



॥ सा विद्या या विमुक्तये ॥
स्वामी रामानंद तीर्थ मराठवाडा विद्यापीठ, नांदेड
“ज्ञानतीर्थ” परिसर, विष्णुपुरी, नांदेड - ४३१६०६ (महाराष्ट्र)
SWAMI RAMANAND TEERTH MARATHWADA UNIVERSITY NANDED
“Dnyanteerth”, Vishnupuri, Nanded - 431606 Maharashtra State (INDIA)
Established on 17th September 1994 – Recognized by the UGC U/s 2(f) and 12(B), NAAC Re-accredited with ‘A’ Grade

ACADEMIC (1-BOARD OF STUDIES) SECTION

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संलग्नित महाविद्यालयांतील विज्ञान व तंत्रज्ञान
विद्याशाखेतील पदवी स्तरावरील द्वितीय वर्षाचे
CBCS Pattern नुसारचे अभ्यासक्रम शैक्षणिक वर्ष
२०२०-२१ पासून लागू करण्याबाबत.

प रि प त्र क

या परिपत्रकान्वये सर्व संबंधितांना कळविण्यात येते की, प्रस्तुत विद्यापीठाच्या संलग्नित महाविद्यालयांतील विज्ञान व तंत्रज्ञान विद्याशाखेतील पदवी स्तरावरील द्वितीय वर्षाचा खालील विषयाचा C.B.C.S. (Choice Based Credit System) Pattern नुसारचा अभ्यासक्रम शैक्षणिक वर्ष २०२०-२१ पासून लागू करण्याच्या दृष्टीने मा. कुलगुरू महोदयांनी मा. विद्या परिषदेच्या मान्यतेच्या अधीन राहून मान्यता दिलेली आहे.

1. Bachelor of Hotel Management and Catering Technology (BHMCT) -II Year

सदरील परिपत्रक व अभ्यासक्रम प्रस्तुत विद्यापीठाच्या www.srtmun.ac.in या संकेतस्थळावर उपलब्ध आहेत. तरी सदरील बाब ही सर्व संबंधितांच्या निदर्शनास आणून द्यावी.

‘ज्ञानतीर्थ’ परिसर,
विष्णुपुरी, नांदेड - ४३१ ६०६.
जा.क्र.:शैक्षणिक-१ / परिपत्रक/पदवी-सीबीसीएस अभ्यासक्रम/
२०२०-२१/७२६

दिनांक : १०.०९.२०२०.

प्रत माहिती व पुढील कार्यवाहीस्तव :

- १) मा. अधिष्ठाता, विज्ञान व तंत्रज्ञान विद्याशाखा प्रस्तुत विद्यापीठ.
- २) मा. संचालक, परीक्षा व मूल्यमापन मंडळ यांचे कार्यालय, प्रस्तुत विद्यापीठ.
- ३) प्राचार्य, सर्व संबंधित संलग्नित महाविद्यालये, प्रस्तुत विद्यापीठ.
- ४) सिस्टम एक्सपर्ट, शैक्षणिक विभाग, प्रस्तुत विद्यापीठ.

स्वाक्षरित / -

उपकुलसचिव

शैक्षणिक (१-अभ्यासमंडळ) विभाग

SWAMI RAMANAND TEERTH MARATHWADA UNIVERSITY NANDED
BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY

Salient Features:-

Syllabus includes all important aspects of food production operation.

Learning Objectives:-

Based on the sound knowledge of commodities and principles and methods of cooking it is desired to prepare students to evolve good understanding and prepare Indian regional menus in large quantities to suit the occasion.

Out-come:-

Will prepare students to understand quantity food production, menu planning various types of catering and regional cooking.

Name of the Course: FOOD PRODUCTION OPERATION -- I		THEORY
Course code: CCHMCT –I C		Semester : III
Credits : - 2		Maximum Marks : 50 Internal: 10 External: 40
Theory :3 hrs/week		
Contents		MARKS
1.	QUANTITY FOOD PRODUCTION	08
1.1	Equipment <ul style="list-style-type: none"> Equipment required for mass/volume feeding Heat and cold generating equipment Care and maintenance of this equipment Modern developments in equipment manufacture 	
1.2	Menu planning <ul style="list-style-type: none"> Basic principles of menu planning – recapitulation Points to consider in menu planning for various volume feeding outlets such as Industrial, Institutional, Mobile Catering Units Planning menus for school/college students, Industrial workers, Hospitals, Outdoor parties, Theme dinners, Transport facilities, cruise lines, airlines, railway Nutritional factors for the above 	
1.3	Indenting <ul style="list-style-type: none"> 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 	
1.4	Planning <ul style="list-style-type: none"> Principles of planning for quantity food production with regard to Space allocation Equipment selection Staffing 	
2.	VOLUME FEEDING	08
2.1	Institutional and Industrial Catering <ul style="list-style-type: none"> Types of Institutional & Industrial Catering Problems associated with this type of catering Scope for development and growth 	

2.2	Hospital Catering <ul style="list-style-type: none"> Highlights of Hospital Catering for patients, staff, visitors Diet menus and nutritional requirements 	
2.3	Off Premises Catering <ul style="list-style-type: none"> Reasons for growth and development Menu Planning and Theme Parties Concept of a Central Production Unit 	
	<ul style="list-style-type: none"> Problems associated with off-premises catering 	
2.4	Mobile Catering <ul style="list-style-type: none"> Characteristics of Rail, Airline (Flight Kitchens) and Sea Catering Branches of Mobile Catering 	
3	Cuts of Meat & Meat Cookery Cuts of beef, pork, lamb, chicken SPS Menus examples Methods of cooking each cut Cold cuts, Ham, bacon, common types of ham, preparation menu examples, Selection, storage points	04
4	BASIC INDIAN COOKERY	08
4.1	History of Indian Cookery Characteristic Regional Differences Religious influences	
4.2	Condiments & Spices <ul style="list-style-type: none"> Introduction to Indian Spices Spices used in Indian cookery Role of spices in Indian cookery Indian equivalent of spices (names) 	
4.3	Masalas Blending of spices Different masalas used in Indian cookery <ul style="list-style-type: none"> Wet masalas Dry masalas Composition of different masalas Varieties of masalas available in regional areas Special masala blends	
4.4	Special Equipment used in Indian cooking and cooking method	

5	REGIONAL INDIAN CUISINE <ul style="list-style-type: none"> • Introduction to Regional Indian Cuisine • Heritage of Indian Cuisine • Factors that affect eating habits in different parts of the country • Cuisine and its highlights of different states/regions/communities to be discussed under: <ul style="list-style-type: none"> • Geographic location • Historical background • Seasonal availability • Special equipment • Staple diets • Specialty cuisine for festivals and special occasions • STATES <ul style="list-style-type: none"> ◦ Andhra Pradesh, Bengal, Goa, Gujarat, Karnataka, Kashmir, Kerala, Madhya Pradesh, Maharashtra, North Eastern States, Punjab, Rajasthan, Tamil Nadu and Uttar Pradesh/Uttaranchal 	12
	<ul style="list-style-type: none"> • COMMUNITIES <ul style="list-style-type: none"> ◦ Parsee, Chettinad, Hyderabadi, Luck nowi, Avadhi, Malbari/Syrian Christian and Bohri • DISCUSSIONS <ul style="list-style-type: none"> ◦ Indian Breads, Indian Sweets, Indian Snacks 	
	Total	40

SWAMI RAMANAND TEERTH MARATHWADA UNIVERSITY NANDED

BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY

Name of the Course: FOOD PRODUCTION OPERATION – III		PRACTICAL
Course code: CCHMCTP-I C		Semester : III
Credits : 2		Maximum Marks : 50 INTERNAL: 10 EXTERNAL: 40
Practical : 8 hrs/week		
Contents		
1. 1.1	MAHARASTRIAN MENU 01 <ul style="list-style-type: none">Masala BhatKolhapuri MuttonBatata BhajeeMasala PooriKoshimbirCoconut Poli	
1.2	MENU 02 <ul style="list-style-type: none">Moong Dal KhichdeePatrani MacchiTomato SaarTilgul ChapattiAmtiBasundi	
2 2.1	AWADH MENU 01 <ul style="list-style-type: none">Yakhni PulaoMughlai ParathaGosht Do PiazzaBadin JaanKulfi with Falooda	
2.2	MENU 02 <ul style="list-style-type: none">Galouti KebabBakarkhani Gosht KormaPaneer PasandaMuzzafar	
3 3.1	BENGALI MENU 01 <ul style="list-style-type: none">Ghee BhatMacher JholAloo PostoMisti Doi	
3.2	MENU 02 <ul style="list-style-type: none">Doi MachTikoni Pratha	

