under each category.
2. During table service each guest should pose one question to the candidate on the item being served. The invigilators can brief guests prior to service.



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SEMESTER - VI

S. No	Subject Code.	Subject	L	T	P	C
1	BHM17019	Hotel Information System	1	2	0	3
2	BHM17020	Front Office Management	3	0	0	3
3	BHM17021	Accommodation Management	3	0	0	3
4	BHM17022	Advanced Food Production	2	0	0	2
5	BMG17H07	Human Resource Management	4	0	0	4
6	BHM17023	Food & Beverage Controls	3	0	0	3
7	BHM17L17	Advanced Food Production Practical	0	0	8	2
8	BHM17L18	Research Project	0	0	6	2
9	BHM17L19	Hotel Information System Practical	0	0	2	1
10	BMG17HL2	Personality Development Practical – III	0	0	6	2
Total			16	2	22	25



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Subject Code:
BHM17019

L	T	P	C
1	2	0	3

1. HOTEL INFORMATION SYSTEM

Unit – I

10 Hours

Management Information System (MIS):

Concepts – MIS Designs and functions – Managing Multi Processor Environments
– MIS Security issues – MIS Performance Evaluation - Hotel Information System
– The HIS Concept – HIS Terminology – HIS In – House – HIS Hardware – HIS
Software Modules

- a. Reservation
- b. Guest Accounting
- c. Room management
- d. General Management

Unit – II

10 Hours

Computer Based Reservation System

Global Distribution System- Inter sells Agencies – Central Reservation Systems
(CRS) – Affiliate and Non Affiliate Systems

Property Level Reservation Systems:

- a. Reservation Inquiry
- b. Determination of Availability
- c. Creation of Reservation Record
- d. Maintenance of reservation records
- e. Generation of reports.

New Developments – Reservation through the Internet/Room Management



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Applications/Room Management Module

- a. Room Status
- b. Room and rate Assignment
- c. In House Guest Information functions – Housekeeping Functions – Generation of reports

Unit – III

10 Hours

Guest Accounting module:-

Types of Accounts – Posting Entries to Accounts-Night Audit Routine – Account Settlement – Generation Reports.

Property Management System Interfaces

Point of sale Systems (Pos) - Cash Accounting Systems (CAS) – CAS/PMS Advantages and Concerns – Electronic Locking Systems – Energy Management Systems- Auxiliary Guest Services. Guest Operated Devices – In room Vending Systems – Guest Information Systems.

Unit – IV

10 Hours

Food Beverage Applications:

POS Order – Entry Units- Key Boards and Monitors – Touch Screen Terminals – Immediate Character Recognition (ICR) Terminal.- Wireless Terminals – POS d Printers – Guest Check Printers – Receipt Printers – Work Station Printers – POS Software – Consolidated reports.



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Food & Beverage Management Applications: Recipe Management – sales Analysis – menu management integrated Food service Software – Management reports from automated beverage Systems.

Unit – V

10 Hours

Accounting Applications:

Account Receivable Module – Account Payable Module – Payroll Module – Inventory Module – Purchasing Module – Financial reporting Module.

Selecting and Implementing Computer Systems;-

Analyzing Current information needs – Collecting Information of Computer systems – Establishing System requirements – Proposals from Vendors – Contract Negotiations – Installation factors.

TOTAL NO. OF HOURS: 50

Reference Books:-

- Hotel Front Office Management, James Bardi ,VNR
- Hotel Information System, Michael Kasavana, CBI-VNR
- Effective Front Office Operations, Michael Kasavana, CBI-VNR
- Management information system
- IDS Manual



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Subject Code:
BHM17020

2. FRONT OFFICE MANAGEMENT

L	T	P	C
3	0	0	3

Unit – I

10 Hours

Planning and evaluating Front office operations: Establishing room rates – Rule of Thumb approach – Hubburt Formula. Forecasting Room Availability – budgeting for operations – Forecasting room revenue – Estimating expenses – Referring budget plans – Evaluating front office operations – Daily operation report – Occupancy rates – Room Revenue analysis – Hotel statement of income – Room division income statement – Room Division budget report – Operating ratios and ratio standards.

