

**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-IV**

**Food Production Operation - II (FPO -II)**

Menu Planning

Introduction, types of Menus, French classical menus, International menus, Menu terms, Factors that affect menu planning.

Accompaniments, garnishes and Salads

For all French classical menus, Classical vegetable accompaniments, classical potato preparation, classical garnishes :Indian, Asian and western foods. Accompaniments for popular international dishes. Classification of salads, types, dressings, examples, Parts of a salad, principles, and vegetable based, meat based, pasta based, sea food, pulses, cereals etc.

Basic bakery and Confectionary

Types of dough, types of cake batters, cookies, classical breakfast rolls, examples of bakery and confectionary product, names and description.

Convenience food and Fast foods

Characteristics, types- Indian and western, Menu examples, equipment used, differences, Role of convenience foods in fast food operations, advantages and disadvantages of convenience food, labour&cost saving aspect.

Re-chauffe cookery

Food Commodities

Classification with examples and uses in cookery

Nuts and oil seeds, fats and oils classification, sweetening agents, spices and condiments leavening agents, herbs, essences, flavors and food coloring agents, raising agents, brighteners, gels and modified starches used in bakery.

Sandwiches, rolls, burgers, pizzas, hot dogs, foot longs

Types, preparations, selection of spreads, fillings, classical sandwiches, smorsbord, canapes, presentation styles and appropriate garnishes and accompaniments.

**Food Production Practical - IV**

Practical

Regional Indian cookery\*

Preparation of Salads, centerpiece, cold cuts and sandwiches\*

Preparation of Basic Bakery and Confectionery\*

Biscuit dough, Bread dough, Cake batters, Puff pastry dough, Croissants, Danish pastry,

Doughnuts, Different Bread preparation. Pancakes, Cold and hot desserts.\*

\*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, recipes 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 :

The Larder Chef, M.J.Leto&W.H.K.Bode

Garnishes, Lyn Rutherford

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Modern Cookery (Vol-I) For Teaching & Trade Philip E.Thangam  
Professional Baking, Wayne  
Glasslen A Taste of India, Madhur  
Jaffrey  
Dastarkhwan-e-Awadh, Sangeeta Bhatnagar & R.K. Saxena, Harper Collins  
Prashad, Cooking with Masters, Jiggs Kalra  
Zaika, Sonya Atal Sapru, Harper Collins  
Punjabi Cuisine, Premjit Gill  
Hyderabad! Cuisine, Pratibha Karan, Harper Collins  
Professional Chef by Arvind Saraswat, ELBS Publisher

**Food & Beverage Service Operation -II (FBSO - II)**

**Theory:**

**Spirits**

Introduction to Spirits (Whisky, Brandy, Rum, Vodka, Gin & Tequila)  
Spirits-Types, Production, Brands-Indian and International & Service  
Other Alcoholic Beverages-Absinthe, Ouzo, Aquavit, Silvovitz, Arrack, Feni, Grappa, Calvados Etc.,

**Liqueurs**

Types  
Production  
Brands & Service-Indian and International

**Bar**

Introduction, Bar stock maintenance  
Types, Layout, Equipments Used, Control Methods & Licenses  
Staffing, job description, job specification  
Bar Planning and Designing & Bar Menus, costing, corkage

**Cocktails**

Introduction, History, Types & Preparation.  
Classic Cocktails -Recipes, costing, innovative cocktails & mocktails  
Cocktail Bar Equipment, garnishes, decorative accessories  
Terms related to alcoholic beverages  
Interaction with guests, suggestive selling

**Tobacco**

Types  
Production  
Brands, storage & Service

**Practical:**

- Service Of Spirits & Liqueurs
- Bar set up and operations
- Cocktail/ Mocktail Preparation, presentation and service
- Service Of Cigars & Cigarettes

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**Front Office Management**

Credit Control

Meaning, objective, hotel credit policy regarding guaranteed bookings/corporate account holders/ credit card users  
Control measures at the time of: reservation, check-in, during stay, check-out, after departure, Prevention of  
Skippers : on arrival/during stay/on departure day

Front Office Accounting

Accounting fundamentals Hotel credit management (including credit cards) The guest folio Tracking transactions - account  
allowance Internal control - Transcript, cash sheet, cash banks

The Night Audit

Functions and importance of the night audit and auditor. Operating model - non-automated,. Semi automated and automated.  
The night audit process. Verifying the night audit

Checkout and Settlement

Importance of Checkout. Procedures followed. Types of account settlement and Checkout options Handling Unpaid account  
balances

Guest complaint handling / Problem solving

Process, thumb rules Common complaints / problems / situations handling Role of emotions in situation handling

**Front Office Practical (FOP- IV)**

- 1) Yield management calculations. Preparing statistical database on actual calculations
- 2) Role play and problem handling on different accommodation problems, Role play of Front Office Assistants, GRE, Lobby Manager, Bell Captain, Bell Boys, Concierge and Car Valet
- 3) Preparation of sales letters, brochure, tariff cards and other sales documents
- 4) Internet practice in computer lab to activate the IRS and GDS skills in students
- 5) Computer proficiencies in all hotel computer applications-actual computer lab hours

