

SRI VENKATESWARA UNIVERSITY - TIRUPATI
BACHELOR OF HOTEL MANAGEMENT (MAJOR)
III SEMESTER
(W.E.F. Academic Year 2024 - 25)

COURSE 5: FOOD PRODUCTION OPERATIONS-1

Theory

Credits: 3

3 hrs/week

UNIT 1:

1. Principles of Quantity cooking, equipment, problems and adjustment in terms of cooking time & temperature
2. Standard recipe & Indenting: Principles of Standard recipe & Indenting Quantities/portions for bulk production, Translation of recipes for indenting, practical difficulties involved in indenting. Formats

UNIT 2

1. Menu Planning: Basics, special emphasis on quantity food production planning of menus for various categories such as: school/college students Industrial workers, hospitals canteens outdoor parties, theme dinners transport/mobile catering - parameters for quantity food planning
2. Rechauffe cookery: Principles of reheating, precautions to be taken Rechauffe of leftover foodS7 identification of foods for recycling -important points in storage of meat for recycling

UNIT 3

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

UNIT-4

INTRODUCTION TO DUM COOKING AND TANDOOR COOKING

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

UNIT-5

INTRODUCTION TO INDIAN SWEETS

Introduction
Origin and history of Indian sweets Ingredients used in Indian Sweets Regional Influence on Indian Sweets

REFERENCES

- a) Equipment used in preparing Indian Sweets.
- b) Food Production Operations: Parvinder S Bali, Oxford Publication Prashad

Cooking With Indian Masters, J. Inder Singh Kalra .

c) A Taste Of India, Madur Jaffery, Great Britain Pavilion Books Ltd. Zaike Ka Safar, Jiggs Kalra

d) Daawat, Jiggs Kalra, New Delhi, Allied Publishers

e) The Professional Chef, Arvind Saraswat, New Delhi, Ubs Publishers

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COURSE 6: FOOD AND BEVERAGE OPERATIONS-1

Theory

Credits: 3

3 hrs/week

UNIT-1

ALCOHOLIC BEVERAGE

1. Introduction and definition
2. Production of Alcohol
3. Fermentation process
4. Distillation process

Classification with examples

UNIT-2

WINES

Definition & History

Classification with examples

Table/Still/Natural Sparkling Fortified Aromatized

Production of each classification

Old World wines (Principal wine regions, wine laws, grape varieties, production and brand names)

UNIT-3

France Germany Italy Spain Portugal New World Wines (Principal wine regions, wine laws, grape varieties, production and brand names)

USA Australia India Chile South Africa Algeria New Zealand Food & Wine

Harmony Storage of wines

Wine terminology (English & French)

UNIT-4

BEER

1. Introduction & Definition
2. Types of Beer
3. Production of Beer

UNIT-5

TABLE CHEESE

1. Introduction
2. Types
3. Production
4. Brands and Services

Storage

REFERENCES

- i. Food & Beverage Service – Denis Lillicrap
- ii. Food & Beverage Service – Vijay Dhawan
- iii. Food & beverage Service- Rao J Suhas
- iv. The Waiter Handbook by Graham Brown, Publisher: Global Books&Subscription Service New Delhi
- v. Food & Beverage Service Training Manual-Sudhir Andrew, Tata McGraw Hill

SEMESTER-III

COURSE 6: FOOD AND BEVERAGE OPERATIONS-1

Practical

Credits: 1

2 hrs/week

Dispense Bar – Organizing Mise-en-place Identification of Wine service equipment
Identification of Beer service equipment Identification of Cocktail bar equipment Identification
of Liqueur / Wine Trolley
Bar stock - alcoholic & non-alcoholic beverages Preparation of Bar accompaniments &
garnishes
Identification of Bar accessories & disposables

Service of Wines

Service of Red Wine

Service of White/Rose Wine Service of Sparkling Wines

Service of Fortified Wines Service of Aromatized Wines

Wine & Drinks List

Comparative analysis of various Wine Bar Comparative analysis of various Beer Bar

Comparative analysis of various Cocktail Bar

Service of Beer

Service of Bottled & canned Beers Service of Draught Beers

Service of Cheese

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COURSE 7: ROOMS DIVISION OPERATIONS-1

Theory

Credits: 3

3 hrs/week

UNIT 01: CLEANING AGENTS

Definition, Types of Cleaning Agents, Selections of cleaning Agents, Storage of Cleaning Agents. Issuing of Cleaning Agents

UNIT 02: COMPOSITION, CARE AND CLEANING OF DIFFERENT SURFACE

Introduction. Metals and types, Protective finishes on Metals, Different types of Surfaces Glass. Plastic, Ceramics, Wood. Stone, Rubber, etc. Care and Cleaning Procedures of different Surface and their types, Types of Wall and Floor Finishes- Polishes, Care and Composition.

