

GARDEN CITY UNIVERSITY
BACHELOR OF HOTEL MANAGEMENT
SEMESTER -II
COURSE: FOOD & BEVERAGE SERVICE FOUNDATION –I

CODE: 07ABHMR17212

CREDITS: 04

Unit – 1 Non- Alcoholic Beverage

- 1.1 Introduction, Classification of Non- Alcoholic Beverages
(Stimulating Beverages -Tea, Coffee, Spring Water, Natural mineral water and sparkling water)
(Refreshing –Fresh Juices, Preserved Juice, Aerated drinks, Squashes, Syrup and Mocktails)
(Nourishing Beverages- Milk based drinks, chocolate based drinks and Malted beverages)
(Energizing Beverages- Aerated and Non-Aerated)
- 1.2 Origin, Description, Types, Production and Storage of Non- Alcoholic Beverages
- 1.3. Application of Non- Alcoholic Beverages in Food & Beverage Service department (Method of Preparation, Presentation and Service Procedure).

Unit – 2 Breakfast Service

- 1.1 Introduction and concept of Breakfast Service
- 1.2 Types of Food & Beverage Service Outlets providing Breakfast Service (Coffee Shop, Executive Lounge and In-Room dining.
- 1.3 Types of Breakfast (English Breakfast, Indian Breakfast, American Breakfast, Continental Breakfast and House Breakfast
- 1.4 Breakfast Ordering Style (à la carte, table d'hôte, Buffet, breakfast on the go)
- 1.5 Breakfast Service Procedure (Mise-en-Place, Order taking procedure, Preparation and service of the Breakfast according to type).
- 1.6 Emerging trends in Breakfast Service.

Unit – 3 Restaurant Service

- 3.1. Introduction and concept of Restaurant Service
- 3.2. Types of service and menus
- 3.3. Restaurant Service Procedure-Introduction, Briefing, Reservation taking procedure, Standard Operating procedure (Greeting and Seating the guest, Order taking, Recommending

and Suggesting the Menu, Cover layout, Service Sequence , Guest feedback and Presentation and Settling of Bills, Do's and Don'ts during service, Service procedure for à la carte, table d'hôte and Buffet menu,

3.4 Types of menus, Rules to be observed while planning menus, Classical French Menu - 13 courses, Menu Terms, Food and its accompaniments with cover, Basics of Menu Design.

3.5 Forms and Formats used in Restaurant Service.

Unit – 4 Room Service/ In Room Dining

4.1 Introduction and Concept of Room Service/ In Room Dining.

4.2. Location and Equipment's required for Room Service.

4.3. Room Service Procedure (Mise-en-Place, Order Taking, Placing the Order in the Kitchen/Bar, Coordination between the departments, Setting up the tray/ trolley, Entering guest room, Placing/ Serving the order, Bill presentation and settlement)

4.5. Other Room Service (Room amenities, Minibar) and Safety considerations in IRD.

FOOD AND BEVERAGE SERVICE FOUNDATION – II (PRACTICAL)

1. General Mise-en-Place and Mise-en-Scene Procedure
2. Briefing Procedure
3. Preparation and Service of Tea, Coffee and Nourishing Beverages
4. Service of Water, Aerated Beverages and Juices
5. Preparation and Service of Aerated based Mocktails.
6. Preparation and Service of Juice based Mocktails.
7. Order taking and cover setups of Continental Breakfast.
8. Order taking and cover setups of American and English breakfast.
9. Order taking and cover setups of Indian Breakfast
10. A la carte cover setup and Service in Restaurant
11. TDH cover setup and service in Restaurant
12. Buffet setup and service in Restaurant
13. Menu compiling and presentation (Non- alcoholic beverages, Restaurant, In Room dining)

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BACHELOR OF HOTEL MANAGEMENT
SEMESTER- II
Course: FRONT OFFICE OPERATIONS FOUNDATION- II

CODE: 07ABHMR17213

CREDITS: 04

Unit – 1 Reservation Operations

- 1.1 Basis of Room charging
- 1.2 Tariff fixation
- 1.3 Overbooking
- 1.4 Group Reservation: Sources, issues in handling groups, Amendment
- 1.5 Considerations for Group Reservations
- 1.6 Role of the Travel Agent for Group Reservation
- 1.7 Reservations and Sales
- 1.8 Common Reservations Problems

Unit – 2 Front Desk Operations

- 2.1 Role of Information- Handling of Mails, Messages and Registered posts
- 2.2 Handling of Guest Room Keys, Types of Keys and Key Control Procedure, Risks involved in Preparation of Key Card
- 2.3 Importance of Security System
- 2.4 Paging Process
- 2.5 Providing Information and Aids used
- 2.6 Introduction to Reception, Job Description and Specification of Receptionist
- 2.7 Reception activities at various stages of guest cycle
- 2.8 Inter departmental Communications
- 2.9 Room Change Procedure
- 2.10 Importance of Expected Arrival Report, Preparation of Guest History card

Unit – 3 Registrations

- 3.1 Pre-Registration, Objectives and Legal Obligations of Registration
- 3.2 Registration form, Procedure and Upselling
- 3.3 Documents Generated during Registration
- 3.4 No Show Follow Up Procedure
- 3.5 Rooming a guest
- 3.6 Rules Of The House, Black List
- 3.7 Self-Registration/Check-in Process
- 3.8 When Guests Cannot Be Accommodated
- 3.9 Procedure of check in for different categories of guest and baggage handling