Reference Books :

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

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**Housekeeping Management(HKM)**

Theory

Housekeeping budgeting

- Concept & Importance
- The Budget process
- Operational and capital budget
- Housekeeping Room cost
- Housekeeping Expenses'

Laundry management

In-house Laundry v/s contract Laundry :merits &demerits

Layout

Laundry Flow process

Equipment (Washing machine, Hydro extractor, Tumbler, Calendar/ Flat work Iron, Hot head/Steam press, Cooler press, Pressing tables)

Stains and Stain removal

Laundry detergents

Care of fabrics of different types, typical fabrics used in hotels

Contract cleaning

- General
- Complete program
- Special
- Periodic
- Pricing a contract

Planning trends in housekeeping

- Planning Guest rooms, Bathrooms, Suites, Lounges, landscaping
- Planning for the provision of Leisure facilities for the guest
- Boutique hotel concept

Planning and organising in the housekeeping department

- AreaInventory list
- Frequency schedules
- Performance standards
- Productivity Standards
- Inventory Levels
- Standard Operating Procedures & Manuals
- Job Allocation
- Man power planning
- Planning duty roster

Special provisions for handicapped guests

- Guest room - added features and modifications
- Public Areas: Wash-rooms, restaurants, main entrance etc. added features and modifications

Situation handling /service design for typical market segment (Safety, security & comfort)

- Airlines crew guest rooms

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- Single lady guests
- Children
- Typical house-keeping complaints /situations handling
- Inter-departmental coordination specially with Room-service, Maintenance, Telephone, security and front desk

Energy conservation methods & eco friendly concepts in housekeeping

GLOSSARY OF TERMS (with reference to 4<sup>th</sup> semester syllabus)

### **Housekeeping Practical - IV (HKP - IV)**

- Laundry equipment handling
- Laundry operations
- Handling different types of fabrics in manual & mechanical laundry
- Special decorations

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 II & III, David Allen, Hutchinson
7. Managing House Keeping Operation, Margaret Kappa & Aleta Nitschke

### **Basic Accounting (BACC)**

- Accounting Theory - Business Transaction and Basic Terminology, Need To Study Accounting, Accounting functions, Purpose of Accounting Records, Accounting Principles-Concepts and Conventions.
- Account Records-Principles of Double Entry System, Journal Entries, Ledger, Subsidiary Books - Cash, Sales & Purchase books, Bank Reconciliation statement.
- Financial Statements-Basic Financial Statements, Trial Balance, Preparation of Final Accounts, Basic Adjustments to final Accounts, Methods of Presenting Final Accounts Practical Problem.
- Depreciation Reserves and Provisions-Meaning, basic Methods.
- Computer Applications- Preparation of Records and Financial Statements.

Reference Books:

1. Comprehensive Accountancy, S.A. Siddiqui
2. A Complete Course in Accounting Volume-I, N.D. Kapoor
3. Double-Entry Book-Keeping, R.C. Chawla & C. Juneja
4. Introduction to Accountancy, T.S. Grewal

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**Introduction to Management (IMGT)**

Concept of management

Nature, management Vs administration, levels of Management, characteristics of management, the process of management, planning, organising, staffing, directing, coordinating and controlling.

Management thought journey from inception till today

Brief history and change in conceptual orientation from times of F. W. Taylor & Henry Fayol to modern day management.

Planning

Meaning, nature and importance of planning, type of plans, characteristics of planning advantages and disadvantages of planning, steps in planning, planning premises, forecasting, components of planning: objectives, strategies, policies, procedures, methods, rules, programmes and budgets.

Organisation

Meaning, nature and importance of organisation, principles of organisation, organisation charts and manuals-formal and informal organisation, types of organisation, functional, line and staff and committee, span of management, delegation, centralization and decentralization, development.

Staffing

Meaning, manpower planning, job analysis, recruitment, selection, training, promotion, performance appraisal, job design, job evaluation and merit rating, human resource development

Directing

Meaning, nature of directing, characteristics of directing, principles of directing, importance of directing techniques of directing orders, chain of command, authority-responsibility-accountability relationship, supervision.

Leadership

Leadership theories in brief, different styles of leadership and their relevance with reference to context and conditions / situations.

Motivation

Meaning, nature and importance of motivation, benefits of motivation, theories of motivation, Maslow's theory of need hierarchy. Herzberg's hygiene-motivation theory. Vroom's expectancy theory-Mc Gregory's theory 'X' and theory 'Y', Morale-incentives.

Communication

Meaning and nature of communication, types of communication: upward/downward, verbal/nonverbal, formal/informal, barriers to communication, communication process.

Co-ordination

Need for co-ordination, principles and techniques of co-ordination.

Controlling

Meaning, control process, need for control, control techniques, budgetary and non-budgetary control, marketing control-production control-quality control, financial control-information control-PERT & CPM, concept of strategic control, control & accountability & pressure toper form.

Decision making

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Types of decisions, step-by-step decision making process, review of decision

Reference Books:

Principles of Management – Premvir Kapoor

Management - Stoner & Freeman

Essentials of Management - Koontz

& O'donnell Management and Organisation- 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