	<ul style="list-style-type: none"> • Baigun Bhaja • Payesh 	
3.3	MENU 03 <ul style="list-style-type: none"> • Mach Bhapa • Luchi • Sukto • Kala Jamun 	
4	GOAN	
4.1	MENU 01 <ul style="list-style-type: none"> • Arroz • Galina Xacutti • Toor Dal Sorak • Alle Belle 	
4.2	MENU 02 <ul style="list-style-type: none"> • Coconut Pulao • Fish Caldeen • Cabbage Foogath • Bibinca 	
4.3	MENU 03 <ul style="list-style-type: none"> • Prawan Pulao • Mutton Vidalloo • Beans Foogath • Dodol 	
5.	PUNJABI	
5.1	MENU 01 <ul style="list-style-type: none"> • Rada Meat • Matar Pulao • Kadhi • Punjabi Gobhi • Kheer 	
5.2	MENU 02 <ul style="list-style-type: none"> • Amritsari Macchi • Rajmah Masala • Pindi Chana • Bhaturas • Row Di Kheer 	
5.3	MENU 03 <ul style="list-style-type: none"> • Sarson Da Saag • Makki Di Roti • Peshawari Chole • Motia Pulao • Sooji Da Halwa 	
5.4	MENU 04 <ul style="list-style-type: none"> • Tandoori Roti • Tandoori Murg • Dal Makhani • Pudinia Chutny • Baingan Bhartha 	

	<ul style="list-style-type: none"> • Savian 	
6. 6.1	SOUTH INDIAN MENU 01 <ul style="list-style-type: none"> • Meen Poriyal • Curd Rice • Thoran • Rasam • Pal Payasam 	
6.2	MENU 02 <ul style="list-style-type: none"> • Lime Rice • Meen Moilee • Olan • Malabari Pratha • Parappu Payasam 	
6.3	MENU 03 <ul style="list-style-type: none"> • Tamarind Rice • Kori Gashi Kalan • Sambhar • Savian Payasam 	
6.4	MENU 04 <ul style="list-style-type: none"> • Coconut Rice • Chicken Chettinad • Avial • Huli • Mysore Pak 	
7 7.1	RAJASTHANI MENU 01 <ul style="list-style-type: none"> • Gatte Ka Pulao • Lal Maas • Makki Ka Soweta Chutny (Garlic) • Dal Halwa 	
7.2	MENU 02 <ul style="list-style-type: none"> • Dal Batti Churma • Besan Ke Gatte • Ratalu Ki Subzi • Safed Mass 	
8. 8.1	GUJRATI MENU 01 <ul style="list-style-type: none"> • Sarki Brown Rice • Salli Murg • Gujrati Dal • Methi Thepla • Shrikhand 	
8.2	MENU 02 <ul style="list-style-type: none"> • Gujrati Khichadi • Oondhiyu 	

	<ul style="list-style-type: none"> • Batata Nu Tomato • Osaman Jeera Poori Mohanthal 	
9 9.1	HYDERABADI MENU 01 <ul style="list-style-type: none"> • Sofyani Biryani • Methi Murg • Tomato Kut • Hare Piaza Raita • Double Ka Meetha 	
9.2	MENU 02 <ul style="list-style-type: none"> • Kachi Biryani • Dalcha • Mirchi Ka Salan • Mix Veg. Raita • Khumani Ka Meetha 	

Reference Books

1. Art of Indian Cookery - Rocky Mohan, Roll
2. Prasad- Cooking with Master, J. Inder Singh Kalra, Allied
3. Modern Cookery (Vol –I & Vol -II) For Teaching & Trade - Philip E Thangam, Orient Longman
4. Zaika - Sonya Atal Sapru, Harper Collins
5. Punjabi Cuisine- Pratibha Karan, Harper Collins
6. Wazwaan - Rocky Mohan, Roli & Janssen
7. Naans & Rotis – Rurobi Babbar
8. Basic Baking – S.C. Dubey
9. Practical Cookery- Victor Ceserani & Ronald Kinton, ELBS
10. Theory of Catering- Victor Ceserani & Ronald Kinton, ELBS
11. Theory of Catering- Mrs. K. Arora, Franck Brothers
12. Modern Cookery for Teaching & Trade vol I & II– Ms. Thangam Philip, Orient Longman
13. The Professional Chef (4th Edition)- Le Rol A, Polson
14. The Book of Ingredients- Jane Grigson
15. Food Commodities- Bernard Davis

SWAMI RAMANAND TEERTH MARATHWADA UNIVERSITY NANDED
BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY

Salient Features:-

Syllabus includes all important aspects of food & Beverage Service operations

Learning Objectives:-

This courses will give a comprehensive knowledge of the various alcoholic beverage used in the Hospitality Industry. It will give an insight into their history, manufacture, classification, and also to develop technical and specialized skills in the service of the same..

Out-come:-

Will prepare students to understand manufacturing, types and service of alcoholic beverages.

Name of the Course: FOOD & BEVERAGE SERVICE OPERATIONS – 1		Theory
Course code: CCHMCT-III C	Semester : III	
Credit : 2	Maximum Marks : 50 INTERNAL: 10 EXTERNAL:40	
Theory : 03 hrs/week		
Contents		MARKS
1.	ALCOHOLIC BEVERAGE <ul style="list-style-type: none">• Introduction and definition• Production of Alcohol<ul style="list-style-type: none">○ Fermentation process○ Distillation process• Classification with examples	06
2	WINES <ul style="list-style-type: none">• Definition & History• Classification with examples<ul style="list-style-type: none">○ Table/ Still/ Natural○ Sparkling○ Fortified○ Aromatized• Production of each classification• Old World wines (Principal wine regions, wine laws, grape varieties, production and brand names)<ul style="list-style-type: none">○ France○ Germany○ Italy○ Spain○ Portugal• Food & Wine Harmony• Storage of wines• Wine terminology (English & French)	12
3	BEER <ul style="list-style-type: none">• Introduction & Definition• Production of Beer• Storage• Types of Beer• Brand Names (National & International)	06

4.	Spirits- <ul style="list-style-type: none"> • Introduction & Definition • Production of Spirit <ul style="list-style-type: none"> ○ Pot-still method ○ Patent still method • Production of <ul style="list-style-type: none"> ○ Whisky ○ Rum ○ Gin ○ Brandy ○ Vodka ○ Tequilla • Different Proof Spirits <ul style="list-style-type: none"> ○ American Proof ○ British Proof (Sikes scale) ○ Gay Lussac (OIML Scale) 	12
5	LIQUEURS <ul style="list-style-type: none"> • Definition & History • Production of Liqueurs • Broad Categories of Liqueurs (Herb, Citrus, Fruit/ Egg, Bean & Kernel) • Popular Liqueurs (Name, colour, predominant flavour & country of origin) 	04
	Total	40

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BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY

Name of the Course : FOOD & BEVERAGE SERVICE – III		PRACTICAL
Course code: CCBHMCTP -II C	Semester : III	
Teaching Scheme	Maximum Marks : 50 Internal: 10 External: 40	
PRACTICAL : 3hrs/Week		
Credits : - 2		

Contents		
1.	Service of Old World Wines <ul style="list-style-type: none"> • Service of Red Wine • Service of White/ Rose Wine • Service of Sparkling Wines • Service of Fortified Wines • Service of Aromatized Wines • Service of Cider, Perry & Sake 	
2	Service of Beer <ul style="list-style-type: none"> • Service of Bottled & canned Beers • Service of Draught Beers 	
3	Service of Spirits <ul style="list-style-type: none"> • Service styles – neat/ on -the-rocks/ with appropriate mixers • Service of Whisky • Service of Vodka • Service of Rum • Service of Gin • Service of Brandy • Service of Tequila 	
4.	Service of Liqueurs <ul style="list-style-type: none"> • Service styles – neat/ on -the-rocks/ with cream/ en frappe • Service from the Bar • Service from Liqueur Trolley 	

Suggested Books

1. Spirits & Liqueur – Rosalind cooper
2. AHMA Series II
3. The Book of Wine – Stuart Walton
4. Pocket wine book – Johnson hugh
5. Wine appreciation – Andrew Dukan
6. The Penguin Wine book – Pamela Vinoy

Salient Features:-

Syllabus includes all important aspects of accommodation operation in hotel industry.

Learning Objectives:-

This course aims to establish the importance of Accommodation operations within the hospitality Industry .It also prepares the student to acquire basic skills and knowledge necessary to successfully identify the required standards in this area and to consider all aspects of cost control and establishing profitability.

Out-come:-

Will prepare students to understand linen room, laundry, sewing room and uniform of hotel staff.

