

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

COURSE TITLE	COURSE CODE	CREDITS
Food Production Operations Industry Exposure I	07CDHMR17411	06
Food & Beverage Service Operations Industry Exposure I	07CDHMR17412	06
Front Office Operations Industry exposure I	07CDHMR17413	06
Housekeeping Operations Industry exposure I	07CDHMR17414	06
Personality Skills for Hospitality- Learning from Industry	07ASECO17431	02

**FOOD PRODUCTION
WHAT TO OBSERVE**

1. Area & Layout of the Kitchen
2. Study of Standard Recipes
3. Indenting, Receiving & Storing
4. Preparing of batters, marinations and seasonings
5. All cuts of meat and butchery items (Mutton, poultry, beef, fish etc.)
6. Daily procedure of handover from shift to shift
7. Recipes and methods of preparation of all sauces
8. Quantities of preparation, weekly preparations and time scheduling
9. Stock preparation and cooking time involved
10. Cutting of all garnishes
11. Temperatures and proper usage of all equipment
12. Plate presentations for all room service and a la cart orders
13. Cleaning and proper upkeep of hot range
14. Cleanliness and proper upkeep of the kitchen area and all equipment
15. Yield of fresh juice from sweet lime / oranges
16. Storage of different mise-en-place – (Raw, Semi-Processed)
17. Bulk preparations
18. Finishing of buffet dishes
19. Recipes of at least 10 fast moving dishes
20. Mise-en-place for: A la Carte Kitchen & Banquet Kitchen
21. Rechauffe/ Leftover Cooking

FOOD AND BEVERAGE SERVICE

WHAT TO OBSERVE

1. About F & B Outlet Planning
2. Objective of a good layout
3. Steps in planning of layout. (Specialty Restaurants,
4. Coffee Shop, Room Service)
5. Factors to be considered while planning the actual ambience (Colour, light, décor, furniture & uniform)
6. Operational aspects of various F & B Outlets (Specialty
7. Restaurants, Coffee Shop, Room Service)
8. Menu planning
9. Constraints of Menu planning
10. Planning of staff requirement
11. Shifts (Panzer, Straight, Split & Reliever)
12. Factors to be considered for selecting appropriate
13. Crockery, Cutlery, Glassware, and Linen.
14. Elements of cost
15. Menu pricing
16. Function Catering / Banquets
17. Definition, History & Importance
18. Organization of Banquet dept., duties and responsibilities.
19. Types of Banquets: Formal, Semiformal & Informal
20. Banquet Sales
21. Banquet reservation diary and booking procedure.
22. Types of buffets. (Meal period, manner of consumption, food served & other types – Display, Gourmet & Running)
23. Points to be considered while planning a buffet.
24. Buffet equipment
25. Banquet layout (formal, informal & cabaret) & Space area calculation
26. Meeting room setups: (U Shape, Hollow Square, Classroom Theatre, Board of Directors, 'T' Shape)
27. Specialty Restaurants
28. Coffee Shop
29. Room Service
30. Compiling menus a la Carte (Specialty Restaurants, Coffee Shop, and Room Service).
31. Order-taking (Room Service).
32. Planning Duty
33. Drafting Function Prospectus
34. Table setups and arrangements for banqueting and buffet including menu designing with styles of service & Calculation of space requirement (Formal banquet, Cocktail parties, conventions, exhibition, fashion show, wedding reception).
35. Bar Operations
36. Definition & classification.
37. Layout & parts for Front of the house dispense bar.
38. Bar Thefts and frauds. (Nature and prevention.)
39. Records & Licenses maintained in a Bar (Bill book, & B.O.T.).

