

GURU KASHI UNIVERSTY

University College of Hospitality & Tourism Management (Code:14)

M.Sc. Hospitality and Hotel Management (Code:1403)

FOOD PRODUCTION OPERATION – I (1403101)

Credits -4
Semester I

L T P
4 0 0

UNIT-1

Introduction to the art of cookery

Culinary history

Origins of modern cookery

Aims and objectives of cooking food, Importance of cooking food, with reference to the catering industry Principles of a balanced and a healthy diet

Conversion Table

UNIT-2

Kitchen Hygiene and Professionalism

Personal hygiene, their importance

Levels of skill, Attitude towards work

UNIT-3

Kitchen Organization:

Modern kitchen Brigade

Kitchen layout, Hierarchy and function

Duties and responsibilities of Executive Chef, Sous chef and Chef de partie

Different sections of kitchen and their responsibility

Co-ordination with other departments

UNIT-4

Basic preparations

Mise-en-place of all the basic preparations cuts of vegetables, mire poix, bouquet garni,

Various textures, consistencies, various methods of mixing food.

REFERENCES:

- Practical Cookery, Victor Ceserani & Ronald Kinton, ELBS
- Theory of Cookery-a text book- Pranshu Chomplay, Dr.Shaliendra Singh Theory of Catering, Victor Ceserani & Ronald Kinton, ELBS
- Herrings Dictionary of Classical & Modern Cookery, Walter Bickel Chef Manual of Kitchen Management, Fuller, John
- The Professional Chef (4th edition), Le Rol A.Polsom Food production operation, Parvinder S. Bali

GURU KASHI UNIVERSTY

University College of Hospitality & Tourism Management (Code:14)

M.Sc. Hospitality and Hotel Management (Code:1403)

FOOD & BEVERAGE SERVICE OPERATION-I (1403102)

Credits - 4

Semester I

L T P

4 0 0

UNIT-1

Introduction to Food & Beverage Service Industry

Classification and various sectors of Catering Industry

UNIT-2

Introduction to F & B Service operations:

Types of F&B Outlets - Restaurant, Coffee Shop, Room Service, Bars, Banquets, Discotheques, Still Room, Snack Bar, executive lounges, business- centers & Night Clubs, Bistro, Pubs, Kiosks, Casinos, Fast Foods, Take away, Buffet Restaurants, Ancillary areas.

UNIT-3

F & B Service Tools, Equipment and Furnishings:

Classification, Various Tools and Equipments, Usage of Equipment, Types, Sizes and usage of Furniture, Linen, Napkins, Chinaware, Silverware, Glassware & Disposables Special & Other Equipment, Tools and Furnishings - PDA's, Electronic Pourers, Tray Jacks, Electronic chillers, Coffee plungers, Bar Guns, Induction Warmers, Mats, Runners, Props Care and maintenance, Other new concepts of modern furnishings,

UNIT-4

Food & Beverage Service Personnel:

Basic Etiquettes for Catering staff, Attitude & Attributes of a Food & Beverage personnel and competencies, Food & Beverage Service Organization, Job Descriptions & Job Specifications of F& B Service Staff, Interdepartmental Coordination.

REFERENCES:

- Modern Restaurant Service –John Fuller, Hutchinson
- Food & Beverage Service Management-Brian Varghese Introduction F& B Service-Brown, Heppner & Deegan
- Professional Food & Beverage Service Management –Brian Varghese

GURU KASHI UNIVERSITY
University College of Hospitality & Tourism Management (Code:14)

M.Sc. Hospitality and Hotel Management (Code:1403)

FRONT OFFICE OPERATION FOUNDATION-I (1403103)

Credits - 4

Semester I

L T P

4 0 0

UNIT-1

Introduction and Organization Structure of Front Office

Function areas, Front office hierarchy, Duties and responsibilities, Personality traits

Unit- 2

Types of Rooms, Hotel Entrance, Lobby and Front Office

Different types of rooms, Sub Sections of Front Office, Front office equipment

Unit- 3

Tariff Structure

Basis of charging, Plans, competition, customer's profile, standards of service & amenities, Different types of tariffs, Rack Rate, Discounted Rates for Corporate, Airlines, Groups & Travel Agents

GUEST ACCOUNTING (MANUAL): Guest Weekly Bill, Visitors, Tabular Ledger

Unit- 4

Front Office and Guest Handling

Introduction to guest cycle: Pre arrival, Arrival, Stay, Departure and after departure. During the Stay Activities, Message and Mail Handling, Room selling technique, Hospitality desk, Complaints handling, Guest handling, Guest history

Unit- 5

Reservations

Importance of reservation, Modes, Channels and sources (FITs, Travel Agents, Airlines, GITs) Types of reservations (Tentative, confirmed, guaranteed etc.) Systems (non automatic, semi automatic fully automatic), Cancellation, Amendments and overbooking

REFERENCES:

- Hotels for Tourism Development, Dr. J.M.S. Negi, Metropolitan Book Co. (P) Ltd., New Delhi.
- Dynamics of Tourism, R.N. Kaul, Sterling Publishing Pvt. Ltd., New Delhi. International Tourism, A.K. Bhatia, Sterling Publishing Pvt. Ltd., New Delhi Hotel Front Office Management, James A. Bardi, Van Nostrand Reinholdn, New York.