Name of the Course: ACCOMMODATION OPERATION -II		Theory
Course code: CCHMCT- III C	Semester : III	
Teaching Scheme	Maximum Marks : 50 Internal: 10 External: 40	
Theory : 3hrs/Week		
Credits : - 2		
Contents		MARKS
1.	LINEN ROOM <ul style="list-style-type: none">Activities of the linen roomLayout and equipment in the linen roomSelection criteria for various linen items and fabrics suitable for this purposePurchase of linenCalculation of linen requirementsLinen control - procedure and recordsStocktaking - procedures and recordsRecycling of discarded linenLinen Hire	12
2	UNIFORMS <ul style="list-style-type: none">Advantages of providing uniforms to staffIssuing and exchange of uniforms, type of uniformsSelection and designing of uniformsLayout of Uniform room	08
3	SEWING ROOM <ul style="list-style-type: none">Activities and areas to be provided, Equipment provided	04
4.	LAUNDRY <ul style="list-style-type: none">Commercial and On-site LaundryFlow process of Industrial laundering - OPLStages in the Wash CycleLaundry Equipment and MachinesLayout of the Laundry, Laundry AgentsDry CleaningGuest Laundry/ Valet ServiceStain removal	12
5.	MODERN EQUIPMENTS	04
Total		40

SWAMI RAMANAND TEERTH MARATHWADA UNIVERSITY NANDED
BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY

Name of the Course: ACCOMODATION OPERATION -II		Practical
Course code: CCHMCTP - III C		Semester : III
Credits : 02		Maximum Marks : 50 INTERNAL: 10 EXTERNAL: 40
Practical : 3 hrs/week		
Contents		
1.	SAMPLE LAYOUT OF GUEST ROOMS <ul style="list-style-type: none">• Single room• Double room• Twin room• Suite	
2	PLACEMENT AND POSITIONING OF STANDARD GUEST ROOM SUPPLIES FOR DIFFERENT TYPES OF ROOMS	
3.	MAID’S TROLLEY <ul style="list-style-type: none">• The contents• Setting up trolley	
4.	BED MAKING	
5.	LAUNDRY <ul style="list-style-type: none">• Commercial and On-site Laundry• Flow process of Industrial laundering - OPL• Stages in the Wash Cycle• Laundry Equipment and Machines• Layout of the Laundry• Laundry Agents• Dry Cleaning• Guest Laundry/ Valet Service• Stain removal	
5.	SERVICING GUEST ROOM <ul style="list-style-type: none">• Occupied room• Checked room• Vacant room• Turndown services	
6.	SERVICING OF A BATHROOM	
7.	FLOWER ARRANGEMENTS	
8.	SELECTION AND DESIGNING OF UNIFORMS	

REFERENCE BOOKS:-

1. Housekeeping management for Hotels & Residential Establishments- Rosemary Hurst.
2. Housekeeping manual – Sudhir Andrws
3. Fibers & Fabrics of today – Helen Thomson
4. Fibers & Fabrics – Bredon Piper
5. Textile Standard XII
6. Commercial Housekeeping – Jones L. & Philips C.

SWAMI RAMANAND TEERTH MARATHWADA UNIVERSITY NANDED

BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY

Salient Features:-

Syllabus includes all important aspects of front office department of hotel industry.

Learning Objectives:-

This course aims to establish the importance of Front Office within the hospitality industry. It also prepares the student to acquire basic skills and knowledge necessary to successfully identify the required standards in this area and to consider all aspects of this department.

Out-come:-

Will prepare students to understand pre arrival procedure, guest arrival formalities, guest stay and guest departure procedure.

Name of the Course: FRONT OFFICE OPERATIONS II		Theory
Course code: CCHMCT- IV C	Semester : III	
Teaching Scheme	Maximum Marks : 50 Internal: 10 External: 40	
Theory : 3hrs/Week		
Credits : - 2		
Contents		MARKS
1.	Pre-Arrival Procedures <ul style="list-style-type: none">• Pre arrival activities -Preparing an arrival list etc• Procedure for VIP arrival.• Procedure for group arrival(special arrangements, meal coupons, etc)	06
2	Guest Arrival <ul style="list-style-type: none">• Types of registration. (Register, Loose Leaf, Registration Cards)• Receiving guests.• Arrival procedure for various categories of guests (Foreigners along with C-forms, FITs- walk in, with confirmed reservation)• Notification of guest arrival.• Welcome slip, Welcome call• Criteria for taking advance. (Walk -ins, Scanty Baggage etc)• Dealing with overbooking situation, walking a guest	10
3.	Guest Stay <ul style="list-style-type: none">• Rooming a guest (introduction to the hotel facilities, orientation of the room)• Procedure for room change• Safe deposit procedure.• Guest History card• Guest Services, Guest Relations• Dealing with emergencies: medical, theft, fire, bomb threat, robbery, terrorist attacks etc	08
4.	Guest Departure <ul style="list-style-type: none">• Departure notification• Task performed at bell desk, cashier reception.• Role of the front desk cashier• Express check outs,• Late check outs and charges.	06

5.	Methods of Payment <ul style="list-style-type: none"> • Credits card handling • Traveler cheques, Personal checks • Handling cash - Indian, Foreign currency • Other methods of payment (Travel agent, agent, Bill to Company etc --) • Unpaid account balances 	10
Total		40

SWAMI RAMANAND TEERTH MARATHWADA UNIVERSITY NANDED
BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY

Name of the Course: FRONT OFFICE OPERATIONS II		Practical
Course code: CCHMCTP - IV C		Semester : III
Credits : 02		Maximum Marks : 50 INTERNAL: 10 EXTERNAL: 40
Practical : 2 hrs/week		
Contents		
1.	Handling room keys(issuing, receiving, missing keys, computerized key cards)	
2	Preparing & filling up of Registration card.	
3.	Role play for check -in of different types of guests -FIT, walk-in, VIP, Groups	
4.	Role play of check-in of foreigners using C -form	
5.	Operating PMSfor registration	
6	Rooming a guest, dealing with change of room request.	
7	Role play on situation handling like emergencies, walking a guest, dealing with overbooking situations.	
8	Role play of check out procedure	
9	Using different methods of payment to settle bills.	
Reference books :		
S.No		
1	Check in Check out (Jerome Vallen)	
2	Hotel Front Office Training Manual. (Sudhir Andrews)	
3	Principles of Hotel Front Office Operations (Sue Baker, P. Bradley, J. Huyton)	
4	Hotel Front Office (Bruce Braham)	
5	Managing Front Office Operations (Michael Kasavana, Charles Steadmon)	
6	Front Office Procedures and Management (Peter Abbott)	
7	Front Office operations/ Accommodations Operations (Colin Dix)	
8	Front Office Operation and Administration (Dennis Foster)	
9	Hotel Front Office -Operations & Management (Jatashankar .R.Tewari)	
10	Front Office Management -S.K.Bhatnagar	

SWAMI RAMANAND TEERTH MARATHWADA UNIVERSITY NANDED
BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY

Salient Features:-

Syllabus includes all important aspects of professional communication skills.

Learning Objectives:-

To make students familiar with dynamics and elements of organizational communication and orient them with industry ready outlook.

To make them aware of various channels, mediums and strategies of professional communication.

To facilitate the knowledge of non-verbal communication in the learners and make them competent with the art of public speaking.

To inculcate leadership qualities with the best possible team spirit and inter-personal skills to collaborate in professional work culture in hotel industries.

Out-come:-

Learners would be proficient with dynamics of organizational communication, skillful at utilizing non-verbal clues, embodied with the spirit of team work and leadership qualities. They would be highly competent to lead, collaborate and influence with the best communication skills.

Name of the Course : Professional Communication Skills		THEORY
Course code: CCHMCT- V C	Semester : III	
Credits : - 2	Maximum Marks : 50 Internal: 10 External: 40	
Theory :3 hrs/week		
Contents		MARKS
1.	Fundamentals of Communication <ul style="list-style-type: none">• Definitions of Communication• Communication Cycle (Sender, Idea, Encoding, Message, Channel, Receiving, Receiver, Feedback, etc)• Process of Communication• Principles of Effective Communication	06

2	Types and Barriers of Communication <ul style="list-style-type: none"> Types of Communication (Formal, Informal, Verbal-Nonverbal, Vertical, Horizontal, Diagonal, etc.) Barriers in Communication (Mechanical, Psychological, Cultural, Linguistic, Physical, etc.) Solutions to Barriers of Communication Graphical Communication – (Bar Graph, Pie Chart, Flow Chart, etc.) Visual Aids in Communication 	08
3	Non-Verbal Codes of Communication <ul style="list-style-type: none"> Non-Verbal Codes of Communication (Kinesics, Proxemics, Chronemics, Haptics, Vocalics, Artefacts) Aspects of Body Language (Facial Expressions, Eye Contact, Gesture, Posture, Dress & Appearance, Silence, Voice Modulations, etc) Pronunciation Techniques (Volume, Pace, Pitch, Articulation, Pauses, Fluency, Clarity, etc.) 	06
4	Speaking Skills <ul style="list-style-type: none"> The Art of Public Speaking Importance of Public Speaking Tips for Effective Public Speaking Telephone Etiquettes Front Office Etiquettes 	08
5	Interpersonal Skills <ul style="list-style-type: none"> Attitudes Interpersonal Skills <ul style="list-style-type: none"> Conflict Management Dealing with Seniors, Colleagues, and Juniors Problem Solving Techniques: Brain Storming Emotional Intelligence 	06
6	Team Building and Leadership <ul style="list-style-type: none"> Team Building 	06

