

GARDEN CITY UNIVERSITY
BACHELOR OF HOTEL MANAGEMENT
SEMSETER -1
COURSE: FOOD & BEVERAGE SERVICE FOUNDATION –I

CODE: 07CDHMR17112

CREDITS: 04

Unit I: Food and Beverage Service

- 1.1. Introduction, Concept, and Classification of Catering, Establishments, their importance.
- 1.2. Personal Hygiene.
- 1.3. Uniform & Grooming Standard.
- 1.4. F&B Service Outlets & Familiarization with their Layouts (Tea Lounge, Coffee Shop, Restaurant, Banquets, Staff Cafeteria)
- 1.5. Hierarchy of F&B Service Department
- 1.6. F&B Service Brigade, Modern Staffing in various hotels.
- 1.7. Duties & Responsibilities of various employees in F&B Service, their attributes
And Coordination of F&B Service with other departments.

Unit II: Food Service Equipment's, Fuels & Safety

- 1.1. Food Service Equipment's
- 1.2. Classification, Description, Usage, Upkeep and Storage
- 1.3. Food Service Tools, Their Usage, Care & Maintenance
- 1.4. Side Stations, Safety Procedures K, AP
- 1.5. Fuel – Types, Usage and Precautions while Food Service.
- 1.6. Fire, Safety & Emergency Procedures – Introduction.
- 1.7. Types and handling fires and dealing with emergencies.

Unit III: Food Service

- 3.1. Table Crockery, Cutlery, Glassware
- 3.2. Condiments, Sweeteners
- 3.3. Menu – Concept, Types
- 3.4. Salient Features, Menu Designs
- 3.5. Presenting of Menu, Layout of Table
- 3.6. Napkin Folding (At least Ten Types)
- 3.7. Receiving and Greeting the Guests.

Unit IV: Food Service

- 4.1. Introduction, Classification of Services, Usage and Service Methods
- 4.2. Preparation for Services, Mise-en-place and Mise-en-scene
- 4.3. Arrangement and setting up of station
- 4.4. Par stocks maintained at each side station.
- 4.5. Functions performed while holding a station
- 4.6. Method and procedure of taking a guest order
- 4.7. Emerging trends in Food Services and salient features.

COURSE: FOOD & BEVERAGE SERVICE FOUNDATION I (PRACTICAL)

1. Understanding Personal Hygiene & Food and Beverage Service Hygiene
2. Grooming for Professional Food and Beverage Service – Do's & Don'ts
3. Understanding Food and Beverage Service Outlets.
4. Familiarization with Food and Beverage Service equipment's
5. Fuels – Their usage and precautions while dealing with them in F&B Service outlets
6. Handling Fire and Emergency Procedures
7. Services of Soups (Minestrone, Consommés, Cream, Puree, Bisques, Cold Soups, Chowders and others)
8. Understanding Service Methods, Setting up of Side Station, Table Layouts, Napkin Folding and Presenting Menus.

**GARDEN CITY UNIVERSITY
BACHELOR OF HOTEL MANAGEMENT
SEMESTER- I**

Course: FRONT OFFICE OPERATIONS FOUNDATION- I

CODE: 07CDHMR17113

CREDITS: 04

Unit – 1 Accommodation Sector

- 1.1 Tourism - Introduction, Concept, and its Importance
- 1.2 Origin, growth and development of Hotel Sector in India
- 1.3 Types & Classification of Hotels
- 1.4 Star Categorization
- 1.5 Heritage Hotels and others in India
- 1.6 Organization Structure of Hotels
- 1.7 Indian Hotel Chains (ITC, The Taj Group, The Oberoi Group)
- 1.8 Foreign Hotel Chains in India Hilton, Marriott, IHG

Unit – 2 Hotel Front Office

- 2.1 Front Office Introduction, Functions and its importance
- 2.2 Different sections of the front office department and their layout and importance
- 2.3 Reservation, Reception, Concierge, Bell desk, Lobby, Telephones, Cashier- Inter section coordination
- 2.4 Organization structure of Front Office
- 2.5 Job Descriptions
- 2.6 Attributes of Front Office Personnel
- 2.7 Uniform and Grooming Standards

Unit – 3 Front Office Product

- 3.1 Room Types
- 3.2 Room Tariff and Rate Designation
- 3.3 Meal Plans and Packages
- 3.4 Hotel Clientele Types
- 3.5 Room Status Definitions
- 3.6 Tariff Card and Brochure
- 3.7 Guest Cycle and activities at different stages

Unit – 4 Uniformed Services and Reservations

- 4.1 Layout of a Lobby and Placement of Bell Desk, Equipment Used
- 4.2 Concept and Role of Uniformed Services- Concierge, Bell Attendants, Doorman and Parking Valet
- 4.3 Job Description and Specifications
- 4.4 Luggage Handling Procedure on Guest Arrival and Departure, Risks Involved
- 4.5 Reservation Sources and Modes
- 4.6 Types- Guaranteed and Non-guaranteed
- 4.7 Reservation Record- Method of Making a Reservation, Handling Special Requests

- 4.8 Confirmation, Modification and Cancellation of Reservation
- 4.9 Records and Forms Used
- 4.10 Job Description and Specification- Reservation Assistant