Unit – II

10 Hours

Yield Management: Concept of Yield management – Hospitality Industry applications – Measuring Yield – Potential average single rate – Potential average double rate – Multiple occupancy percentage – Rate spread – Potential average rate – Room rate achievement factor – Yield – Identical Yields–Equivalent occupancies – Required Non – room revenue per guest – Elements in yield management

Group rooms sales – Group booking data – Group booking pace – Anticipated group Business – Group booking lead time – Displacement of Transient business – Transient room sales – Food and beverage Activity – Local and area wide conventions – Special events – Using Yield Management – Potential High and low demand tactics – Implementing revenue strategies a) Hurdle rate – Availability strategies **a.** Minimum length of stay, **b.** Close to arrival, **c.** Sell through



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Unit – III

10 Hours

Uniformed Services: Introduction – Lobby organization – Bell Desk – Job description of Senior Bell Captain – Bell Boy – Doorman – Valet Parking Attendant – Bell Desk Procedures – Guest Arrival Procedure – Guest Departure Procedure – Scanty Baggage Procedure – Left Luggage Procedure – Lobby Control sheet – other duties of Bell Desk Staff.

Concierge Services: Introduction – Role of Concierge – Job description of concierge – Guest Service – Introduction – Components of Guest Service My Service – Log Book

Unit – IV

10 Hours

Duty Managers – GRE: Guest Relations Executive – Introduction – Organization of GRE – Job description of GRE – Important Departments for GRE – General duties & responsibilities – Complaint Handling – Guest History System – GRE Log Book.

Lobby Manager: Essential features of the Lobby – Typical Lobby Layout – Lobby Manager – Job Description of a Lobby Manager

Front Office Manager: Duties and Responsibilities

Telecommunications: Introduction – Types of Exchanges – other Communication Equipment – Organization of Telecommunications Department, Job Description of Telecommunications Supervisor – Telephone Operator – Wake-up-calls – Fire Emergencies – Telephone Communications – Handling Telephone Equipment – Information Board.



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UNIT – V

10 Hours

Property Management System: Definition of P.M.S & Importance of P.M.S – Selecting a P.M.S – Importance of Needs analysis – procedure for performing Needs analysis (Selecting a term, analyzing the flow of guest through the hotel – communicating information – reviewing administration proper work – Management review of information – assuming needs based on findings) – Choosing software choose common software options in a PMS (Marketing & sales – night auditing accounting – housekeeping, maintenance – food beverages) Choosing Hardware – PMS Applications: Reservation – Registration – Room status – posting – Call accounting checkout, nights enquiry's & reports.

TOTAL NO. OF HOURS: 50

Reference Books:-

- Hotel Front Office Management _ James A. Bardi
- Managing Front office operation - Ahama
- Front Office Operations by Colin Dix & Chris Baird
- Hotel Front Office Management by Kasavana & Brooks
- Front Office Training manual By Sudhir Andrews



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Subject Code:
BHM17021

3. ACCOMMODATION MANAGEMENT

L	T	P	C
3	0	0	3

Unit – I

10 Hours

Budget & budgetary controls: Introduction – Types of budget (capital budget, Operating budget, Pre operating budget) Categorization of budget by departments involved.

Preparing a budget: Revenue forecasts (return on investment method {Roi}, Historic method – Sources of revenue (rooms, business centre, health centre, miscellaneous) Expenses Forecasts (fixed expenses, variable expenses, discretionary expenses, semi – variable expenses). **Housekeeping expenses:** Capital expenses, Operating expenses – Budget Operation (Controlling expenses and Income Statement of Room Division)

Unit – II

10 Hours

Contract & out sourcing: Definition on out sourcing & contract – Reason for out sourcing – Contract services in housekeeping – Hiring contract providers – Contract specification – Pricing of contracts (Unit rate agreement, Cost plus fixed fee) Advantages & disadvantages of outsourcing.

Unit – III

10 Hours

Interior decoration: Elements of design – Color and its role in décor – types of color schemes.

Windows and window treatment: Lighting and lighting fixtures – Floor finishes – Carpets – Furniture and fittings Accessories



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Designing for the physically challenged – reservations – transportation – registration counters – guestrooms – exercise and health facilities.

Unit – IV

10 Hours

Responsibilities of manager in housekeeping department: Employee absenteeism – Employee turnover – Employee problems – Poor appearance & hygiene – Employee claims of unfairness – Poor performance – Problem solving temperament - Managerial Styles

The executive housekeeper & participative management: The executive housekeeper – manager or leader – Development of others – Developing Executive house keeper – Training & evaluating supervisors & managers – Personal development – Housekeeping manager of the future

Unit –V

10 Hours

Changing Trends in Housekeeping: Eco-friendly amenities, products and processes – toiletries – energy conservation products – ozone treatments – IT savvy Housekeeping

Ecotels – Ecotels certification – Choosing an eco-friendly site – hotel design & construction - Energy & water conservation- waste management.