UNIT 03: AREA CLEANING

Introduction, Types of Soil (Dust, Dirt, Tarnish, Stain, Foreign matter), Nature of Soil (Inorganic, Organic, Cosmological, Bacterial Entomological) Standards of Cleaning (*Physically* Clean, Chemically Clean, Bacteriologically Clean, Entomologically Clean, Cosmologically Clean Terminally Clean), Science of Cleaning (Terminology in Cleaning) Principle of Cleaning (General Rules during Cleaning Activity), Frequency of Cleaning (Daily, Weekly, Spring Cleaning and Periodic Cleaning), Cleaning Process (Manual Mechanical), Organization of Cleaning (Conventional Team Cleaning, Block Cleaning, Deep Cleaning) Cleaning Guest Room- Cleaning Guest Room (Occupied, Departure, vacant, VIP, DND,OOO).Bed Making Public Area Cleaning: Back of the House (Office, Staff Rest Room, Staff Entrance, Service Elevator) Front of the House(Entrance, Lobby, Front Desk, Elevator, Staircase, Guest Corridors, Public Rest Room, banquet halls Dining Rooms Leisure Areas — Health Club. Sauna, Spa, Swimming Pool, Lawns and Garden)

UNIT 04: BELL DESK & CONCIERGE PROCEDURES

Duties and Responsibilities of Bell Captain and Bell Boys, Concierge. Functions of Bell Desk- Luggage Handling (Arrival and Departures), Left Luggage Procedures, Procedures For Delivery of Luggage, Records maintained in Bell Desk- Arrival Errand Card, Departure Errand Card, Luggage Inventory Sheet, Bell Captain Control Sheet, Left Luggage Register, luggage Tags.

UNIT 05: INTRO to GUEST CYCLE AND RESERVATIONS

Guest Cycle (Pre Arrival, Arrival, Stay, Departure), Reservation, Types of reservation (Tentative, Wait-listed, Confirmed), Modes of Reservation, Source of Reservation, Systems of Reservation (Manual system and Automatic System), Processing Reservation Requests, Reservation Reports. Importance of Reservation, Group Reservation, Over Booking.

Reference Books:

1. Hotel Hostel and Hospital Housekeeping by Joan C Branson & Margaret, Publisher: Hodder Arnold H&S
- 2 The Professional Housekeeper by Madelin Schneider Georgina 'Tucker & Mary Scoviak , Publisher: Wiley
3. Professional Management of Housekeeping Operations by Thomas J. A. Jones , Publisher: Wiley
4. Front Office (Procedures, Social Skills & Management by Abbott & Lewry, Publisher: Routledge
5. Principles of Hotel Front Office Operations by Baker, Bradlev and Hytofi, Publisher: C engage Learning
6. Managing front Office operations by Michael and Kasavana, Publisher: Al IELI

SEMESTER-III

COURSE 7: ROOMS DIVISION OPERATIONS-1

Practical

Credits: 1

2 hrs/week

1. Understanding of Guest Cycle (Chart Work, Group Role Play)
2. Reservation : Different type of Reservation, Reservation Procedure through Telephone, Reservation Procedure through Online Mode Reservation Procedure of Direct Guestformat of Reservation Form and Slip, Confirming a Reservation. Hotel 's Policy on Reservation (Confirming , Guaranteed and Cancellation). House Limit and Its implication
3. Guest Services: Paging Process. Key handling Procedures. Mail and message Handling Formator Message slip, Wake Up Call Procedure, Handling Guest Complain
4. Setting of chamber Maids Trolley- Set up and use of trolley
5. Identification or Cleaning Agents : Classification according to color, smell and dilution,Understanding the pH Value, Storing Procedures
6. Cleaning Procedures : Occupied Room, Vacant Room, Departure Room, Handling 000 and VIPRoom
7. Bed Making Procedures, Towel Art Cleaning of Public Area _ Lobby, Restaurant, Offices _ Staircase, Elevator. Corridor andBack Area
8. Cleaning of Different Surfaces : Table tops, Windows, Upholstery, Hard and Soft Floorings,
Metal Surfaces
9. Control Desk Procedures : Guest Message handling, Briefing and De-Briefing, Issuing of Keys,Telephone Handling

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COURSE 8: HOSPITALITY LAW

Theory

Credits: 4

5 hrs/week

Unit I

Law Relating to Hotel -Guest Relationship • Definition — hotel and lodging house, Manager of a hotel, Owner of a lodging house, Paying guest. Premises. tenant etc. Refusal or accommodation • Eviction of a guest from hotel room. Duties, rights and responsibilities of innkeeper towards guest, Hotel lien

Unit 2

Licenses and Permits • Licenses and permits for hotel and catering establishments, Procedure for obtaining, renewing licenses. suspension and termination of licenses, Liquor licenses-Types Drinking in the licensed premises, Different types of permits

Unit 3

Food Legislation • Definition- adulterant, Adulterated food, Public analyst, Central food laboratory Food inspectors and their power and duties, Procedure to be followed by food inspectors, Report of public analyst, Notification of food poisoning

Unit 4

Industrial Employment Standing Order Act 1946 • Industrial Employment Standing Order Act 1946- Model standing order show cause notice, charge sheet, domestic enquiry; discharge and dismissal of employee

Unit 5

Employees Organizations and Welfare • Factories Act- Definition — factory, manufacturing process, adult, adolescent, child, young person calendar year, week, provision regarding health, safety and welfare • Payment of Wages Act - Definitions industrial establishments, wages, deductions allowed under the act • Trade Union Act- Scope, eligibility, fund, registration, rights on the part of the employer and employee.

REFERENCES:

1. Hotel Law by Amitabh Devandra, Publisher: Oxford University Press Reference Books: I
2. Food and Hotel Legislation and Policies by E_ Dharmarai, Publisher: New Age International
3. Hotel and Tourism laws by Dr Jagmohan Negi Publisher: Frank Brothers
4. Corporate Governance: Principles, Policies and Practices by A.C. Fernando, Publisher Pearson
5. Essentials of Corporate Governance by Sanjay Publisher