	<ul style="list-style-type: none"> • Attributes of Team • Team Management Techniques • Leadership Qualities • Types of Leadership • Attributes of Leadership 	
	Total	40
Reference books :		
	<ol style="list-style-type: none"> 1. <i>Practical English Usage</i>. Michael Swan. OUP. 1995. 2. <i>Remedial English Grammar</i>. F.T. Wood. Macmillan.2007 3. <i>On Writing Well</i>. William Zinsser. Harper Resource Book. 2001. 4. <i>English Grammar and Composition</i>, Paul and Suri, S. Chand and Sons Publication. 5. <i>High School English Grammar and Composition</i>, Wren and Martin, S. Chand Publication. 6. Meenakshi Raman and Sangeeta Sharma <i>Technical Communication Principles and Practice</i>, Third Edition. OXFORD University Press, New Delhi, 2015. 	

SWAMI RAMANAND TEERTH MARATHWADA UNIVERSITY NANDED
BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY

Name of the Course : Professional Communication Skills		PRACTICAL
Course code: CCHMCTP- V C	Semester : III	
Credits : - 2	Maximum Marks : 50 Internal: 10 External: 40	
Practical : 2 hrs/week		
Contents		
1.	Identification of different elements of communication cycle in given situation and presenting them in the form of journal or laboratory manual.	
2	Identify and apply different elements in communication event and explain them with in-depth clarification in given situation.	
3	Identify different barriers that occur in the process of communication and provide them with certain solutions.	
4	Trace out different non-verbal codes of expressions, collect some pictures indicating signs of body language and present them in front of the class.	
5	Listening some good speeches having good diction, volume, voice modulations and imitate them in the language laboratory and present the report of the same.	
6	Watching some good public speeches in the language laboratory and imitating the attributes, characteristics of the same to enhance public speaking skills.	
7	Practicing telephone etiquettes and front office etiquettes to enhance telephonic communication skills.	
8	Plan an activity of brain storming for problem solving in different situations given by the subject teacher.	
9	Listening good speeches of effective public speakers and noting down volume, pitch, intonation, stress, etc. voice modulation techniques.	

Note: This is the suggestive list of assignments / practical to be conducted in the classroom / language lab. However, the subject teacher is free to set, design new assignment / practicals in relevance with the subject content.

(Any eight assignments to be conducted and submitted to the subject teacher to form the record of the subject).

Reference Books:

1. *Technical Communication Principles and Practice*, Meenakshi Raman and Sangeeta Sharma Third Edition. OXFORD University Press, New Delhi, 2015.
2. *Communication Skills for Engineers* Sunita Mishra and C. Murlikrishna. Pearson Education.
3. *Basic Communication Skills*, Rutherford, A Pearson Education, New Delhi.
4. *Business Correspondence and Report Writing*, R. C. Sharma and Krishna Mohan, Tata McGraw Hill.

Salient Features:-

Syllabus includes all important points of bakery and confectionery management.

Learning Objectives:-

At the end of the term / course the Students will be able to:

1. Explain the different ingredients used in bakery and confectionery
2. Differentiate different cake mixing methods
3. Define and explain different pastries and derivatives
4. Operation of different types of oven
5. Define the internal and external characteristics of cakes
6. Describe the different cake faults and remedies
7. List down the steps in preparing cookies and biscuits
8. Explain the procedure in preparing Ice Creams
9. Demonstrate working knowledge of Chocolate and Sugar confectionery
10. Explain the different working temperatures for bakery products
11. Define the bread faults and remedies of bakery products

Out-come:-

After successful completion of this course students would be able to understand bakery and confectionery goods manufacturing process, methods and service.

Name of the Course : BAKERY AND CONFECTIONERY MANAGEMENT PRACTICAL		
Course code: SEC- I		Semester : III
Credits : - 2		Maximum Marks : 50 Internal: 25 External: 25
Practical :3 hrs/week		
Contents		
1.	Introduction to ingredients / Equipment Identification and uses of equipment – large, small and utilities Ingredients – Types of flour, Sugar, Nuts and Dry fruits, Shortenings, leavening etc.	
2	Mixing Methods: Basic steps involved in mixing ingredients —• Kneading, stirring, whipping, creaming etc.	
3	BREAD: <ul style="list-style-type: none">• Simple yeast fermented products Bread Sticks, Bread Rolls, hand and Soft, Rolls, sour dough etc.• Flavored Breads Basic Buns, Fruit Buns, Hot Cross Buns, Tomato Rolls and Garlic Rolls• Rich Yeast Fermented Breads Brioche, Fermented Doughnuts, Baba au Rhum, Savarin• Bread Loafs: Milk Bread, Bread Loaf, Currant Loaf, Whole Meal Bread, Masala Bread, Raisin Bread• International Bread French Bread, Chelsea Buns• Laminated Yeast Breads Danish pastry croissants• Burger Buns, Pizza Base	
4	Basic Cake Making Plain Sponge Madeira Cake, Rock Cake, Fruit Cake Fatless Sponge Swiss Rolls Genoise Sponge	

5	Biscuits & Cookies: Plain biscuits; piping biscuits; cherry knobs; langue –de – chats; (cats tongue) salted biscuits; nut biscuits; coconut biscuits; melting moment; macaroons; tricolour; chocolate biscuits; marble biscuits; nan-khatai; short bread biscuits. Ginger biscuits; cheese biscuits; cream fingers.	
6	Basic Pastry & derivatives: (i) Short Crust Pastry Jam tart, Lemon curd tart Apple Pie, Banana Flan, Fruit Tartlets. 22 National Council for Hotel Management & Catering Technology, Noida. 16 (ii) Choux Pastry Chocolate Éclairs, Profit role Cream puff (iii) Puff Pastry & flaky pastry Khara Biscuits, veg patties, chicken patties Mutton patties, Cheese Straws, patty case Bouchee, vol-au-vents, Mille Feuillet, Jalousie, Creams Horns Apple Strudel Filo or phyllo pastries such as baklava	
7	Puddings and Desserts Hot dessert : Caramel Custard, soufflé chaud Bread and Butter pudding, Crème brûlée Cold Desserts: Bavarois; ginger pudding; cold lemon soufflé; chocolate mousse; charlotte royale; charlotte russe; charlotte harlequin; bavarois urbane; soufflé praline; fruit trifle. 22 9 Ice Cream Vanilla, strawberry, chocolate, pineapple, mango, Sorbets, Bombe, Sundaes, Parfaits	
8	Toffees: Milk Toffee, Chocolates Stick Jaws, liquor chocolates Indian Confectionery: Chenna - Rasgulla, Chamcham, Pakiza, Chenna Toast, Rasmalai Khoya - Gulab Jamun, Barfi Sugar - Mysore Pak, Ghewar Flour / Besan - Patisa, Shakarpare, Halwa, Laddoo, Peda. Milk - Kheer, Rabri Nuts - Barfi, Chekki	
9	Chocolate Work Fundamentals of the science of chocolate. Established industry standards in - Tempering, moulding, modelling, enrobing, filling, • show pieces, stencils, chocolate couverture. • Chocolate candies, ganache fillings, hand-dipped • candies, molded bonbons, Danish pastry and truffles, use of an enrobing machine. Clean and store chocolate candy moulds and other • equipment used in chocolate candy making • Sugar Work Chemical properties and changes in sugars at • various stages of the cooking and cooling processes. Pulled, blown, Spun, Poured, caramelized sugar. • Casting of sugar. Pastillage and Saltillage fondant, gum paste and royal icing Produce sugar confectioneries such as fruit paste, • guimauve (marshmallow), praline, caramels, nougats, lollipops, marzipans and gummies. Prepare sugar sticks, nest, bow, ribbon, flower, leaf, • bubble sugar and decorations Appropriate package and display of candies. • Plate styling techniques, buffet displays, calories in bakery and confectionery What is Michelin Star, restaurants and chefs	

Salient Features:-

Syllabus includes all important points of industrial catering.

Learning Objectives:-

To create awareness about the various operation of industrial canteens in private and public sector organizations and thereby reveal the scope of career opportunities.

Out-come:-

After successful completion of this course students would be able to understand industrial canteen scope, importance, layout, facilities, hierarchy, industrial menu budgeting and menu planning.

