

SRI VENKATESWARA UNIVERSITY: TIRUPATI

MINOR

Subject: HOTEL MANAGEMENT

w.e.f. AY 2023-24

COURSE STRUCTURE

Semester	Course Number	Course Name	No. of Hrs/Week	No. of Credits
Semester-II	1	Introduction to F&B service-2	3	3
		Introduction to F&B service-2 Practical Course	2	1
Semester-III	2	Food production operations-1	3	3
		Food production operations-1 Practical Course	2	1
Semester-IV	3	FoodProduction operations-2	3	3
		FoodProduction operations-2 Practical Course	2	1
	4	Room Division operations-2	3	3
		Room Division operations-2 Practical Course	2	1
Semester-V	5	Room division management	3	3
		Room division management Practical Course	2	1
	6	Hospitality Marketing	3	3
		Hospitality Marketing Practical Course	2	1

SEMESTER-IV

COURSE 3: FOOD PRODUCTION OPERATIONS-2

Theory

Credits: 3

3 hrs/week

UNIT-1

INDIAN CUISINES NORTH REGION

Kashmir Mugalai Punjab Rajasthan

UNIT-2

INDIAN CUISINES EAST

Bengal Seven sister states (Arunachal Pradesh, Assam, Manipur, Meghalaya, Mizoram, Nagaland & Tripura)

UNIT-3

INDIAN CUISINES WEST

Gujarat Maharashtra

UNIT-4

INDIAN CUISINES SOUTH

Tamil Nadu Kerala

Andhra Pradesh

UNIT-5

INDIAN CUISINES CENTRAL INDIA

Madhya Pradesh Chhattisgarh

Uttar Pradesh/Bihar

REFERENCES

1. Equipment used in preparing Indian Sweets.
2. Food Production Operations: Parvinder S Bali, Oxford Publication Prashad Cooking With Indian Masters, J. Inder Singh Kalra .
3. Taste Of India, Madur Jaffery, Great Britain Pavilion Books Ltd. Zaike Ka Safar, Jiggs Kalra
4. Daawat, Jiggs Kalra, New Delhi, Allied Publishers
5. The Professional Chef, Arvind Saraswat, New Delhi, Ubs Publishers

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SEMESTER-IV

COURSE 3: FOOD PRODUCTION OPERATIONS-2

Practical

Credits: 1

2 hrs/week

PUNJABI		SOUTH	
MENU 01 Rada Matar Pulao Punjabi Gobhi Khccr	MENU 02 Amritsari Macchi Rajmah Masala Pindi Chana Bhaturas Row Di Khccr	MENU 01 Meen Poriyal Curd Rice Thoran Rasam Pal Pavasam	MENU 02 Meen Moi Jee Olan Malabari Pratha Parappu Payasam Lime Rice
MENU 03 Sarson Da Saag Makki Di Roti Peshawari Chole Motia Pulao Sooji Da Halwa Savian	MENU 04 Tandoori Roti Tandoori Murg Dal Makham Pudinia Chutny Baingan Bharlha	MENU D3 Tamarind Rice Kori Gashi Kalan Sambhar Savian Payasam	MENU 04 Coconu L Rice Chickcn Chettinad Avial Huli Mysore Pak
RAJASTHANI		GUJRATI	
MENU 01 Gatte Ka Pulao Maas Makki Ka Soweta Chutny (Garllc) Halwa	MENU 02 Dal Batti Churma Lai Safed Mass Besan Ke Gatte Rataju Ki Subm Dal	MENU 01 Sarki Brown Rice Salli Murg Gujrati Dal Mcthi Thepla Shrikhand	MENT 02 Gujrati Khichidi Oondhiyu Balala Nu 'l omato Osaman Jecra Poon Mohanthal
HYDERABAD'			
MENU 01 Sol vaill Brivani Murg Tomalo Kut ITnre Piaz ka Rai In Double Ka Meelha	MENU 02 Kachi Biryani Mcthi dalcha Mirchi Ka Salan Mix Veg_ Rnifl Khumam Ka Meelha		

SEMESTER-IV

COURSE 4: ROOMS DIVISION OPERATIONS-2

Theory

Credits: 3

3 hrs/week

UNIT 01: REGISTRATION

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

UNIT 02: CHECK-OUT AND SETTLEMENTS

Departure Procedures, Mode of Settlement of Bills (Foreign Exchange, Cash Settlement, Credit Settlement), Potential Check out Problems and Solutions(Late Check-outs, Improper Posting Of Charges in Guest Folio, Group Check-out, Express Check-out

UNIT 03 LINEN & UNIFORM ROOMS

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

UNIT 04: CONTROL DESK

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

UNIT 05: LAUNDRY OPERATIONS

Introduction, Definition, Types of Laundry, Planning and layout of (JPL; Types of Laundry equipment (Laundering equipment, Pressing Equipment, Folding machines, Spotting Units) Laundry Agents or Aids. The Laundry Process (Pre washing Rinsing Hydro Extraction and Finishing), Stain, Classification of stains, Identification of Stains, Principle of Stain Removal, Stain Removal Procedures, Dry Cleaning Process of Dry Cleaning,

Advantages and Limitations of Dry Cleaning Process, Dry Cleaning Materials and agents, Handling Guest Laundry; CareLabels. Preparations of 110t and Cold face rowels

Introduction. Work Environment Safety and Job Safety Analysis, of Safety, Potential Hazards in House KeepingOperations,

Reference Books:

1. Hotel Hostel and Hospital Housekeeping by Joan C Branson & Margaret, Publisher: r Arnold
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 Hyton, Publisher: C engage Learning
6. Managing front Office operations by Michael and Kasavana, Publisher: Al IELI

SEMESTER-IV

COURSE 4: ROOMS DIVISION OPERATIONS-2

Practical

Credits: 1

2 hrs/week

1. Registration Procedures : Registration Card and its Implications, Format of GRC Format or C-Form, Checking a Guest, Checking Procedure or Walk- in Guest, Confirmed Guaranteed Guest, Group Checking Procedures, Folio and Maintenance of Folio
2. Check out Procedures: Checking out of FIT Guest, Checking out of Business Client Group Check out
3. Settlement Procedures : Various mode or settlement, Settlement or bills through Cash, Credit, BTC, Settlement of bills through Travel agent Voucher
4. Linen Handlings : Identification of linen, Size and types of different linen used in Hotel Setting up or Linen Soil Linen handling
5. Uniform Room Handling uniform, Sorting or uniform, Storing and issuing or uniforms
6. Laundry Handling : identification of Equipment. Handling of equipment, Uses of laundry agents, Washing of linen, Ironing, Folding, Finishing, Handling Guest Laundry.
7. Flower Arrangement: Identification of Flowers and Foliage, Equipment used in flower arrangement, Guidelines for making flower arrangement, Different types or Flower arrangement