GURU KASHI UNIVERSTY

University College of Hospitality & Tourism Management (Code:14)

M.Sc. Hospitality and Hotel Management (Code:1403)

ACCOMMODATION OPERATION –I (1403104)**Credits - 4**
Semester I**L T P**
4 0 0**UNIT-1**

Introduction

Meaning and definition, Importance of Housekeeping. A career in the Housekeeping department, Role of Housekeeping in guest satisfaction and repeat Business

Unit- 2**Housekeeping Department**

Organizational framework of the Department, Role of Key Personnel in Housekeeping, Attributes and Qualities of the Housekeeping staff - skills of a good Housekeeper, Inter departmental Co-ordination with more emphasis on Front office and the Maintenance department

Unit- 3**Housekeeping Procedures**

Briefing, Debriefing, Gate pass, Indenting from stores · Inventory of Housekeeping Items, House keeping control desk, Importance, Types of keys, key control, Handling Lost and Found, Forms, Formats and registers used in the Control Desk, Handling of Guest queries, problem, request General operations of control desk, Role of control desk during Emergency

Unit- 4**The Hotel Guest Room**

Layout of guest room (Types), Layout of corridor and floor pantry, Types of guest room Furniture/Fixtures/Fittings/Soft Furnishings/Accessories/Guest Supplies/Amenities in a guest room (to be dealt in brief only)

Unit- 5

Types of Beds and Mattresses

REFERENCES:

- Hotel Housekeeping, Sudhir Andrews, Tata McGraw Hill The Professional Housekeeper, Tucker Schneider, VNR
- Professional Management of Housekeeping Operations, Martin Jones, Wiley House Keeping Management for Hotels, Rosemary Hurst, Heinemann
- 5.Hotel, Hostel & Hospital House Keeping, Joan C. Branson & Margaret Lennox,
- ELBS
- Accommodation & Cleaning Services, Vol I & II, David . Allen, Hutchinson Managing House Keeping Operation, Margaret Kappa & Aleta Nitschke

GURU KASHI UNIVERSITY

University College of Hospitality & Tourism Management (Code:14)

M.Sc. Hospitality and Hotel Management (Code:1403)

PRINCIPLE OF MANAGEMENT (1403105)

Credits - 3

Semester I

L T P

3 0 0

UNIT-1

Management: Definition, Nature, Scope & Characteristics, Management - Art or Science Principles of Management

Unit- 2

Evolution of Management: Scientific Theory- Taylor Administrative Principles- Fayol Human Relations Perspective- Hawthorne Studies Various approaches to Management

Unit- 3

Planning and Organizing: Meaning and Importance of staffing, Types of Plans and Structures, Meaning and Importance of Organizing, Various types of Organization Systems

Unit- 4

Staffing and Directing: Meaning and Importance of Staffing, Process of Staffing, Meaning, Importance and Principles of Directing, Meaning and Definition of Leadership, Types and Theories of Leadership, Meaning and Definition of Motivation, Theories of Motivation, Meaning, Importance and Process of Communication, Barriers of Communication

Unit- 5

Coordination and Control: Meaning and Importance of Coordination, Process of coordination, Meaning and Importance of controlling, Process of Control, Techniques of Control

REFERENCES:

- Essential of Management – Harold Koontz & Heinz Weirich.
- Management – H. Koontz & Cyril O’ Donnell.
- Management Theory – Jungel, H. Koontz

GURU KASHI UNIVERSITY

University College of Hospitality & Tourism Management (Code:14)

M.Sc. Hospitality and Hotel Management (Code:1403)

FOOD PRODUCTION OPERATION - I(LAB) (1403106)

Credits - 2
Semester I

L T P
0 0 4

1. Familiarization and Understanding the usage of equipment and tools
2. Proper usage of a kitchen knife and hand tools
3. Familiarization, identification of commonly used raw material: For commodities listed in theory.
4. Basic hygiene practices to be observed in the kitchen
5. First aid for cuts & burns
6. Safety practices to be observed in the kitchen
7. Demonstration of cooking methods – two items of preparation of each method:
8. Boiling: Potato and Rice
9. Poaching: Fish and Egg
10. Steaming: Rice, Pudding
11. Blanching: Vegetable
12. Stewing: Mutton and Vegetable stew
13. Frying: Fritters, Patties
14. Sautéing: Vegetable
15. Roasting: Potato and Vegetable roast
16. Grilling: Grilled Vegetable and Fish
17. Braising: Chicken
18. Broiling: Breads, Spices
19. Baking: Potato and vegetable
20. Micro waving: Rice and Vegetable
21. Basic cuts of vegetables , Julienne, Jardinière, Brunoise, Dices, Macedoine, Payssane, Mire poix etc.