Name of the Course : INDUSTRIAL CATERING		PRACTICAL
Course code: SEC- I		Semester : III
Credits : - 2 Practical :3 hrs/week		Maximum Marks : 50 Internal: 10 External: 40
Contents		
1.	Concept : Industrial canteen- concept and scope, Factories Act pertaining to Industrial canteens, Management of Canteen, Departmental/ outsourced canteens, Canteen a major welfare measure to employees, Harmony in Canteen – The Four pillar theory	
2	Layout & Facilities: Layout of canteen, Legal obligations, factors to be considered while designing a canteen, Furniture, Kitchen equipments, Service equipments, Cleaning equipments, selection criteria, care and maintenance, Waste disposal.	
3	Hierarchy: Various staff and hierarchy in canteen, Attributes of a canteen staff, Recruitment & Training, Duties and responsibilities of canteen manager and supervisor. Work allocation, Uniform and discipline of canteen employees.	
4	Menu: Menu planning, Types of canteen menu, Factors to be considered while planning a canteen menu. Dining habits of employees. Portion control	
5	Revenue Management: Canteen budget- Factors to be considered. Tenders, Purchase procedure, Subsidy, Store intent and costing.	
6	Crisis Management: Common problems facing in canteens and their remedies, communication methods and check lists, accidents and breakdowns, common procedure and practicesBouchee, vol-au-vents, Mille Feuillet, Jalousie, Creams Horns Apple Strudel Filo or phyllo pastries such as baklava	
7	Plan and prepare any 15 industrial menu's	

Reference Books:

1. Modern Cookery (Vol –I & Vol -II) For Teaching & Trade - Philip E Thangam,
2. Industrial Catering by K C Alexander

Salient Features:-

Syllabus includes all important aspects of food production Operation

Learning Objectives:-

The course provides a detailed understanding of the compositions and methods used in meat cookery, while also advancing in the bakery & confectionery curriculum..

Out-come:-

Will prepare students to understand kitchen storage layout, inventory management, bakery products preparations, oriental cuisine preparation and food presentation & styling techniques.

Name of the Course: FOOD PRODUCTION OPERATION -II		Theory
Course code: CCHMCT- I D	Semester : IV	
Credits : 2	Maximum Marks : 50 INTERNAL: 10 EXTERNAL: 40	
Theory : 3 hrs/week		
Contents		MARKS
1	Stores <ul style="list-style-type: none">• Principles of storage,• Types of stores• Layout of Dry and cold room• Staff Hierarchy,• Guidelines for efficient storage• Control procedures• Inventory Procedures• EOQ• Re-order levels• Bin Cards• Form and formats• Function of a store Manager.	06
2	PASTRY <ul style="list-style-type: none">• Short crust• Laminated• Choux• Hot water/Rough puff<ul style="list-style-type: none">○ 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<ul style="list-style-type: none">○ Structure of wheat○ Types of Wheat	

	<ul style="list-style-type: none"> ○ Types of Flour ○ Processing of Wheat - Flour ○ Uses of Flour in Food Production ○ Cooking of Flour (Starch) ● PASTRY CREAMS <ul style="list-style-type: none"> ○ Basic pastry creams ○ Uses in confectionery ○ Preparation and care in production 	08
3	SIMPLE BREADS <ul style="list-style-type: none"> ● Principles of bread making ● Simple yeast breads ● Role of each ingredient in bread making ● Baking temperature and its importance 	06
4	Food presentation principles <ul style="list-style-type: none"> ● Basic presentations ● Modern Perspectives ● Use of technology ● Contemporary plates ● Unconventional garnishes ● Role & uses of garnishes Food Styling <ul style="list-style-type: none"> ● Food photography & problems therein ● Use of non-edible components ● Role of dimension 	06
5	ORIENTAL CUISINE <ul style="list-style-type: none"> ● Introduction to South East Asia foods, Chinese, Thai, Vietnam etc. ● Historical background ● Regional cooking styles ● Methods of cooking ● Equipment & utensils 	06
6.	Specialty fine foods <ul style="list-style-type: none"> ● Caviar ● Oysters ● Pate de foie gras ● Salmon ● Ahi tuna ● Kobe beef ● New Zealand Lamb ● Sushi ● Exotic vegetables ● Exotic fruits 	08
	Total	40

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Name of the Course: FOOD PRODUCTION - IV		Practical
Course code: CCHMCTP - I D		Semester : IV
Credits : 2		Maximum Marks : 50 INTERNAL: 10 EXTERNAL: 40
Practical : 4 hrs/week		
Contents		
1	TWO REGIONAL CUISINE <ul style="list-style-type: none">Institutes/ Universities may opt for any cuisine preferably cuisine from their own state.	
2	PASTRY <ul style="list-style-type: none">Demonstration and Preparation of dishes using varieties of Pastry<ul style="list-style-type: none">Short Crust - Jam tarts, TurnoversLaminated - Palmiers, Khara Biscuits, Danish Pastry, Cream HornsChoux Paste - Eclairs, ProfiterolesBasic Pastry making & their Derivatives<ul style="list-style-type: none">Short Crust PastryLaminated pastries -Puff , FlakyChoux pastryHot water crust PastrySuet Pastry , etcFillings used in Pastry<ul style="list-style-type: none">Pastry Cream & its varietiesGanacheMousse & MousselineCream Chantily	
3	CHINESE CUISINE <ul style="list-style-type: none">MENU 01<ul style="list-style-type: none">Prawn BallSoup FriedWonton Sweet & SourPork Hakka NoddlesMENU 02<ul style="list-style-type: none">Hot & Sour soupBeans SichwanStir Fried Chicken & PeppersChinese Fried RiceMENU 03<ul style="list-style-type: none">Sweet Corn SoupShao MaiTung-Po MuttonYangchow Fried RiceMENU 04<ul style="list-style-type: none">Wanton SoupSpring Rolls	

	<ul style="list-style-type: none"> ○ Stir Fried Beef & Celery ○ Chow Mein ● MENU 05 ○ Prawns in Garlic Sauce ○ Fish Szechwan ○ Hot & Sour Cabbage ● Steamed Noddles 	
4	CAKES Demonstration & Preparation of Simple and enriched Cakes <ul style="list-style-type: none"> ● Sponge, Genoise, Fatless, Swiss roll ● Fruit Cake ● Rich Cakes ● Dundee ● Madeira 	
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 ● Steamed Pudding - Albert Pudding, Cabinet Pudding 	

Reference Books

1. Professional Baking, Wayne Glasslen
2. The Wilton Ways of Cake Decorations, Hamlyn Publishing
3. Complete Guide To Cookery – Anne Willan
4. Professional Pastry Chef – Bo Friberg, John Wiley
5. Baking Martha Day – Lorenz Books
6. The Professional Chef (4th Edition) Le Rol A Polsom
7. Chef Manual Of Kitchen Management- John Fuller

SWAMI RAMANAND TEERTH MARATHWADA UNIVERSITY NANDED

BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY

Salient Features:-

Syllabus includes all important aspects of food & Beverage Service operations

Learning Objectives:-

This courses will give a comprehensive knowledge of the various alcoholic beverage used in the Hospitality Industry. It will give an insight into their history, manufacture, classification, and also to develop technical and specialized skills in the service of the same..

Out-come:-

Will prepare students to understand manufacturing, types production, wine law and brand names of wines of various countries. Students will also understand aperitifs, bar and details about tobacco.

Name of the Course: FOOD &EVERAGE SERVICE OPERATIONS– II		Theory
Course code: CCHMCT- II D	Semester : IV	
Credits : 2	Maximum Marks : 50 INTERNAL: 10 EXTERNAL: 40	
Theory : 3hrs/week		
Contents		MARKS
1	NEW WORLD WINES (PRINCIPAL WINE REGIONS, WINE LAWS, GRAPE VARIETIES, PRODUCTION AND BRAND NAMES) <ul style="list-style-type: none">• USA• Australia• India• Chile• South Africa• Algeria• New Zealand	10
2	APERITIFS <ul style="list-style-type: none">• Introduction and Definition• Types of Aperitifs<ul style="list-style-type: none">○ Vermouth (Definition, Types & Brand names).○ Bitters (Definition, Types & Brand names)	10
3	DISPENSE BAR <ul style="list-style-type: none">• Introduction and definition• Bar layout - physical layout of bar• Bar stock - alcohol & non alcoholic beverages• Bar equipment	10
4	TOBACCO <ul style="list-style-type: none">• History• Processing for cigarettes, pipe tobacco & cigars• Cigarettes - Types and Brand names• Pipe Tobacco - Types and Brand names• Cigars - shapes, sizes, colours and Brand names• Care and Storage of cigarettes & cigars	10
	Total	40

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Name of the Course: FOOD & EVERAGE SERVICE– IV		Practical
Course code: CCHMCTP - II D		Semester : IV
Credits : 2		Maximum Marks : 50 INTERNAL:10 EXTERNAL: 40
Practical : 3 hrs/week		
Contents		
1	Service of New World Wines <ul style="list-style-type: none">• Service of Red Wine• Service of White/Rose Wine• Service of Sparkling Wines• Service of Fortified Wines• Service of Aromatized Wines	
2	Service of Aperitifs <ul style="list-style-type: none">• Service of Bitters• Service of Vermouths	
3	Dispense Bar <ul style="list-style-type: none">• Function / Operation• Storage of Alcoholic Beverage• Service from Dispense Bar	
4	Cigar Service Storage of Cigar Presentation of Cigar Cuttingof Cigar <ul style="list-style-type: none">• Lighting of Cigar	

Reference Books:

1. Food & Beverage Service Training Manual- Sudhir Andrews
2. Food & Beverage Service – Lillicrap & Cousins
3. Modern Restaurant Service- John Fuller
4. Beverage Book- Andrew, Dunkin & Cousins
5. Professional Food service- Serigo Andrili & Peter Douglas
6. Profitable Menu Planning- John Drysale
7. Bar & Beverage Book- Mary Porter & Kostagris
8. Alcoholic Beverages- Lipinski & Lipinski
9. Bartenders Guide BD & L.

