

**Maulana Abul Kalam Azad University of Technology, West Bengal
(Formerly West Bengal University of Technology)
Syllabus for Bachelor in Hotel Management & Catering Technology (HMCT)
(Applicable from the academic session 2019)**

SEMESTER-I

Food Production Foundation - I (FFP -I)

Introduction to the art of cookery

Culinary history-Development of the culinary art from the middle ages to modern cookery, modern hotel kitchen, Nouvelle Cuisine, Cuisine Minceur, Indian regional cuisine, Popular International cuisine (an introduction).French, Italian, Chinese. Characteristics, Menu terms, Names of the Dishes, popular spices used etc.

Aims and objectives of cooking food, Importance of cooking food, with reference to the catering industry. Principles of a balanced and a healthy diet, Action of heat on food.

Methods of cooking

Classifications, principles, equipment required, methods of cooking-boiling, roasting, poaching, braising, grilling, baking, roasting, broiling, stewing, sauteing, blanching steaming, micro-waving etc.

Basic preparations

Mise-en-place of all the basic preparations, stocks, egg preparations

Kitchen Equipment

Different types of the kitchen equipment, different types of special equipment, heat generating, refrigeration, kitchen machinery, storage tables, hand tools, weighing and measuring, pot wash, diagrams, uses, maintenance, criteria for selection.

Food Commodities

Classification with examples and uses in cookery Cereals, pulses, vegetables, mushrooms, fruits, eggs, foundation ingredients- their characteristics and their uses in cookery

Kitchen hygiene

Personal hygiene, their importance, food handling & storage, care, sanitation practices, attitude towards work in the kitchen, fumigation.

HACCP - Practices in food handling & storage

Conversion tables: American, British measures and its equivalents

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Food Production Practical - I

Practical

Proper usage of a kitchen knife and hand tools Understanding the usage of small equipment

Familiarization, identification of commonly used raw material Basic hygiene practices to be observed in the kitchen

First aid for cuts & burns

Safety practices to be observed in the kitchen Demonstration of fire fighting for kitchen fires

Demonstration of cooking methods - two items of preparation of each method* Basic cuts of vegetables*

Basic stock preparations*

Egg cookery including classical preparations*

*The institutions / universities adopting this syllabus must ensure that for all Food Production practical sessions the list of names of preparations / dishes, sets of menus, method (if needs to be specified) should be specifically mentioned for standardized teaching and evaluation. This may be done by constituting a team of experts to compile the details keeping the local conditions in mind.

Books recommended :

Practical Cookery, Victor Ceserani & Ronald Kinton, ELBS Theory of Catering, Victor

Ceserani & Ronald Kinton, ELBS Theory of Catering, Mrs. K.Arora, Frank Brothers

Modern Cookery for Teaching & Trade Vol. I, Ms. Thangam Philip, Orient Longman Herrings Dictionary of

Classical & Modern Cookery, Walter Bickel Chef Manual of Kitchen Management, Fuller, John

The Professional Chef (4th edition), Le Rol A.Polsom The Book of Ingredients,

Jane Grigson Indian Food, K.T.Achaya, Oxford

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Food & Beverage Service Foundation -I (FFBS -1)

Theory:

- The Food & Beverage Service Industry
 - Introduction to the Food & Beverage Industry
 - Types of Catering Establishments
 - Introduction to Food & Beverage Operations

- F & B Service areas in a hotel
 - Restaurant, Coffee Shop, Room Service, Bars, Banquets, Discotheques, Still Room, Grill Room, Snack Bar, executive lounges, business centres & Night Clubs.

- F & B Service Equipment
 - Usage of Equipment, criteria for selection, requirements, quantity and types Furniture
 - Linen
 - Chinaware, Silverware & Glassware Disposables
 - Special Equipment & Other Equipment Care and maintenance

- Food & Beverage Service Personnel
 - Food & Beverage Service Organization
 - + Job Descriptions & Job Specifications of F& B Service Staff
 - Attitude & Attributes of a Food & Beverage personnel, competencies.
 - Basic Etiquettes for Catering staff
 - Interdepartmental relationship