GURU KASHI UNIVERSITY

University College of Hospitality & Tourism Management (Code:14)

M.Sc. Hospitality and Hotel Management (Code:1403)

FOOD & BEVERAGE SERVICE OPERATION -I (LAB) (1403107)

Credits - 2

L T P

Semester I

0 0 4

1. Restaurant Etiquettes
2. Restaurant Hygiene practices
3. Practice of Mise- En –Scene activities
4. Practice of Mise- En –Place activities

5. Identification of Tools, Equipments, Cutlery, Crockery, Glass & Chinaware, Flatware, Hollowware, Table Appointments, Linen etc.
6. Care and Maintenance of various Tools, Equipments, Flatware's, Hollowware's etc
7. Side board Organization
8. Laying & Relaying of Table cloth
9. Practice of 7 to 10 Napkin folds
10. Rules for Laying a Basic Cover

11. Carrying a Salver/Tray
12. Service of Water
13. Handling the Service Gear
14. Carrying Plates, Glasses & other Equipments
15. Clearing an Ashtray
16. Handling precautions.

GURU KASHI UNIVERSTY

University College of Hospitality & Tourism Management (Code:14)

M.Sc. Hospitality and Hotel Management (Code:1403)

FRONT OFFICE OPERATION FOUNDATION-I (LAB) (1403108)

Credits - 2

L T P

Semester I

0 0 4

1. Introduction of front office equipment and furniture (Rack, counter bell desk)
2. Filling up of various Performa.
3. Welcoming of guest
4. Telephone handling
5. Role play
6. Reservation
7. Arrivals
8. Luggage handling
9. Message and mail handling
10. Paging

GURU KASHI UNIVERSTY

University College of Hospitality & Tourism Management (Code:14)

M.Sc. Hospitality and Hotel Management (Code:1403)

ACCOMMODATION OPERATION-1 (LAB) (1403109)

Credits - 2

L T P

Semester I

0 0 4

1. Understanding Guest Room Layout (Double, Twin, suite room)
2. Identification of cleaning equipment – Manual & mechanical
3. Operation,maintenance and storage of cleaning equipments.(manual and mechanical)
4. Setting up of maid's cart trolley.
5. Usage of different types of cleaning agents,polishes,detergent,acids etc
6. Cleaning stains from different types of surfaces like wood ,glass,plastic,Ceramic etc
7. Handling Desk Control (preparing form and formats)
8. Handling guest requests and complains at control desk

GURU KASHI UNIVERSTY

University College of Hospitality & Tourism Management (Code:14)

M.Sc. Hospitality and Hotel Management (Code:1403)

FOOD PRODUCTION OPERATIONS –II (1403201)

Credits - 4
Semester II

L T P
4 0 0

Unit- 1

Breakfast preparation of traditional / classical items, Continental breakfast, English breakfast, Indian breakfast, Breakfast accompaniments and Garnishes

Unit- 2

Egg cookery, Structure of egg, types, cooking methods, uses in cookery, Selection, purchasing and storing of eggs, Classical Egg preparations.

Unit- 3

Fish cookery, Introduction to fish Cookery- Classification of fish with examples, Standard purchase specification, Different cuts of fish, Purchasing and storing fish. Classical Fish preparations.

Unit- 4

Basic Preparation ,Stocks-Definition, principles of stock making, types , preparation uses, Care & Precaution Soups: Definitions, Classification on soups. Cold and international soups. Examples. Consommé- preparation and precautions, Sauces: Definition, Use and importance of sauces. Mother sauces-Recipes, Derivative sauces. Garnishes and Accompaniments

Unit- 5

Bakery science: bread making, Identification and handling of raw materials -Wheat & wheat flour, sugar, fat, yeast, water, salt, milk etc.

Principles of bread making Method of bread making:

- (i) Straight dough method, (ii) Sponge and dough method, (iii) Salt Delayed method, (IV) Flying ferment method.

Bread faults and remedies, Bread diseases, Bread varieties

REFERENCES:

- Practical Cookery, Victor Ceserani & Ronald Kinton, ELBS Theory of Catering, Victor Ceserani & Ronald Kinton, ELBS Theory of Cookery, Mrs. K.Arora, Frank Brothers
- The Professional Chef (4th edition), Le Rol A.Polsom The Book of Ingredients, Jane Grigson
- Basic bakery- C.S.Dubey
- Larousse Gastronomique-Cookery Encyclopedia, Paul Hamlyn The Complete Guide to the Art of Modern Cookery, Escoffier Food production operation, Parvinder S. Bali

GURU KASHI UNIVERSTY

University College of Hospitality & Tourism Management (Code:14)

M.Sc. Hospitality and Hotel Management (Code:1403)

FOOD & BEVERAGE SERVICE OPERATIONS- II (1403202)

Credits - 4
Semester II

L T P
4 0 0

UNIT-1

Types of Meals, Breakfast-Introduction, Types, Service Methods, A la carte and TDH set ups, Brunch, Lunch, Hi-Tea, Dinner, Supper, Relevancies and others

Unit-2

Types of Menu: Introduction- Origin & Definition, Types-Ala Carte & Table D'hôte, Menu Planning, considerations and constraints, Menu Terms & Menu Design.