SWAMI RAMANAND TEERTH MARATHWADA UNIVERSITY NANDED

BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY

Salient Features:-

Syllabus includes all important aspects of accommodation operation in hotel industry.

Learning Objectives:-

This course aims to establish the importance of Accommodation operations within the hospitality Industry .It also prepares the student to acquire basic skills and knowledge necessary to successfully identify the required standards in this area and to consider all aspects of cost control and establishing profitability.

Out-come:-

Will prepare students to understand linen room, laundry, sewing room and uniform of hotel staff.

Name of the Course: ACCOMODATION OPERATION MANAGEMENT -I		Theory
Course code: CCHMCT- III D	Semester : IV	
Credits : 2	Maximum Marks : 50 INTERNAL: 10 EXTERNAL: 40	
Theory : 3hrs/week		
Contents		MARKS
1	PLANNING AND ORGANISING THE HOUSE KEEPING DEPARTMENT <ul style="list-style-type: none">• Area inventory list• Frequency schedules• Performance and productivity standards• Time and motion study in housekeeping operations• Standard operating manuals - Job procedures• Job allocation and work schedules• Calculating staff strength & planning duty rosters, team work and leadership in HK• Training in HKD, devising training programs for HK staff• Inventory level for non recycled items.	10
2	BUDGETS <ul style="list-style-type: none">• Budget and budgetary control• The budget process• Planning capital budgets• Planning operation budgets• Operating Budgets - controlling expenses - income statement• Purchasing systems - methods of buying• Stock records - issuing and control	10
3	HOUSEKEEPING IN INSTITUTES OTHER THAN HOTELS <ul style="list-style-type: none">• Hospitals• Hostels• Malls• Residential establishments• Offices• Universities• Other commercial areas	08

4	CONTACT SERVICES <ul style="list-style-type: none"> Types of contract services Guidelines for hiring contract services Advantages and disadvantages of contract services 	04
5.	SAFETY AND SECURITY <ul style="list-style-type: none"> Safety awareness and accident prevention Fire safety and fire fighting Crime prevention and dealing with emergency situation 	04
6.	ENERGY AND WATER CONSERVATION IN HOUSEKEEPING OPERATIONS	04
	TOTAL	40

Reference books :			
Name of Authors	Titles of the Book	Edition	Name of the Publisher
Sudhir Andrews	Hotel Housekeeping Management and Operations		Tata Mc Graw Hill Companies
G.Raghubalan & Smritee Raghubalan	Hotel Housekeeping Operations & Management		Oxford University Press
Madelim Schneider & Georgia Tucker	The Professional Housekeeper		Van Nostrand Reinhold
Doris Hatfield & Christine Winter	Professional Housekeeping		Hutichensen, London
Joan C.Brausen & Margret Lennox	Hotel, Hostel & Hospital Housekeeping		ELST Publisher
Margaret M.Kappa, Aleta Nitschke & Patricia B.Schappert	Housekeeping Mangement		Educational Institute of the American Hotels & Motels Association
Iries Jones & Cynthia Phillip	Commercial Housekeeping and Maintenance		Stanley Thrones (Publisher) Ltd.
S.K.Kaushal & S.N.Gautam	Accommodation Operation Management		Frank Bros & Co, Noida
Malini Singh & Jaya.B.George	Housekeeping Operations, Designs & Management		Jaico

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Name of the Course: ACCOMODATION MANAGEMENT - I		Practical
Course code: CCHMCTP- III D	Semester : IV	
Credits : 2	Maximum Marks : 50 INTERNAL: 10 EXTERNAL: 40	
Practical : 3 hrs/week		
Contents		
1	LAUNDRY MACHINARY AND EQUIPMENTS	
2	STAIN REMOVAL	
3	REPORTING MIANTENANCE AND FOLLOW UPS	
4	HANDLING HOUSEKEEPING SOFTWARES (ANYONE NORMALLY USED IN HOSPITALITY INDUSTRY)	
5.	HORTICULTRE <ul style="list-style-type: none">• Basic gardening plans• ToolsandEquipment• Landscape Designing• How to make a bonsai	
6.	LAUNDRY MACHINARY AND EQUIPMENTS	

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BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY

Salient Features:-

Syllabus includes all important aspects of front office department of hotel industry.

Learning Objectives:-

This course aims to establish the importance of Front Office within the hospitality industry. It also prepares the student to acquire basic skills and knowledge necessary to successfully identify the required standards in this area and to consider all aspects of this department.

Out-come:-

Will prepare students to understand front office security functions, front office computer operation accounting and credit control, night audit and guest complaint handling.

Name of the Course: FRONT OFFICE MANAGEMENT – I		Theory
Course code: CCHMCT- IV D	Semester : IV	
Teaching Scheme	Maximum Marks : 50 Internal: 10 External: 40	
Theory : 3hrs/Week		
Credits : - 2		
Contents		MARKS
1.	Front Office Security Functions <ul style="list-style-type: none">Lobby layout, types of lobbiesRole of Front Office in Hotel SecurityLatest security measures used in hotels at the time of check -in: use of metal detectors, baggage checks, X-ray machines, bollards, collapsible gates etcKey Control from security point of view -handling Grandmaster & Master key, lost & found, guest & staff movement & access control, ELS (electronic key cards) damaged keys	06
2	Front Office Computer Operation <ul style="list-style-type: none">Application of Property Management System in generating reports & use in - Reservations, Registration, Cashiering, Night Audit & Telephones.	10
3.	Front Office Accounting & Credit Control <ul style="list-style-type: none">Accounting fundamentalsForeign currency awareness & handling proceduresCash sheetHotel credit management & credit controlCredit control -meaning, objective, hotel credit policy regarding guaranteed bookings/corporate account holders/credit card usersControl measures at the time of ;reservation, check -in, during stay, check -out, after departurePrevention of Skippers -on arrival/ during stay/ on departure day	08

4.	Night Audit <ul style="list-style-type: none"> Night audit functions & process Operating model-non-automated, semi-automated Verifying & Summarizing postings Transcripts-completion 	06
5.	Guest Complaint Handling/ Problem solving <ul style="list-style-type: none"> Process, thumb rules Common complaints & their types Role of emotions in situation handling 	10
Total		40

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BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY

Name of the Course: FRONT OFFICE OPERATIONS II		Practical
Course code: CCHMCTP - IV C		Semester : IV
Credits : 02		Maximum Marks : 50 INTERNAL: 10 EXTERNAL: 40
Practical : 2 hrs/week		
Contents		
1.	Identification of lobby layout & different types of lobbies	
2	Preparation of Guest Folio -filling up, accounting & totaling guest folios.	
3.	Handling of keys-situations related to loss of keys.	
4.	Awareness of exchange rates of commonly accepted foreign currency	
5.	Preparing & filling of forms of traveler’s cheques, cash sheet	
6	Operating PMS for check -out.	
7	Express check out, late check out	
8	Handling guest complaints	
Reference books :		
S.No		
1	Check in Check out (Jerome Vallen)	
2	Hotel Front Office Training Manual. (Sudhir Andrews)	
3	Principles of Hotel Front Office Operations (Sue Baker, P. Bradley, J. Huyton)	
4	Hotel Front Office (Bruce Braham)	
5	Managing Front Office Operations (Michael Kasavana, Charles Steadmon)	
6	Front Office Procedures and Management (Peter Abbott)	
7	Front Office operations/ Accommodations Operations (Colin Dix)	
8	Front Office Operation and Administration (Dennis Foster)	
9	Hotel Front Office -Operations & Management (Jatashankar .R.Tewari)	
10	Front Office Management -S.K.Bhatnagar	

SWAMI RAMANAND TEERTH MARATHWADA UNIVERSITY NANDED
BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY

Salient Features:-

Syllabus includes all important aspects of principles of management and organizational behaviour.