- Food & Beverage Service Methods
 - Table Service-Silver/English, Family, American, Butler/French, Russian
 - Self Service-Buffer & Cafeteria
 - Specialized Service-Gueridon, Tray, Trolley, Lounge, Room, etc.,
 - Single Point Service-Take Away Vending, Kiosks, Food Courts & Bars, Automats

- Food & Beverage Terminology related to the inputs of the semester

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Food & Beverage Service - I (FBSP -1)

Practical:

Restaurant Etiquettes Restaurant Hygiene practices
Mis- En -Place & Mis- En -Scene Identification Of Equipments
Laying & Relaying of Table cloth Napkin folds
Rules for Laying a table Carrying a Salver/Tray Service of
Water Handling the Service Gear
Carrying Plates, Glasses & other Equipments Clearing an Ashtray
Situations like spillage

Reference Books:

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

Application of Computers (AOC)

Theory

INTRODUCTION TO COMPUTERS

What is a computer, Block Diagram, Components of a computer system, generation of computers, programming languages, generation of languages, storage devices, floppy disks, CD ROM's

OPERATING SYSTEMS

Introduction, Functions, types, Components, Case Studies - DOS, Windows

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INTRODUCTION TO DBMS

Data, Datatypes, Advantages, Introduction to FOXPRO, Creating a database, Searching, Sorting, Indexing, Writing simple programmes, overview of MS Access.

WORD PROCESSING, SPREAD SHEETS AND PRESENTATIONS

What is Word Processing, Features of MS WORD, Editing Commands and Mail merge.

What is spreadsheet, Features, Formulae and functions? If Statement, preparing sample worksheets, Different graphs,

Features of POWERPOINT. Preparing a presentation Preparing an Organization chart

INTRODUCTION TO INTERNET

What is Internet, Network, Network of Networks, WWW, Search Engines, e-mail, websites, Introduction to e-commerce

Application of Computers (AOC-I)

PRACTICALS

DOS, WINDOWS MS WORD

MS EXCEL

MS POWERPOINT FOX PRO & ACCESS INTERNET

USAGE

Suggested books

- Computer Fundamentals, R.S. Salaria, Khanna Publishing House, New Delhi
- Fundamental of Computers, V.Rajaraman, Prentice Hall India
- Mastering Microsoft Office, Lonnie E. Moseley & David M. Boodey, BPB Publication.
- Management Information System by Arora & Bhatia Excels books
- Management Information System by O'Brien James Tata McGraw Hills
- Management Information System by S. Sadagopal Prentice Hall

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Foundation Course in Front Office (FFO)

The Hospitality Industry

History and development of Hotel Industry, Types of Hotels

Defining the term hotel Classifying hotels, levels of service

Front office Organisation

Front office operations - Organisation chart, staffing, scheduling, work shifts, job specifications & job descriptions of Front office personnel

Front Office Operations The guest cycle

Front office systems Front office forms The front desk

Front office equipments Telecommunication

Property management systems

The Accommodation Product

Need for hotel product brochures, tariff cards

Types of guest rooms and suites, executive floors or club floor concept Types of room rates, basis for charging room rates

Meal plans - Types, needs and use of such plans

Types of guests - FIT, Business travellers, GIT, Special Interest Tours, domestic, foreign

Front Office Practical (FOP- 1)

- 1) Communication skills - verbal, non verbal
- 2) Preparation and study of countries, capitals, currencies, airlines and flags chart
- 3) Telecommunication skills - telephonic situation handling
- 4) Forms and formats related to 3rd semester
- 5) Identification of equipment, work structure and stationery
- 6) Basic manners and grooming standards required for Front Office operation

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Reference Books :

1. Front office operations by Colin Dix & Chirs Baird
2. Hotel Front office management by James Bardi, VNR
3. Managing front office operations by Kasavana & Brooks
4. Front office training manual by Sudhir Andrews, Tata McGraw Hill
5. Managerial accounting and hospitality accounting by Raymond S Schmidgall
6. Managing computers in hospitality industry by Michael Kasavana and Cahell
7. Effective Front Office Operation, Michael Kasavana, CBI-VNR
8. A Manual of Hotel Reception, J.R.S.Beavis & S.Medlik, Heinemann Professional
9. Accommodation Operation - Front Office, Colin Dix, Pitman
10. Principles of Hotel Front Office Operations , Sue Baker& Jeremy Huyton, Continuum
- 11 . Front Office Procedures, Social Skills and Management, Peter Abott & Sue Lewry, Butterworth Heinemann