French Classical Menu- 11, 13 and 17 courses

Classical Foods & its accompaniments with cover

Indian regional dishes, accompaniments and service

Unit-3

Order taking , Service and Billing: Handling Table reservation, KOTs & BOTs Duplicate & Triplicate System, Computerized K.O.T's Sequence of Food Service, Table Clearing Process, Billing Methods, Payment methods and Cash Handling

Unit-4

Non-Alcoholic Beverages, Definition and Classification, Hot Beverages-Types- Different types of Tea and Coffee, Cocoa, Hot Chocolate, Preparation & Service, Cold Beverages-Types- Cold Coffee, Shakes, Mock tails, Juices, Syrups, Aerated Drinks, Still & Sparkling water, Preparation and Service

REFERENCES:

1. Food & Beverage Service Training Manual-Sudhir Andrews, Tata McGraw Hill
2. Food & Beverage Service –Lillicrap & Cousins, ELBS
3. Modern Restaurant Service –John Fuller, Hutchinson
4. Food & Beverage Service Management-Brian Varghese
5. Introduction F& B Service-Brown, Heppner & Deegan
6. Professional Food & Beverage Service Management –Brian Varghese

GURU KASHI UNIVERSTY
University College of Hospitality & Tourism Management (Code:14)

M.Sc. Hospitality and Hotel Management (Code:1403)

FRONT OFFICE OPERATION –II (1403203)

Credits - 4
Semester II

L T P
4 0 0

UNIT-1

Front office Guest Security & Safety, Introduction to security systems, Types of security, Key control, Safe deposit, lost & found, Handling emergency situations

Unit-2

The Night Audit, Importance & functions of night audit, Operating modes : non automated, semi-automated, automated, Night audit process, The night audit reports – generations& utility. Verifying the night audit

Unit-3

Room Selling Techniques, Targeting the Market, Front Office selling tips, Selling Techniques, Up selling ,Discounts

Unit-4

Front Office Computer Operation, Basic of computers, P.M.S, G.D.S, C.R.S, Front office software application –Reservation Management software ,Room Management Software, Guest Accounting Management Software, General Management Software

REFERENCES:

1. Andrews, Sudhir: 1985, Hotel Front Office, Tata MC Graw Hill, New Delhi.
2. Malik, S. Profile of Hotel and Catering Industry, Heinemann, 1972.
3. Check in Check out – Jerome Vallen
4. Front Office Procedures – Peter Abbott & Sue Lewry
5. Basic Hotel Front Office Procedures – Peter Renner
6. Managing Front Office Operations – G.E.Steadman

GURU KASHI UNIVERSTY

University College of Hospitality & Tourism Management (Code:14)

M.Sc. Hospitality and Hotel Management (Code:1403)

ACCOMODATION OPERATION – II (1403204)

Credits - 4
Semester II

L T P
4 0 0

Unit-1

Cleaning Equipment, Types of Equipment, Operating Principles of Equipment, Characteristics of Good equipment (Mechanical/Manual),Storage, Upkeep, Maintenance of equipment

Unit -2

Care and Cleaning of Different Surfaces, Metal, Glass, Leather, Rexene, Ceramic, Wood, Wall and floor covering, Stain Removal

UNIT-3

Cleaning of Guest Rooms, Daily cleaning of (Occupied/Departure/Vacant/Under repair/VIP rooms/Weekly cleaning/spring cleaning, Evening service, Systems & procedures involved, Forms and Formats, Guest room cleaning – Replenishment of Guest supplies and amenities

Unit-4

Cleaning of Public Area, Cleaning process, Cleaning and upkeep of Public areas(Lobby, Cloak rooms/Restaurant/bar/banquet Halls/Administration offices/Lifts and Elevators/Staircase/back areas/Front areas/Corridor)

Unit-5

Linen/ Uniform / Tailor Room

Layout, Types of Linen, sizes and Linen exchange procedure, Selection of linen, Storage Facilities and conditions Par stock: Factors affecting par stock, calculation of par stock, Discard Management, Linen Inventory system, Uniform designing: Importance, types, characteristics, selection, par stock, Function of Tailor room

REFERENCES:

- Hotel Housekeeping, Sudhir Andrews, Tata McGraw Hill The Professional Housekeeper, Tucker Schneider, VNR
- Professional Management of Housekeeping Operations, Martin Jones, Wiley House Keeping Management for Hotels, Rosemary Hurst, Heinemann
- Hotel, Hostel & Hospital House Keeping, Joan C. Branson & Margaret Lennox,ELBS
- Accommodation & Cleaning Services, Vol I & II, David . Allen, Hutchinson
Managing House Keeping Operation, Margaret Kappa & Aleta Nitschke.