FRONT OFFICE

WHAT TO OBSERVE

1. Greeting, meeting & escorting the guest
2. Total capacity/inventory and tariffs of the rooms
3. Special rates and discounts applicable to groups, corporates, airlines, OTA, GDS, VIP's etc.
4. Identification of kind, mode and type of reservation
5. Filing systems, Usage of PMS and follow-up on reservations, confirmation mail and cancellation procedures
6. Types of plans and packages on offer
7. Forms and formats used in the department
8. Meaning of guaranteed, confirmed and waitlisted reservations
9. Reports taken out in the reservations department
10. Procedure of taking a reservation
11. Group reservations, discounts and correspondence
12. How to receive and room a guest
13. Room blockings
14. Size, Facilities of rooms and suites
15. Discounts available to travel agents, tour operators, FHRAI members, Embassy personnel etc
16. Co-ordination of reception with lobby, front office cash, concierge, travel desk, room service, housekeeping and telephones/AYS
17. Guest registration, types of guest folios, errand cards, c-forms and their purpose
18. How to take check-ins and check-outs on the computer
19. How to handle foreign currency exchange
20. Various reports prepared by reception
21. Key check policy, Preparation of Key Card
22. Mail & message handling procedures
23. Percentage of no-shows to calculate safe over booking
24. Group and crew rooming, pre-preparation and procedures
25. Scanty baggage policy
26. Handling of room changes / rate amendments/ date amendments/ joiners/ one person departure/ allowances/ paid outs and all formats accompanying them
27. Requisitioning of operating supplies
28. Handling of special situations pertaining to guest grievance, requests etc
29. BELL DESK / CONCIERGE FUNCTIONS: luggage handling during check-in & check-out, left luggage procedures, wake-up call procedure, scanty baggage procedure, handling of group baggage, maintenance of records, Errands made, briefings, preparation of Itinerary, Handling guest's special requests and organizing for it etc.
30. TRAVEL DESK: coordination with reception, Airport representative, booking, transfers etc.

HOUSEKEEPING

WHAT TO OBSERVE

THE CONTROL DESK – Observe the following:

1. Hierarchy of the Housekeeping Department
2. Layout of the Housekeeping department and the floors
3. Maintenance of Log Book
4. Briefing process
5. Coordination with other departments
6. Formats and records used & maintained
7. Lost and found procedure

ROOMS – Observe the following:

1. Procedure for entering the room
2. Number of rooms cleaned in a shift
3. Time taken in making bed
4. Time taken to clean different types of rooms - (standard/ suite/ VIP rooms)
5. Cleaning equipment and detergents / any other cleaning supplies used
6. Guest supplies placed in guestroom bathroom
7. Procedure for procurement and replenishment of guest supplies
8. Stocking of Housekeeping cart with all items for maximizing efficiency
9. Procedure for handling soiled linen & procurement of fresh linen
10. Minibar replenishment procedure
11. Room attendant's checklist and other formats used
12. Handling of guest laundry & other services (like shoe shine etc.)
13. The use of technology in handling rooms
14. Procedure of handling DND/ PRIVACY

PUBLIC AREA – Observe the following:

1. Time of cleaning of various public areas
2. Tasks carried out by the carpet crew, window cleaners and polishers
3. Cleaning of various types of surfaces in public area
4. Coordination with Lobby Manager, Security and other departments
5. Policy and procedures followed for various cleaning procedures
6. Work of Horticulture and Florist room

LINEN& UNIFORM ROOM & LAUNDRY – Observe the following:

1. Layout of linen room & laundry
2. Types of linen & uniforms
3. Storage of linen & uniforms
4. Exchange/ issue of linen & uniforms
5. Records & files maintained in linen room, uniform room & laundry
6. Hierarchy of the laundry
7. Various types of equipment in laundry
8. Chemicals used in laundry
9. Laundering of bed linen, bath linen & F&B linen
10. Laundering of uniforms

11. Finishing of linen & uniforms

PERSONALITY SKILLS FOR HOSPITALITY – LEARNING FROM INDUSTRY

WHAT TO OBSERVE

- (a) Personality Enrichment**
Grooming, Personal hygiene, Social and Business and Dining Etiquettes, Body language, Art of good Conversation, Art of Intelligent Listening
- (b) Etiquettes & Manners**
Social & Business Dining Etiquettes, Social & Travel Etiquettes
- (c) Personality Development Strategies**
Communication Skills, Presentation Skills, Public Speaking, Extempore Speaking, importance and art of ‘Small Talk’ before serious business
- (d) Interpersonal Skills**
Dealing with seniors, colleagues, juniors, customers, suppliers, contract workers, owners etc at work place
- (e) Group Discussion**
Team behaviour, how to effectively conduct yourself during GD, do’s and don’ts, clarity of thoughts and its expression
- (f) Telephone conversation**
Thumb rules, voice modulation, tone, do’s & don’ts, manners and accent
- (g) Presentation**
Presentation skills, seminars skills role – plays
- (h) Electronic Communication Techniques:** E mail, Fax