Learning Objectives:-

To understand the impact that individual, group and structure have on behavior within organisations for the purpose of applying such knowledge towards improving an organizations effectiveness.

Out-come:-

Will prepare students to understand role of manager, planning and organizing process, controlling and directing process and theories of motivation.

Name of the Course: PRINCIPLES OF MANAGEMENT & ORGANISATIONAL BEHAVIOUR - THEORY		
Course code: CCHMCT- V D	Semester : IV	
Credits : 2	Maximum Marks : 50 INTERNAL: 10 EXTERNAL: 40	
Theory : 3hrs/week		
Contents		MARKS
1	INTRODUCTION <ul style="list-style-type: none">• Concept and Nature of Management: Concept & Definitions,• Features of Management, Management as Science, Art & Profession, Levels of Management, Scope of Management,• Nature of Management Process,• Classification of Managerial Functions, Evolution of Management Thought,• Approaches to Management (Classical, Behavioral, Quantitative Contingency), Contribution Of Leading Thinkers,• Orientation to management thought process .• Role of Manager - Professional Manager and his tasks, Managerial skills, Managerial Ethics and Organisation Culture, Recent Trends in Management Thought.	10
2	PLANNING & ORGANISING <ul style="list-style-type: none">• Overview of functions of management;• Concepts of POSDCORB,• Planning and Management Process, Mission - Objective- Goals, Urgent and Important Paradigms,• Planning process in Detail, Types and Levels of Plans• Problems solving and decision making,• Time Management.• Planning and Decision Making - Nature, Process and Types of Planning,• Management By Objectives (MBO), Nature & Principles Of Organization, Organizing and Organizing Structure,• Forms Of Organization Structure Line & Staff, Organisation Chart, Principles of Organisation;• Scalar Principle, Departmentation; Unity and Command,• Span of Control, Centralization and Decentralization,• Authority and Responsibility, Delegation	15

3	CONTROLLING & DIRECTING <ul style="list-style-type: none"> • Basic concepts of control - Definition, Process and Techniques. • Directing: Nature & Scope of Directing, • Motivation and Morale, • Communication, • Leadership, Concept, Theories of Leadership, styles, Successful versus effective leadership styles in travel trade and hospitality organizations, Coordination 	10
4	ORGANISATION BEHAVIOUR <ul style="list-style-type: none"> • Concept, Foundation of Organization Behavior, • Theoretical framework for Organization Behavior, • Contemporary challenges to Organisation Behaviour in 21st Century. Perception: Concept, perceptual selectivity, managerial implications of perception. • Motivation: Definition, Importance, • Motives: Characteristics, Classification of motives - Primary & Secondary motives. • Theories of Motivation - Maslow Theory of need hierarchy - • Herzberg's theory. 	10
5.	GROUP DYNAMICS <ul style="list-style-type: none"> • Types of Groups, • Reason for the formation of group, Group cohesiveness, group conflicts, team building, • Individual differences: Causes of individual differences. • Interpersonal Skill - Transactional analysis, Life Positions, Johari Window. 	05
	Total	40

Reference Books

1. Organizational Behaviour - Stephen Robins
2. Organizational Behaviour - Fred Luthans.
3. Management of Organizational Behaviour - Paul Hersey & Kenneth H Blanchard.
4. Human Behaviour at work - Organizational Behaviour - Keith Davis.
5. Organisational Behaviour - Uma Sankaran

SWAMI RAMANAND TEERTH MARATHWADA UNIVERSITY NANDED
BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY

Salient Features:-

Syllabus includes all important aspects of basic French for hotel industry.

Learning Objectives:-

To create awareness about the importance of French in the hotel operations and to acquire the correct pronunciation of French terminology. To use standard phrases in French in hotel operations. To integrate the French curriculum with the core syllabus of the course.

Out-come:-

Will prepare students to be able to understand general French language, French grammar and French language used in various department of hotel industry

Name of the Course: BASIC FRENCH FOR HOTEL INDUSTRY		
Course code: CCHMCT- VI D		Semester : IV
Credits : 2		Maximum Marks : 50 INTERNAL:10 EXTERNAL: 40
Theory : 3 hrs/week		
Contents		Hours
1	General French Pronunciation, The Alphabet, The Access, Numbers (0 to 100), Cardinal, Ordinal, Time (Only 24 Hrs Clock),Days of week, Month of the year, date, Weight & Measurement, ‘Formulas de Politesse’, Colour	08
2	French Grammar Conjugation of verbs in the present tense relevant to The hotel industry (only ‘je’ & ‘vous’ forms)	08
3	Food Production 08 The Kitchen Brigade, Ingredients used in the kitchen, Dairy Products, Vegetable, Fruits, Herbs & Spices, Poultry, Fish, Meat, Cereals, Seasoning, French Cheese, Culinary Terms in French	08

4	Food & Beverage Service 08 Restaurant Brigade, Hot Plate Language, The French Classical Menu (17 course) with classic Example of each course, terminology & meaning in brief, Wines, Wines of France, Wine Terminology, Reading a Wine Label, Laying a Cover.	08	
5.	Room Division 08 Housekeeping Brigade, Front office Brigade, Communication- Hotel reception, bar/ restaurant	08	
	Total	40	
Reference books :			
Name of Authors	Titles of the Book	Edition	Name of the Publisher
S. Bhattacharya	French For Hotel Management & Tourism Industry		Frank Bros. & Co. (Publishers) Ltd., New- Delhi
Lillicrap& John Cousines, Robert Smith	. F& B Service		
Thangam Philip	Modern Cookery Vol _I -		
	Work Book		

SWAMI RAMANAND TEERTH MARATHWADA UNIVERSITY NANDED
BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY

Salient Features:-

Syllabus includes all important aspects of basic French for hotel industry.

Learning Objectives:-

This subject intends to impart students the basic knowledge of Hotel Accounting required for the Hotel Management and to prepare them to comprehend and utilize this knowledge for the day-to-day operations of the organization.

Out-come:-

Will prepare students to be able to understand general French language, French grammar and French language used in various department of hotel industry

Name of the Course: HOTEL ACCOUNTING		THEORY
Course code: CCHMCT- VII D	Semester : IV	
Credits : 2	Maximum Marks : 50 INTERNAL: 10 EXTERNAL: 40	
Theory : 3hrs/week		
Contents		Hours
1.	Uniform System of Accounting <ul style="list-style-type: none">□ Meaning, Objectives & Advantages of Uniform System of Accounting□ Difficulties in implementing the Uniform System of Accounting□ Essentials of Successful Implementation of the Uniform System of Accounting in Hotels□ Meaning of Income Statement□ Purpose of preparing an Income Statement□ Preparation of Income State ment under the Uniform□ System of Accounting in Hotels with the Format prescribed□ Departmental Income & Expense Statements in Hotel with their respective schedule (Schedule Nos. 1 to 16)□ Meaning of Balance Sheet□ Purpose of preparing a Balance Sheet□ Preparation of Balance Sheet under the Uniform System of Accounting in Hotels with the Format prescribed□ Practical Problems	10
2	Departmental Accounting <ul style="list-style-type: none">□ Meaning, Objectives & Advantages of Departmental Accounting□ Methods of calculating the profitability o f different departments in Hotels□ Inter-departmental Transfers□ Meaning of Cost -Allocation & Cost -Apportionment□ Advantages of Cost -Allocation & Cost -Apportionment□ Steps involved in Allocating Costs□ Principles of Cost -Allocation & Cost -Apportionment□ Drawbacks of Cost -Allocation & Cost -Apportionment□ Bases of Cost-Allocation□ Practical Problems	10

3.	Audit of Hotels <ul style="list-style-type: none"> □ Meaning & objectives of Audit □ Benefits of audit in Hotels □ Difference between Accountancy & Auditing □ Limitations of Audit □ Classification of Audit □ Distinction between Internal Audit & Statutory Audit 	04
4.	The Auditor of Hotels <ul style="list-style-type: none"> • Meaning of Auditor • Qualities of an Auditor • Independence of an Auditor • Auditor of Hotel • Rights/ Powers of a Hotel Auditor • Duties of a Hotel Auditor 	04
5.	Planning the Audit <ul style="list-style-type: none"> □ Arrangements with the Client □ Audit Memorandum □ Audit Programme □ Audit Note Book □ Audit Working Papers □ Instructions to the Client 	08
6.	Liability of the Auditor <ul style="list-style-type: none"> • Nature of the Auditor's Liability □ Civil Liability □ Criminal Liability □ Contractual Liability □ Statutory Liability □ Liability towards third parties □ Liability for unlawful acts of the Client 	04
7.	Internal Control <ul style="list-style-type: none"> □ Meaning & Features of Internal Control □ Objectives of Internal Control □ Advantages & Limitations of Internal Control □ Essentials of a Good Internal Control System □ Implementation & Review of Internal Control 	04
8.	Internal Check <ul style="list-style-type: none"> □ Meaning of Internal Check □ Objectives of Internal Check □ Advantages & Limitations of Internal Check □ Elements of a Good Internal Check System □ Distinction between Internal Check & Internal Audit 	04
	Total	40