GURU KASHI UNIVERSTY

University College of Hospitality & Tourism Management (Code:14)

M.Sc. Hospitality and Hotel Management (Code:1403)

Basic of Accountancy- (1403205)

Credits - 3
Semester II

L T P
3 0 0

UNIT-1

INTRODUCTION TO ACCOUNTING: Meaning and Definition, Types and Classification, Principles of accounting, Systems of accounting, generally Accepted Accounting Principles (GAAP). **PRIMARY BOOKS (JOURNAL):** Meaning and Definition, Format of Journal, Rules of Debit and Credit, Opening entry, Simple and Compound entries, Practical's

UNIT-2

SECONDARY BOOK (LEDGER): Meaning and Uses, Formats, Posting, Practical's
SUBSIDIARY BOOKS: Need and Use, Classification, Purchase Book, Sales Book, Purchase Returns, Sales Returns, Journal Proper, Practical's .
CASH BOOK: Meaning, Advantages, Simple, Double and Three Column, Petty Cash Book with Imprest System (simple and tabular Forms), Practical's

UNIT-3

BANK RECONCILIATION STATEMENT: Meaning, Reasons for difference in Pass Book and Cash Book Balances, Preparation of Bank Reconciliation Statement, No Practical's.
Trial balance: Meaning, method, advantage, Limitations, practical's.

UNIT-4

FINAL ACCOUNTS: Meaning, Procedure for preparation of Final Accounts, Difference between Trading Accounts, Profit & Loss Accounts and Balance Sheet, Adjustments (Only four), Closing Stock, Pre-paid Expenses, Outstanding Expenses, Depreciation.
CAPITAL AND REVENUE EXPENDITURE: Meaning, Definition of Capital and Revenue Expenditure

REFERENCES:

- Financial Management – Iqbal Mathur
- Financial accounting – R.L.Gupta
- Basic Accounting – Meig & Meig
- Leslie Chadwick, 1995 : The Essance of Financial Accounting, Prentice Hall of India Pvt.Ltd.,ND
- Donald F.Sutton, 1986 : Financial Management in Hotel and Catering, Heinemann, London
- G. Boni and F.F. Shartes, 1988 : Hotel Organisation Management and Accountancy, Sir ISAAR. Pitman, London.
- Horwarth Earnest, 1986 : Hotel Accounting, Ronald Press, New York.
- Horwarth, E.B.and Toth, 1986 : Hotel Accounting, Ronald Press, New York

GURU KASHI UNIVERSTY

University College of Hospitality & Tourism Management (Code:14)

M.Sc. Hospitality and Hotel Management (Code:1403)

FOOD PRODUCTION OPERATION –II (LAB) (1403206)

Credits - 2
Semester II

L T P
0 0 4

1. Egg cookery including 5 classical preparations
 1. Continental & English breakfast : Hash Brown, Baked and Glazed Vegetables, Egg to order (Boiled, Poached, Scrambled etc.), Toasts, Porridge, Cereal flakes
 2. Break fast Rolls: Muffins, 2 Breads, Brioche, Bread sticks
 3. Tea/ Coffee
 4. Indian breakfast : Poori Bhaji with Raita and pickle, Stuffed paranthas with curd/ chutney and pickle, Poha and Upma,
 5. Basic stock preparations: White and Brown
 6. Basic Mother sauces preparations and 2 commonly used derivatives.
 7. Preparation of basic continental cookery-stews, soups, and basic fish preparations.
 8. Stews: Fricassee, Navarin Printainaire, Ragout,
 9. Soups preparations varieties : 3 Consommé, 2 Crème, 2 Puree, 1 Broth, 1 Bouillon, 2 International soups, 1 cold soup

FOOD & BEVERAGE SERVICE OPERATION-II (LAB) (1403207)

GURU KASHI UNIVERSTY

University College of Hospitality & Tourism Management (Code:14)

M.Sc. Hospitality and Hotel Management (Code:1403)

Credits - 2
Semester II

L T P
0 0 4

1. Care & maintenance of equipment including cleaning/polishing of EPNS items by
 - Plate Powder method
 - Polivit method
 - Silver dip method
 - Burnishing machine
 - Table laying for different meals
2. Restaurant reservation
3. Receiving and seating the guest
4. Taking the order
5. Cover layout for breakfast service: Continental, American, Modified American and English.
6. Cover layout for Elevenies, High Tea,
7. Cover layout: A la carte, Table d' hote for lunch, dinner.
8. Preparation and service of Tea, coffee, juice, soft drinks and mocktail.

GURU KASHI UNIVERSTY

University College of Hospitality & Tourism Management (Code:14)

M.Sc. Hospitality and Hotel Management (Code:1403)

Credits - 2
Semester II

L T P
0 0 4

- 1) Key Control
- 2) Lost and Found
- 3) Process and documentation of Night Auditing
- 4) Making Sales call
- 5) Computer training for the students

ACCOMODATION OPERATION –II (LAB) (1403209)

GURU KASHI UNIVERSTY

University College of Hospitality & Tourism Management (Code:14)

M.Sc. Hospitality and Hotel Management (Code:1403)