New Property Operations: Starting up housekeeping – Housekeeping in new property – material resources – system and procedures – orientation and training – Count down.

TOTAL NO. OF HOURS: 50



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Reference Books:-

- Joan C. Branson - Hotel, Hostel and Hospital Housekeeping ELBS
- Margaret M. Kappachhe – Housekeeping Management AHMA Edu INST
- Sudhir Andrews – Hotel Housekeeping Training Manual Tata Mc Graw Hill
- Smritee Raghubalan – Hotel Housekeeping operations and Management, Second Edition



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Subject Code:
BHM17022

L	T	P	C
2	0	0	2

4. ADVANCED FOOD PRODUCTION

Unit – I

10 Hours

International Cuisine: Specialties Equipment in relation to: France, Italy, Middle East, Mexican, Arabic, Introduction to Chinese foods Historical background Regional cooking_styles, Methods of cooking, Equipment & utensil

Unit – II

10 Hours

Regional Indian Cuisine: Introduction To Regional Indian Cuisine, Heritage Of Indian Cuisine **States**, Andhra Pradesh, Goa, Kashmir, Kerala, Punjab, Rajasthan, Tamil Nadu Indian Breads, Indian Sweets, Indian Snacks

Unit – III

10 Hours

Portion control of food – portion size for volume feeding – pilferage and spoilage – menu planning points to consider while planning a menu – Developing new recipes – food trials – forecasting and budgeting.

Unit – IV

10 Hours

Introduction To Garbage Disposal – understanding the importance of garbage handling – Government law of the land – Rules and Regulation for safety garbage disposal – Recycling the garbage and reusing.



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Unit – V

10 Hours

Introduction to millets ,types of millets health and nutritional benefits of millets
uses of millets , health food prepared by using millets, how to incorporate millets
with other ingredients importance in traditional food and culture health and
economical benefits accrued society and nature environment by the use of millets

TOTAL NO. OF HOURS: 50

Reference Books:-

- International Cuisine & Food Production Management –Parvinder S.Bali
- Chef Soundararajan The Essential Culinary Guide
- Benard Davis: Commodities.
- Kinton & Cesarani: Theory of Catering.
- H.O. Cracknel & R.J.Kavfmann: Practical Professional cookery.
- Bo Freberg: The Professional Pastry Chef.
- Thangam Philips: Modern Cookery for Teaching And Trade.
- Krishna Arora: Theory of Cooking.



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Subject Code:
BMG17H07

5. HUMAN RESOURCE MANAGEMENT

L	T	P	C
4	0	0	4

Unit – I

10 Hours

Introduction to Personnel Department and role of Personnel Manager – Definition and role of HRD – Organizational Structure – Hierarchies – Types – Vertical/Horizontal Importance of Personnel Management – Functions of personnel Management – Objectives of Personnel Management.

Unit – II

10 Hours

Job Design – Job analysis, Job description, Job enlargement, Job rotation, Job enrichment – Job Specification – Definition and formats – Job Evaluation – Meaning, type and uses – Recruitment – Sources of recruitment Selection – Application, Interviews – Types, Test – Types, Group selection procedures Manpower planning, Manpower Ratio, General methods.



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Unit – III

10 Hours

Induction and Training – Meaning and advantages – Purpose of training – Types and methods of training – Aids used while training – Performance Appraisal – Definition and importance – Types of performance appraisals – (Methods) Performance Rewards – Types – Wage & Salary Administration – Organizational Behavior – Understanding Organizational Behavior – Social Systems – Culture – Culture Change – Methods – Role-Status – Rewards & Recognition – Principles – Types & effects Job satisfaction – Employees Satisfaction Survey – Reasons – effects. Interpersonal and group dynamics.

Unit – IV

10 Hours

Industrial Relations – Trade Unionism – definition – Role of trade union in the Indian Scenario – Collective bargaining – Industrial Relations Machineries ID Act – Wage Settlements – Bi-partite, Tripartite – Arbitration – Barriers of collective bargaining – Grievance handling procedure – Employee participation in management in relation to good industrial relations participative Management (Employees Meet) – Labour Welfare measures – Statutory/Non Statutory – Disciplinary procedures

Brief on Model Standing Order, Standing Order, House Rules, Promotion and Transfer – Absenteeism – Cause of Absenteeism – Consequence of High Rate of Absenteeism – Measures to Control Absenteeism. Labor Turn Over – Causes of Labour Turn Over – Effect of Labour Turn Over – Measures to control Labour Turn over.