GARDEN CITY UNIVERSITY
BACHELOR OF HOTEL MANAGEMENT
SEMESTER- I
COURSE: - FOOD PRODUCTION FOUNDATION - I

CODE: 07CDHMR17111

CREDITS: 04

Unit – 1 Professional Kitchen & Cooking

- 1.1 Introduction -Importance of Hygiene (Personal & Kitchen)- K & L
- 1.2 Importance of Attire – Uniform and Protective clothing.- K & L
- 1.3 Kitchen Layouts (Basic, Bulk and Show Kitchens)-K&A
- 1.4 Hierarchy of Kitchen Department Brigade.-A
- 1.5 Classical Kitchen Brigade- K & A
- 1.6 Staffing patterns in hotels-A
- 1.7 Duties & Responsibilities of chefs - kitchen and their attributes-A
- 1.8 Coordination of kitchen with other departments.-A

Unit – 2 Kitchen Equipment – Types of Fuel & Safety procedures

- 2.1 Classification of fuels-cost management, Description, uses and Storage.-K & A
- 2.2. The correct use of kitchen equipments& its Maintenance.-A & AP
- 2.3. Safety Procedures & precautions when using fuel.-K,L & AP
- 2.4. Fire hazards and the use of different types of fire extinguishers.-K & A
- 2.5. First Aid in the kitchen- Burns, Scalds, and Cuts etc.-K,A & AP

Unit – 3 Ingredients used in cooking.

- 3.1 Role of Herbs, Spices, Cereals and Pulses as cooking ingredients.- K &AP
- 3.2. Fruits and Vegetables, Salt, Sweeteners-K,L &AP
- 3.3 Fats &Oils, Milk and Milk Products – types and uses. –K & AP
- 3.4. Standard specifications for Purchase of materials and Storage. –K,L & AP

Unit – 4 Stocks, Sauces, Soups and Salad

- 4.1. Stocks – Classification, preparation and use in the kitchen.–K,L & AP
- 4.2. Sauces: Basic mother sauces used in the kitchen.
The role of thickening agents in cooking. K,L & AP
- 4.3. Preparation of derivatives of Mother Sauces and emerging trends.-L & AP
- 4.4. Soups – Classification, international soups and classical garnishes preparation
and presentation of soups. –L & AP
- 4.5. Salads-Composition, salad dressings, garnishes and emerging trends.- L,A & AP

PRACTICAL

Total Credits: 2

Total Hours: 30

- Understanding Personal Hygiene
- Understanding Kitchen Hygiene
- Grooming for Professional Kitchen- Do's & Don'ts
- Cuts of vegetables.
- kitchen equipment's and tools
- Fuels and their usage and precautions
- Kitchen First Aid
- Handling Fire
- Preparation of stocks
- Preparation of mother sauces
- Preparation of mother sauce derivatives.
- Preparation of soups- Minestrone, Consommés
- Preparation of Cream Soups, Puree Soups.
- Preparation of Clear Soups
- Preparation of Cold Soups

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

CODE: 07CDHMR17114

CREDITS: 04

Unit 1: Introduction to housekeeping

- 1.1 Meaning and definition of Housekeeping, Importance of housekeeping in hospitality operations,
A career in housekeeping, Responsibilities of housekeeping department
- 1.2 Layout and sub sections of Housekeeping department in hotels
- 1.3 Organizational framework of Housekeeping department (small, medium, large and chain hotels)
- 1.4 Attributes of Housekeeping staff and grooming standards, Skills of a housekeeper
- 1.5 Job description of key personnel in housekeeping

Unit 2: Operational procedures of housekeeping

- 2.1 Opening of the house, morning shift activities, afternoon and night shift activities
- 2.2 Indenting and inventory of housekeeping items
- 2.3 Control Desk – Importance & functions, Keys & their control, Lost and found procedure, Gate pass procedure
- 2.4 Inter-departmental coordination – emphasis on Front Office and Maintenance
- 2.5 Forms and formats

Unit 3: Organization of cleaning

- 3.1 Meaning, definition and principles of cleaning
- 3.2 Methods of organizing cleaning, Frequency of cleaning, methods of cleaning
- 3.3 Cleaning equipment – Manual and mechanical equipment, operating principles, selection of equipment, use and care, design features that simplify cleaning
- 3.4 Cleaning of public areas

Unit 4: The hotel guest room

- 4.1 Types of guest rooms, Layout of single, twin, double and suite rooms
- 4.2 Guest corridor, floor pantry and guest elevators
- 4.3 Standard contents of a guestroom, Placement of guest amenities in standard, suite and VIP rooms
- 4.4 Cleaning of guestrooms – check out rooms, occupied rooms, vacant rooms and VIP rooms
- 4.5 Bed-making procedure, Turn Down service
- 4.6 Housekeeping Terminology

PRACTICAL

Total Credits: 1

Total Hours: 30

1. Grooming standards and personal hygiene for housekeeping personnel
2. Identification and familiarization with cleaning equipment
3. Setting up of a room attendant's cart
4. Bed making – Traditional method
5. Cleaning procedures
6. Role play: Cleaning of a guestroom and replenishing supplies and amenities.
7. Glossary of Terms