Credits - 2
Semester II

L T P
0 0 4

1. Understanding Guest Room Layout (Double, Twin, suite room)
2. Identification of cleaning equipment – Manual & mechanical
3. Operation, maintenance and storage of cleaning equipments.(manual and mechanical)
4. Setting up of maid's cart trolley.
5. Usage of different types of cleaning agents, polishes, detergent, acids etc
6. Cleaning stains from different types of surfaces like wood ,glass, plastic, Ceramic etc
7. Handling Desk Control (preparing form and formats)
8. Handling guest requests and complains at control desk

Industrial Training (1403301)

GURU KASHI UNIVERSITY
University College of Hospitality & Tourism Management (Code:14)

M.Sc. Hospitality and Hotel Management (Code:1403)

Credits - 20
Semester III

L T P
0 0 0

EVALUATION OF STUDENTS FOR PROFESSIONAL TRAINING:

Professional training will have 1000 marks. Out of which 500 marks will be awarded by the organization where placed for practical/professional training and 500 marks are for (Board) external examination. The criteria for internal assessment will be as under:

Criteria for internal assessment by Weightage organization where placed (%) for practical/professional training

- Attendance/Punctuality 10%.
- Proficiency in conducting laboratory test 30%.
- Preparation of portfolio based on day to day work done in various laboratories 20%.
- Initiative/responsibility exhibited 10%.
- Interpersonal relations 10%.
- Behavior/attitude 10%.
- Maintenance of equipment and work place 10%.

GENERAL GUIDELINES:

- a) The students are expected to prepare practical record book as per given list of the experiments. Besides, they can also add other experiments as well.
- b) External examiner along with internal faculty should evaluate the student's performance through viva voice/spotting/performance and synopsis:

FOOD PRODUCTION MANAGEMENT (1403401)

Credits - 4

L T P

GURU KASHI UNIVERSITY**University College of Hospitality & Tourism Management (Code:14)**

M.Sc. Hospitality and Hotel Management (Code:1403)

Semester IV**4 0 0****Unit- 1**

Vegetable And Fruit Cookery, Introduction – classification of vegetables, Pigments and colour changes, Effects of heat on vegetables, Classification of fruits, Uses of fruit in cookery

Unit- 2

Meat Cookery, Game- meaning- types with examples, Selection and cooking methods used. Poultry – Structure, Types, cuts with usage and examples with Selection techniques and cooking methods applicable. Meat – Structure, Types, Cuts with example and usage with different cooking. Methods, Selection techniques, Grading, tenderizers and its application. Special emphasis on- Selection, cuts size and uses of lamb, mutton, beef, veal & pork and offal's. Bacon, Ham, Gammon and Steaks -Description of steaks from sirloin & fillet.

Unit- 3

Introduction to Indian Cookery, History and Key characteristics of Indian regional cuisine. Characteristics and role of regional staple food. A detailed study on Indian Regional Cuisine regarding ingredients used, traditional preparation & cooking methods, utensils and accompaniments of following cuisine: Kashmir, Bengal, Assam, Gujarat, Punjab, Rajasthan, Hyderabad, Goa, Tamil Nadu, Karnataka, Andhra Pradesh, etc. Basics of Indian **masalas**, gravies, breads and sweets. Specialty cuisines such as Mughlai, Awadhi, Hyderabadi and South Indian. Basics of Tandoor: Preparing Tandoor, Types, Marinade preparation, Types of Tandoori dishes, Tandoori breads, Tandoori accompaniments. Indian Fast Foods.

Unit- 4

Menu Planning: Introduction: Types of menus, terms and factors which affect Menu Planning. Development of the Menu. Compiling Menus. Nutritional Aspect of Menu Planning.

Unit- 5

Basic Bakery and Confectionery: Pastry –Introduction, types of dough and pastes. Uses, faults and remedies of pastry dough and paste. Types of sponges. Cakes – basics mixture for small cakes, faults & remedies. Cookies and Biscuits: Types – Short crust methods, dropping methods and Recipes Bakery and Confectionery: culinary terminologies.

REFERENCES:

- Practical Cookery, Victor Ceserani & Ronald Kinton, ELBS Theory of Catering, Victor Ceserani & Ronald Kinton, ELBS Encyclopedia of Indian cookery- Hussain and Fernandez
- Modern Cookery: Thangam Philip
- Master Chefs of India: Prasad and Prasad
- Complete Indian cook book- Mridula Baljekar Menu planning- Kivela
- The Book of Ingredients: Jane Grigson,
- Chef manual of Kitchen Management: Fuller John, Theory of Cookery, Mrs. K.Arora, Frank Brothers

Batch:2018 Onwards

GURU KASHI UNIVERSTY

University College of Hospitality & Tourism Management (Code:14)

M.Sc. Hospitality and Hotel Management (Code:1403)

FOOD & BEVERAGE SERVICE MANAGEMENT (1403402)

Credits - 4

L T P

GURU KASHI UNIVERSITY

University College of Hospitality & Tourism Management (Code:14)

M.Sc. Hospitality and Hotel Management (Code:1403)

Semester IV

4 0 0

UNIT-1

Restaurant Planning

Restaurant Planning & Operations Types of Restaurants Location or site Sources of Finance Design Consideration Furniture Lighting and Décor Equipment required Records maintained Licenses required