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Unit – V

10 Hours

Personnel Management – Definitions – Systems View – Personal record – HRIS (Human Resource Info Syst.) brief – Employee productivity Other forms like ESI, Medical, leave, gratuity, PF Personnel Audit-Budgets

Managing Change – Factors influencing Change – Resistance to Change – Changes not favored by Managers. Changes not generally resisted by Employees – Overcoming Resistance to Change.

TOTAL NO. OF HOURS: 50

Reference Books:-

- Personal Management Arun Monappa & S. Saiyuddain
- Personnel Management in Indian Organization
- Personnel Management By Edwin B. Flippo
- Personnel Management & Industrial Relations – Tripathi



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Subject Code:
BHM17023

6. FOOD & BEVERAGE CONTROLS

L	T	P	C
3	0	0	3

Unit – I

10 Hours

Food Cost Control – Introduction to Cost Control – Define Cost control – The objectives & advantages of cost control – Basic costing – Food Costing, Food Control Cycle

Purchasing Control – aims of purchasing policy – Job description of Purchase, Manager/personnel

Types of Food Purchase – Quality Purchasing – Food quality factors for different commodities – Definition of Yield – Tests to arrive at standard yield – Definition of standard purchase specification – Advantages of standard yield & standard purchase specification – Purchasing procedures – Different methods of food purchasing – Sources of supply – purchasing by contract – periodical purchasing – open market purchasing – Standing order purchasing – Centralized purchasing – methods of purchasing in Hotels – Purchase order forms – ordering cost – Carrying cost – Economic order quantity – practical problems.

Unit – II

10 Hours

Receiving Control Aims of receiving – Job description of Receiving clerk/personnel – Equipments required for receiving – Documents by the supplier (including format) – Delivery notes – bills/invoices – Credit notes – Statements

Records maintained in the receiving department – Goods received book – Daily receiving report – Meat tags – Receiving procedure – Blind receiving – Assessing



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the performance and efficiency of receiving department – Frauds in the receiving department – Hygiene and cleanliness of area.

Unit – III

10 Hours

Storing & Issuing Control – Storing control – aims of store control – job description of Food store room clerk/personnel – Storing control – Conditions of facilities and equipment – Arrangements of food – Location of storage facilities – Security

Stock control – Two types of foods received-direct stores (perishables/non perishables) Stock records maintained bin cards (stock record cards/books)

Issuing control – Requisitions – Transfer notes – perpetual inventory method – monthly inventory/stock taking – Pricing of commodities – Stock taking and comparison of actual physical inventory and book value – Stock levels – practical problems. Hygiene and cleanliness of area.

Unit – IV

10 Hours

Production Control **aims** and objectives – Forecasting – Fixing of standards, Definition of standards (quality & quantity), Standard Recipe (Definition, objectives and various tests), Standard portion size (Definition, objectives and equipment used) and Standard portion cost (objectives & cost cards) computation of staff meals.



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Unit – V

10 Hours

Sales Control Sales – ways of expressing selling, determining sales price, calculation of selling price, factors to be considered while fixing selling price – matching costs with sales – billing procedure – cash and credit sales – Cashier's sales summary sheet.

TOTAL NO. OF HOURS: 50

Reference books:

- Modern Restaurant Service – John Fuller, Hutchinson
- Managing Food & Beverage Operations – SK Bhatnagar
- Beverage Book – Andrew , Dunkin & Cousins
- Bar & Beverage Book- Costas Katsigris, Mary Porter, Thomas
- Food & Beverage Service Management - Brain Varghese
- Menu planning – Jaksa. kievla, Hospitality press.



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Subject Code:
BHM17L17

7. ADVANCED FOOD PRODUCTION – PRACTICAL

L	T	P	C
0	0	8	2

MENU -1

- Prawn Ball Soup
- Fried Wantons
- Sweet & Sour Pork
- Hakka Noodles

MENU-2

- Sweet Corn Soup
- Shao Mai
- Tung-Po Mutton
- Yangchow Fried Rice

MENU-3

- Wonton Soup
- Spring Rolls
- Stir Fried Beef & Celery
- Chow Mein

MENU-4

- Minestrone
- Ravioli Arabeata
- Fettocine Carbonara
- Pollo Alla Cacciatore
- Medanzane Parmigiane