Reference Books

1. Double entry Book-keeping -T.S.Grewal Eleventh Revised 2004 S. Chand & Sons 23, Daryaganj New Delhi-2
2. Hotel Accountancy & Finance- S.P Jain & K.L Narang First 1999 Kalyani Publishers B1/1292,Rajinder Nagar, Ludhiana
3. Hotel Accounting & Financial Control - Ozi D'Cunha Gleson Ozi D'Cunha – First-2002- Dickey Enterprises , Kandivali (W) Mumbai
4. Book Keeping& Accountancy – L.N.Chopde, D.H.Choudhari- Fourteenth 1999- Sheth Publishers Pvt. Ltd. Mumbai
5. Accounting in the Hotel & Catering Industry – Richard Kotas – Four – 1981- International Textbook Company

SWAMI RAMANAND TEERTH MARATHWADA UNIVERSITY NANDED
BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY

Salient Features:-

Syllabus includes all important points of regional classical cuisine..

Learning Objectives:-

The course has been designed to familiarize the learners with the regional classical cuisine, to know about food habits, eating pattern and selection criteria of ingredients for menu preparation by various regions of India.

Out-come:-

After successful completion of this course students would be able to understand regional classical cuisine of India.

Name of the Course : REGIONAL CLASSICAL CUISINE		PRACTICAL
Course code: SEC- II	Semester : IV	
Credits : - 2 Practical :3 hrs/week	Maximum Marks : 50 Internal: 10 External: 40	
Contents		
1.	Classical cuisines India North India (Awadi, Mughali, Sindhi) South India (Udupi, Nampoothiri, Mapplia, Syrian Christian, Chettinad) East India (Oriya, Bhojpuri) North East India (Naga, Tripuri, Sikkim) West India (Malvani, Konkani, Parsi, Kutchi)	
2	History, influences, ingredients used, method of cooking, courses of menu, etiquettes, special utensils and equipment used.	

Reference Books:

- a. Modern Cookery (Vol –I & Vol -II) For Teaching & Trade - Philip E Thangam,
- b. Industrial Catering by K C Alexander
- c. A Taste of India, Madhur Jaffrey, Pavillion
- d. Dastarkhwan-e-Awadh, Sangeeta Bhatnagar & R.K.Saxena, Harper Collins
- e. Prashad , Cooking with Masters, J.Inder Singh Kalra, Allied
- f. Zaika, Sonya Atal Sapru, Harper Collins
- g. Punjabi Cuisine, Premjit Gill
- h. Hyderabadi Cuisine, Pratibha Karan, Harper Collins
- i. Modern Cookery for Teaching & Trade, Ms. Thangam Philip, Orient Longman
- j Wazwaan, Rocky Mohan, Roli & Janssen

SWAMI RAMANAND TEERTH MARATHWADA UNIVERSITY NANDED
BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY

Salient Features:-

Syllabus includes all important points of advance bakery and Icing techniques.

Learning Objectives:-

At the end of the term / course the Students will be able to:

1. Explain the different ingredients used in bakery and confectionery
2. Differentiate different cake mixing methods
3. Define and explain different pastries and derivatives
4. Operation of different types of oven
5. Define the internal and external characteristics of cakes
6. Describe the different cake faults and remedies
7. List down the steps in preparing cookies and biscuits
8. Explain the procedure in preparing Ice Creams
9. Demonstrate working knowledge of Chocolate and Sugar confectionery
- 10 Explain the different working temperatures for bakery products
11. Define the bread faults and remedies of bakery products

Out-come:-

After successful completion of this course students would be able to understand bakery and confectionery goods manufacturing process, methods and service.

Name of the Course : ADVANCE BAKERY AND ICING TECHNIQUES		
Course code: SEC- II		Semester : IV
Credits : - 2		Maximum Marks : 50 Internal: 25 External: 25
Practical : 3 hrs/week		
Contents		
1	International Bread and Cakes 1. Foccacia, Grissini, Zuccoto 2. Panettone, Lavash, Mousse Cake 3. Pita, Epi, Cheese Cake (baked/chilled) 4. Stollen, Pretzels, Gateau Creole 5. Brioche, Ciabatta, Zebra Torte 6. Kugelhophf, Bagels, Red Velvet with cream cheese frosting 7. Cottage Loaf, Monkey Bread, Truffle cake 8. Zopf, Fougasse, Opera cake 9. Mystery Basket 10. Mystery Basket	
2	Pastries and Cookies – (One pastry and cookie per practical) Pastry 1. Quiche Lorraine 2. Mud pie 3. Mississippi Mud pie Crumble 4. Key lime pie 5. Baklava Strudel 6. Brandy snap 7. Tulip 8. Danish/Croissant Cookies: 1. Ginger bread 2. Stamped 3. Piped Ice box 4. Rolled 5. Dropped Sheet 6. Foam 7. Biscotti 8. Florentine	

3	Icings and Toppings Fondant; American frosting; butter cream icing; royal icing; gum paste; marzipan; marshmallow; lemon meringue; fudge; almond paste; glaze icing	
4	Pastry & Special Cakes Queen cakes, Easter Egg Chocolate dippings Cheese cake, Baba-cum Rhum Savarin Chantilly, meringues chantilly. Madeline cake Pineapple pastry, chocolate pastry	
5	Gateaux Black forest Gateaux, gateaux religious	
6	Ganache icing	

REFERENCE BOOKS:

Basic Baking – S.C.Dubey

Swami Ramanand Teerth Marathwada University, Nanded
Choice Base Credit System (CBCS) Course Structure (New Scheme)

BHMCT Second Year
Third Semester BHMCT Syllabus

Course No.	Course Title	Periods/ Week	Total Period	Internal Evaluation	External Evaluation	Total Marks	Credits
CCHMCT- I C	Food Production Operation I	03	45	10	40	50	02
CCHMCT- II C	Food & Beverage Service Operation I	03	45	10	40	50	02
CCHMCT- III C	Accommodation Operation II	03	45	10	40	50	02
CCHMCT- IV C	Front Office Operation II	03	45	10	40	50	02
CCHMCT- V C	Professional Communication Skills	03	45	10	40	50	02
Practical / Project							
CCHMCTP- I C	Food Production III –Practical	08	20	10	40	50	02
CCHMCTP- II C	Food & Beverage Service III – Practical	03	20	10	40	50	02
CCHMCTP- III C	Accommodation Operation II –Practical	03	20	10	40	50	02
CCHMCTP- IV C	Front Office Operation II –Practical	02	20	10	40	50	02
CCHMCTP- V C	Professional Communication Skills	02	20	10	40	50	02
SEC I	Bakery & confectionery Management OR Industrial Catering	03	20	25	25	50	02
		36				550	22

Swami Ramanand Teerth Marathwada University, Nanded
Choice Base Credit System (CBCS) Course Structure (New Scheme)

BHMCT Second Year
Fourth Semester BHMCT Syllabus

Course No.	Course Title	Periods/ Week	Total Period	Internal Evaluation	External Evaluation	Total Marks	Credits
CCHMCT- I C	Food Production Operation II	03	45	10	40	50	02
CCHMCT- II C	Food & Beverage Service Operation II	03	45	10	40	50	02
CCHMCT- III C	Accommodation Operation Management I	03	45	10	40	50	02
CCHMCT- IV C	Front Office Management I	03	45	10	40	50	02
CCHMCT- V C	Principles of Management & Organizational Behavior	03	45	10	40	50	02
CCHMCT- VI C	Basic French for Hotel Industry	03	45	10	40	50	02
CCHMCT- VII C	Hotel Accounting	03	45	10	40	50	02
Practical / Project							
CCHMCTP- I C	Food Production IV	08	20	10	40	50	02
CCHMCTP- II C	Food & Beverage Service IV	03	20	10	40	50	02
CCHMCTP- III C	Accommodation Operation Management I	03	20	10	40	50	02
CCHMCTP- IV C	Front Office Management I	02	20	10	40	50	02
SEC II	Regional Classical Cuisine OR Advance Bakery & Icing Techniques	03	20	25	25	50	02
		36				600	24

Note: Students must go for Four weeks vocational Industrial Training and submit their training report. Students who do not complete four weeks vocational Industrial Training will not be allowed to undergo industrial training during VII semester.