Unit – 4 Hospitality and Lobby Desk and Telephones

- 4.1 Lobby layout
- 4.2 Job Description and Job specification of Guest Relations Executive
- 4.3 Welcome Procedure by GRE
- 4.4 Complaints Handling
- 4.5 Role of Telephone Department
- 4.6 Staff Organization and Telephone Etiquette (Internal, External Calls and Transfer of Calls)
- 4.7 Special Features for Hotels
- 4.8 Types of Calls
- 4.9 Skills and Competencies of Telephone Operator
- 4.10 Job Description and Job specification of Telephone Operator

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BACHELOR OF HOTEL MANAGEMENT
SEMESTER- II
COURSE: - FOOD PRODUCTION FOUNDATION - II

CODE: 07ABHMR17211

CREDITS: 04

Unit – 1 Basic of French Cuisine & Methods of Cooking

- 1.1 Introduction, Definition characteristics, Regions(K & L)
- 1.2 Cooking importance. (K,L & A)
- 1.3 French cooking styles-Boiling, Poaching, Broiling, Grilling, Frying, Baking, Steaming, Stewing, Roasting, Sautéing, Braising (K,L,A & AP)

Unit – 2 Eggs, Poultry and Meat in French Cookery

- 2.1** Introduction, Structure of Egg, Types, Selection, Storage.(K, L & A)
- 2.2 Poultry and Game:** Introduction, Classification, Selection, Cuts of Poultry, Yield and Storage and French cuisine preparations. ((K,L,A & AP))
- 2.3 Meat (Ovines),** Introduction, Classification, Selection, Cuts of Lamb and French cuisine preparations. (K,L ,A & AP)

Unit – 3 Fish and shellfish in French Cookery

- 3.1. **Fish and shellfish:** Introduction, Types, Purchasing, Storage, Considerations, Shellfish, and Their Classification. (K, L, A)
- 3.2 Cuts of Fish, Popular Species and preparation of Fish dishes. (K,L,A)
- 3.3 Common cooking methods used for sea food. (K,L,A & AP)

Unit – 4 Vegetable and cuts of vegetables in French Cookery

- 4.1 Introduction, Vegetables, Pigmentation and Color Changes. (K,L,A)
- 4.2 Effect of Heat on vegetables, nutritional and hygiene aspects. (K,L & A)
- 4.3 Some French Cuts on vegetables: Cabbage, Potatoes, Onions, Cucumber, Tomatoes, Beetroot, Beans, Spinach, Carrot etc. (K,L,A & AP)

PRACTICAL

Total Credits: 2

Total Hours: 30

- 1. French menu 1**
- 2. French menu 2**
- 3. French menu 3**
- 4. French menu 4**
- 5. French menu 5**
- 6. French menu 6**
- 7. French menu 7**
- 8. French menu 8**
- 9. French menu 9**
- 10. French menu 10**

GARDEN CITY UNIVERSITY
BACHELOR OF HOTEL MANAGEMENT
SEMESTER: II
Course: HOUSEKEEPING OPERATIONS FOUNDATION- II

CODE: 07ABHMR17214

CREDITS: 04

Unit 1: The science of cleaning

- 1.1 Cleaning terminology
- 1.2 Cleaning agents – types, pH scale, domestic and industrial cleaning products, characteristics of a good cleaning agent, use, care and storage
- 1.3 Composition, care and cleaning of different surfaces – metals, glass, leather, Rexene, plastics, ceramics and wood
- 1.4 Cleaning of Public areas

Unit 2: Linen room operations

- 2.1 Functions and activities of the linen room, Layout of the linen room
- 2.2 Types of hotel linen and their selection criteria, Par stock of linen
- 2.3 Linen control procedures, Recycling of discarded linen, Linen hire
- 2.4 Activities of the sewing room
- 2.5 Uniforms – advantages of providing uniforms to staff, layout of uniform room, issuing and exchange of uniforms, par stock of uniforms, uniform designing

Unit 3: Laundry operations

- 3.1 Types of laundries, Layout of the laundry
- 3.2 Equipment and cleaning agents used in the laundry
- 3.3 Flow process in OPL, Stages in the wash cycle
- 3.4 Dry cleaning, Stain removal
- 3.5 Handling of guest laundry

Unit 4: Horticulture and flower arrangement

- 4.1. Horticulture and landscaping
- 4.2. Indoor and outdoor plants, Bonsai, artificial & dry plants & their care
- 4.3. Flower arrangements - Equipment and materials required for flower arrangements- Conditioning of plant material and care of cut flowers- Types of flower arrangements
- 4.4. Principles of design in flower arrangements, Ikebana, Placement of flower arrangements in hotels

PRACTICAL

Total Credits: 1

Total Hours: 30

1. Bed making – with duvet, turndown and foot fold
2. Sewing & ironing tasks
3. Stain removal of common stains
4. Flower arrangement – circular, triangle, one-sided triangle, horizontal, Vertical, Ikebana
5. Area cleaning
6. Laundry visit
7. Glossary of terms