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MENU-5

- Scotch Broth
- Roast Beef
- Yorkshire Pudding
- Glazed Carrots & Turnips
- Roast Potato

MENU-6

- Recipe based with kodo millet
- Kodo millet paniyaram / Kara chutney / pulipu chutney
- Kodo millet kanji
- Kodo millet soaru / sambar
- Kodo millet cutlet
- Kodo millet briyani /onion pachadi
- Kodo millet curd rice
- Kodo millet sakkarai Pongal

MENU-7

- Recipe based with foxtail millet
- Foxtail millet adai / Kara chutney / pulipu chutney
- Foxtail millet idly / ridge gourd dal, groundnut chutney
- Foxtail millet sorau /sambar
- Foxtail millet Ven pongal /sambar
- Foxtail millet khichdi
- Foxtail millet halwa



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MENU-8

- Recipe based with pearl millet
- Pearl millet kuzhipaniyaram
- Pearl millet dosa
- Pearl millet koozh
- Pearl millet soaru
- Pearl millet pidi kohukattai

MENU-9

- Recipe based with barnyard millet
- Barnyard millet tikki
- Barnyard millet roti /palak curry
- Barnyard millet pulao / dal / raitha
- Barnyard millet soaru
- Barnyard millet kheer

MENU-10

- Recipe based with Proso millet
- Proso millet idly /sambar/ Kara chutney / pulipu chutney
- Proso millet soaru
- Proso millet appam
- Proso millet pongal
- Proso millet kesari

MENU-11

- Recipe based with little millet
- Little millet idly
- Little millet pongal / sambar / Kara chutney / pulipu chutney



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- Little millet sorau
- Little millet briyani
- Little millet kheer

MENU-12

- Recipe based with finger millet
- Finger millet idly / sambar / Kara chutney / pulipu chutney
- Finger millet adai
- Finger millet kali
- Finger millet koozh
- Finger millet soaru
- Finger millet laddoo

MENU-13

- Recipe based with sorghum millet
- Sorghum millet dosa/ sambar / Kara chutney / pulipu chutney
- Sorghum millet paniyaram
- Sorghum millet soaru
- Sorghum millet pokada
- Sorghum millet keerai vadai
- Sorghum millet pal payasam

BAKERY PRACTICALS

- Grissini
- Tiramisu
- Pumpernickle
- Apfel Strudel



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- Yorkshire Curd Tart
- Crusty Bread
- Baklava
- Harlequin Bread
- Baugette
- Crepe Normandy
- Crossiants
- Black Forest Cake
- Pizza base
- Honey Praline Parfait
- Cold Cheese Cake
- Meringues
- Icings & Toppings

MARKING SCHEME FOR PRACTICAL EXAMINATION

DURATION 04.00HRS

All Technical Skills to be tested as listed in the syllabus

	MARKS
1. Uniform	: 10
2. Grooming	: 10
3. Journal	: 10
4. Viva Voce	: 10
5. Dishes	: 50
6. Scullery	: 10
Total	: 100



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NOTE:

1. International chefs wear with cap, double breast, coat and checked trousers must be cleaned washed and ironed.
2. Must have a short crew cut, shaved with trimmed mustache.
3. On daily basis with costing method and step by step plan
4. Standard specification recipe with correct measurements
5. You must be able to explain with description dishes and plan of work
6. On completion of the day's work, the work and will be inspected and marked accordingly.



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Subject Code:
BHM17L18

L	T	P	C
0	0	6	2

8. RESEARCH PROJECT

PROJECT – TYPE –1 CORE SUBJECT (FP/FB & S /HK / FO) RELATED.

Purpose of Project

The Project is intended to serve the subject develop ability to multidisciplinary concepts, tools and techniques to deal with the operational problems related to core areas of the hospitality industry.

PROJECT- TYPE 2 HOSPITALITY INDUSTRIES RELATED

Purpose of Project

This Project is intended to serve the student develop ability to apply multidisciplinary concepts, tools and techniques to deal with any subject related to Hospitality industry .Emphasis should be placed on Industry sponsored Projects.

Type of Project

The project may be one of the following types:

- a. Comprehensive Case Study
- b. Inter- Organizational study
- c. Field Study (Empirical Study)



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Project Supervision

Each Project shall be guided by a supervisor duly appointed by the department /Coordinator.

Project Proposal (Synopsis)

Synopsis of the Project should be prepared in consultation with the guide and submitted in the department .The synopsis should clearly state the objectives and research methodology of the proposed project to be undertaken. It should have full detail of the rationale, description of universe sampling research instruments to be used, limitations if any and future directions for further research etc.