Unit- 2

Personal Management in F & B Service, Developing a good F & B Team (desirable attributes for various levels of hierarchy)Allocation of work, Task analysis and Duty Rosters Performance Measures Customer Relations Staff Organizations and Training Sales Promotion

Unit- 3

Event Management Types of functions, Role of sales and marketing, Taking bookings, Planning and organizing themes of Indian and International cuisine Concept & planning for MICE segments, Function Administration & Organization- Menus, Function, contracts, Seating Arrangements, Introduction, Types of Banquets and Buffets , Equipments Used, Calculation of Space Allocation in Banquets, Buffet Presentation, menu planning in Buffets, staff, Allocation in Buffets, Buffet Management

Unit- 4

Room Service, Introduction, general principles, pitfalls to be avoided, Cycle of Service, scheduling and staffing, Room service, menu planning, Forms & formats, order taking, thumb rules, suggestive selling, breakfast cards.

REFERENCES:

- Food & Beverage Service Training Manual-Sudhir Andrews Food & Beverage Service -Lillicrap & Cousins
- Modern Restaurant Service -John Fuller
- Food & Beverage Service Management-Brian Varghese Introduction F& B Service-Brown,Heppner & Deegan Professional Food & Beverage Service Management - Brian Varghese
- World Of Wines, Spirits & Beers-H.Berberoglu Beverage Book-Andrew, Dunkin & Cousins

FRONT OFFICE OPERATIONS (1403403)

Credits - 4

L T P

GURU KASHI UNIVERSITY
University College of Hospitality & Tourism Management (Code:14)

M.Sc. Hospitality and Hotel Management (Code:1403)

Semester IV

4 0 0

UNIT-1

F.O. – Sales & Marketing

Hotel Marketing, Elements of marketing, Room Selling Techniques – Up selling , Down selling, Room availability Forecast

Unit- 2

Tariff Structure, Basis of charging

Plans, competition, customer's profile, standards of service & amenities Different types of tariffs Rack Discounted Rates for Corporates, Airlines, Groups & Travel Agents

Unit- 3

The Night Audit Importance & functions of night audit, Operating modes : non automated, semi-automated, automated Night audit process The night audit reports –generations& utility

Unit- 4

TIMESHARE & VACATION OWNERSHIP: Definition and types of timeshare options, Difficulties faced in marketing timeshare business Advantages & disadvantages of timeshare business.

Exchange companies -Resort Condominium International, Intervals International How to improve the timeshare / referral/condominium concept in India- Government's Role/industry role

REFERENCES:

- Hotels for Tourism Development, Dr. J.M.S. Negi, Metropolitan Book Co. (P) Ltd., New Delhi.
- Dynamics of Tourism, R.N. Kaul, Sterling Publishing Pvt. Ltd.
- International Tourism, A.K. Bhatia, Sterling Publishing Pvt. Ltd., New Delhi
- Hotel Front Office Management, James A. Bardi, Van Nostrand ReinholdnNew York.

ACCOMMODATION MANAGEMENT (1403404)

Credits - 4

L T P

GURU KASHI UNIVERSTY

University College of Hospitality & Tourism Management (Code:14)

M.Sc. Hospitality and Hotel Management (Code:1403)

Semester IV

4 0 0

UNIT-1

Planning and Organizing the Housekeeping Department-Planning process, Area Inventory List, Frequency Schedule, Performance and Productivity standard, Time and motion study, standard Operating Manual, Job Allocation and Work Schedules, Calculating staff strength and duty roaster, Teamwork and leadership, Training in Housekeeping, Inventory Level for Non Recycle Items

Unit- 2

Planning Trends in Housekeeping, Planning Guest Rooms, Bathrooms, suites, Lounges. Planning fir the Provision of Leisure facilities for the Guest, Boutique Hotel Concept, Special Provision for Physically Challenged Guest

Unit- 3

Contract Services-Types of contract, Guidelines for hiring contracts, Advantages and disadvantages

Unit- 4

Budget, Budget and budgetary control, Budget process, Methods of buying, Stock record issuing and control

REFERENCES:

- Hotel Hostel and Hospital Housekeeping –by Joan C Branson & Margaret Lennox, ELBS with Holder & Stoughton Ltd.
- Hotel House Keeping a Training Manual by Sudhir Andrews, Tata McGraw Hill publishing company limited New Delhi.
- Hotel Housekeeping Operations & Management by Raghubalan, Oxford University Press.
- Management of Hotel & Motel Security (Occupational Safety and Health) by H. Burstein, CRC Publisher.
- Professional Management of Housekeeping Operations (II End.) by Robert J. Martin & Thomas J.A. Jones, Wiley Publications

Elective-I

HEALTHY LIVING & FITNESS (1403405)

GURU KASHI UNIVERSITY
University College of Hospitality & Tourism Management (Code:14)

M.Sc. Hospitality and Hotel Management (Code:1403)

Credits - 3
Semester IV

L T P
3 0 0

UNIT-1

Human body

Awareness of important body organs, their location and broad function

Unit- 2

Diet and Health

,Importance of breakfast fruits ,whole grain,knowledge about constituent of diet (Protein, fats, carbohydrates, vitamin and mineral),importance of fiber

Unit- 3

Lifestyle diseases, Harmful effect of junk/processed foods, Dangers of obesity, Disease ensuing because of lifestyle e.g diabetes heart diseases etc

Unit- 4

Exercise Benefits of yoga and exercise

Unit- 5

Addictions,Chewing,Drinking,Smoking

Unit- 6

Importance of mental health, Stress management, Anxiety and depression, Awareness of commonly encountered diseases ailments.