Foundation course in Hotel Housekeeping (FHK)

Theory

1. INTRODUCTION
 - Meaning and definition- Importance of Housekeeping
 - Responsibility of the Housekeeping department
 - A career in the Housekeeping department
2. HOUSEKEEPING DEPARTMENT
 - Organizational framework of the Department(large/Medium/Small Hotel)
 - Role of Key Personnel in Housekeeping
 - Job Description and Job Specification of staff in the department
 - Attributes and Qualities of the Housekeeping staff - skills of a good Housekeeper
 - Inter departmental Co-ordination with more emphasis on Front office and the Maintenance department
 - Facilities planning and Design of Housekeeping Department and relevant sub sections
3. HOUSEKEEPING PROCEDURES

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Briefing, Debriefing, Gate pass

Indenting from stores- Inventory of Housekeeping Items

House keeping control desk, Importance, Role, Co-ordination, check list, key control Handling Lost and Found

Forms, Formats and registers used in the Control Desk

Paging systems and methods

Handling of Guest queries, problem, request General operations of control desk

Role of control desk during Emergency

4. THE HOTEL GUEST ROOM

- Layout of guest room (Types)
- Layout of corridor and floorpantry
- Types of guest rooms
- Furniture/Fixtures/Fittings/Soft Furnishings/Accessories/Guest Supplies/Amenities in a guest room (to be dealt in brief only)

5. CLEANING SCIENCE

- Characteristics of a good cleaning agent
- PH scale and cleaning agent with their application
- Types of cleaning agent
- Cleaning products (Domestic and Industrial)

6. CLEANING EQUIPMENT

- Types of Equipment
- Operating Principles of Equipment
- Characteristics of Good equipment (Mechanical/Manual)
- Storage, Upkeep, Maintenance of equipment

7. CARE AND CLEANING OF DIFFERENT SURFACES

- Metal, Glass, Leather, Rexine, Ceramic, Wood, Wall and floor covering

8. GLOSSARY OF TERMS (with reference to 1st semester syllabus)

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Housekeeping Practical - I (HKP -I)

Guest Room Layout

Identification of cleaning equipment - Manual & mechanical Cleaning of different surfaces

Stain removal

Scrubbing, polishing, wiping, washing, rinsing, swabbing, mopping, sweeping, brushing, buffing Use of cloths and their types, abrasives, polishes, chemical agents and commercially available products.

Reference books :

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

Communication (COMM)

- I. Language and communication
 1. Need, purpose, nature, models
 2. Process of communication and various factors of communication
 3. Barriers to communication and overcoming these barriers
 4. Non-verbal communication, signs, symbols and body language, language as a sign system, eye-contact, facial expressions and posture.
 5. Communication in Hospitality organisation and its effects on performance
- II. Remedial English

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1. Common errors and their correction in English usage with emphasis on concord, tense sequence, use of prepositions, phrasal verbs, reference and dictionary skills.
 2. Linkers and cohesive device
 3. Expressing the same idea/thought unit in different ways
- III. Skills of written English
1. Note making and developing notes into drafts - rewriting of drafts. The use of cohesive devices
 2. Correspondence : letters to editor and write ups concerning event management (publicity materials, handouts, posters and information, flow charts)
 3. Writing bio-data, applications, complaint
 4. Precis writing
 5. Writing reports (factual record of incident / data), log book writing
- IV. Oral skills (listening and speaking) for effective communication
1. Note taking, preparing summaries and abstracts for oral presentation
 2. Restaurant and Hotel English, polite and effective enquiries and responses
 3. Addressing a group, essential qualities of a good speaker and listener
 4. Audience analysis, defining purpose of a speech, organizing the ideas and delivering the speech
 5. Pronunciations, stress, accent, common phonetic difficulties, use of telephone.

Suggested books

- Bhaskar, W.W.S., and Prabhu, N.S.. "English through reading", MacMillan, 1978
- D'Souza Eunice and Shahani, G., "Communication Skills in English", Noble Publishing, 1977
- Kulbhushan Kumar, Effective Communication Skills, Khanna Publishing House, New Delhi, 2018.