Project Documentation

Project report should be properly documented and will include, Executive summary, research design & Methodology, Literature review, data Collection and Analysis, conclusions and recommendations and Bibliography.

Project Submission

Final draft of the project should be submitted in the department duly certified by the concerned guide.

Project Presentation & Evaluation

Formal presentation and evaluation of the project before internal panel constituted by the department /Coordinator



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Project Work:-

Project Work	—	25
Actual Execution of the Project	—	60
Viva Voce	—	15
Total	—	100



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Subject Code:
BHM17L19

9. HOTEL INFORMATION SYSTEM PRACTICAL

L	T	P	C
0	0	2	1

Using the Property Management System Software

1) Front Desk Module

- a) Registration
- b) Reservation
- c) Cashiering
- d) Day End Process
- e) Guest History
- f) House Keeping
- g) Reports
- h) Lookups
- i) Setup

2) Point of Sale

- a) Billing
- b) Guest History
- c) Reports
- d) Lookups
- e) Setup

3) Accounts Receivable

- a) Operations
- b) Reports
- c) Lookups
- d) Setup



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4) Sales & Marketing

- a) Profiles
- b) Sales Tracking
- c) Report
- d) Lookups

5) Banquets & Conferencing

- a) Booking & Billing
- b) Reports
- c) Setup

6) Telephone

- a) Call Accounting
- b) Setup

7) Financial Management

- a) Account Heads
- b) Transactions
- c) Reports
- d) Lookups
- e) Setup
- f) Fixed Assets
- g) Gate Pass

8) Materials Management

- a) Daily Entries
- b) Reports
- c) Lookups
- d) Setup



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9) Food & Beverage Costing

- a) Operations
- b) Reports
- c) Lookups
- d) Setups

10) Maintenance

- a) Operations
- b) Reports
- c) Lookups
- d) Setups

11) HR & Payroll

- a) Recruitment Process
- b) Payroll
- c) Reports
- d) Setup

12) System Setup

- a) General Setup
- b) User Setup
- c) Supervisor



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Reference Book

Ids Manual

Microsoft office Access

Creating Database using

- Tables,
- Form & Split Form
- Report Wizard,
- Queries Wizard, Queries Design
- Macro,
- Relationships between the two tables
- External Data Import to Ms Excel

MARKING SCHEME FOR PRACTICAL EXAMINATION

Duration 03:00hrs

7. Uniform & Grooming	10
8. Written Test	10
9. Output	40
10.Viva Voce	10
11.PMS Project	20
12.Journal	10

100 Marks



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Subject Code:
BMG17HL2

L	T	P	C
0	0	6	2

10. PERSONALITY DEVELOPMENT PRACTICAL – III

Unit – I

Time management, Kaizen's VAT and NVAT, Overcoming procrastination and excuse making

Unit – II

Relationship management, Developing workable relationship with superiors, subordinates, customers, Understanding office dynamics and managing office politics, Developing leadership skills, Team building, Team management, Enhancing inter & intra team coordination, Motivating the team, Assertiveness.

Unit – III

Mindfulness as a method manifesting efficiency, use of here and now techniques for effective functioning, Stress management

Unit – IV

Presentation skills, Seminar taking skills, Public speaking skills, extempore speaking



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Unit – V

Conducting /participating in meeting, Objective agenda orientation, Clarity of thought and expression, Conduct during meeting, Making minutes

Reference Books:-

- Personal Management and Human Resources By C.S. Venkataratanam and B.K Srivastava
- How to succeed at Interviews By Sudhir Andrews
- How to get the job you want: By Arun Agarawal
- Interviews for all Competitive Exams : By G.K.Puri
- Interviews in a Nut Shell By : S.K. Sachdeva
- Get that Job, Rohit Anand & Sanjeev Bikhachandani, Harper Collins



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MARKING SCHEME FOR PRACTICAL EXAMINATION

Duration 03:00hrs

13.Uniform & Grooming	10
14.Courtesy & Manners	10
15.Speech and Communication	30
16.Technical Knowledge	30
17.Practical Situation Handling	30
18.Journal	10

100 Marks

Note:

1. Speech Communication Courtesy and Manners should be observed throughout.
2. 50 technical questions to prepared in advance, covering the entire syllabus.
3. Practical situations – at least 10 situations be made representing all aspects of the syllabus.