REFERENCES:

- Corbin.Charles Beetal. C.A., (2004) Concepts of Fitness and Welfare Boston McGraw Hill.
- Puri. K.Chandra.S.S. (2005). Health and Physical Education. New Delhi: Surjeet Publications
- Principles of Physical Education: Com. Philadelphia: W.B.Sounders
- B.C.Rai Health Education and Hygiene Published by Prakashan Kendra, Lucknow Norman Bezzant Help! First Aid for everyday emergencies. Jaico Publishing HouseBombay, Delhi
- Les Snowdan., Maggie Humphrey's Fitness walking, Maggie Humperry Orient Paper Books 2002 New Delhi.

RESEARCH METHODOLOGY (1403406)

Credits - 3
Semester IV

L T P
3 0 0

GURU KASHI UNIVERSTY

University College of Hospitality & Tourism Management (Code:14)

M.Sc. Hospitality and Hotel Management (Code:1403)

Unit -1

Introduction to Research Methodology:Meaning and objectives of Research.Types of Research.Research Approaches.Significance of Research.Research methods Vs Methodology.Research Process Criteria of Good Research Problem faced by Researches.Tech. Involved in defining a problem

Unit-2

Research Design: Meaning and Need for Research Design Features and important concepts relating to research design. Different Research design. Imp. Experimental Designs.

Unit-3

Sample Design:Censure and sample Survey, Implication of Sample design, Steps in sampling design, Criteria for selecting a sampling procedure, Characteristics of a good sample design. Different types of Sample design. Measurement Scales. Important scaling Techniques.

Unit-4

Methods of Data Collection: Collection of Primary Data, Collection through Questionnaire & schedule collection of secondary data Difference in Questionnaire & Schedule. Different methods to collect secondary data.

REFERENCES:

- Research Methodology by Mr C P Khotari Statistics For Manager by O P Aggarawal
- How To Research & Write Theses In Hospitality Tourism By James Paynper & John Willy
- Marketing Research by Harper W Boyd

Wine technology(1403407)

Credits - 3
T P

L

GURU KASHI UNIVERSTY

University College of Hospitality & Tourism Management (Code:14)

M.Sc. Hospitality and Hotel Management (Code:1403)

Semester IV

3

0 0

Unit 1

Introduction Winemaking: Introduction to winemaking, definition and terminologies. Viticulture: Introduction to viticulture, definition and terminologies. History of wine-making and viticulture: Wine-producing regions of the world and different practices of wine making & viticulture. Status of Indian viticulture and winemaking.

Unit 2

Introduction to grapevine and concept of Terrior

2.1 Grapevine: Classification, anatomy and function of various parts of grapevine

2.2 Cultivars and development of hybrids varieties of grapevine.

2.3 Introduction of soil and influence on the grapevine: Structure of soil and growth of grapevine roots and shoot system

2.4 Effect of climatic condition on the cultivation of grapevine (sunlight, temperature, wind, rain, hail, frost). 2.5 Terrior: Concept of Terrior, Terrior units and importance of Terrior

Unit -3

Wine-making

3.1 Classification of wine: Generic classification, varietal classification, Vinification classification and classification on the basis of chemical Constituents.

3.2 Flow chart of white wine-production and recommended varieties.

3.3 Flow chart of Red wine-production and recommended varieties.

3.4 Flow chart of Fortified wine-production and recommended varieties.

3.5 Production of wine from fruits other than grapes.

Unit-4

Vine and Wine

4.1 Present scenario of viticulture in different Countries: Variation in varieties selection, wines, harvesting, irrigation practices, clonal selection and other mechanization practices.

4.2 Grape variety as criteria for quality wine production: Study of criteria such as tractability, distinctive flavors, other special characteristics.

4.3 Introduction to barrel: Distribution, species and advantages of oak, anatomical and chemical constituents of oak and liberation of oak flavors from the barrel or cask in wine.

4.4 Barrel making and maintenance: Harvesting of oak wood, selection and seasoning of oak wood for barrel making and maintenance or storage of barrels in the winery.

4.5 Automation in wine industry: Importance of automation operation in wine industries and concept of Programmed Logic Control System.

REFERENCES:

- Modern Restaurant Service –John Fuller, Hutchinson

GURU KASHI UNIVERSTY

University College of Hospitality & Tourism Management (Code:14)

M.Sc. Hospitality and Hotel Management (Code:1403)

- Food & Beverage Service Management-Brian Varghese Introduction F& B Service-Brown, Heppner & Deegan
- Professional Food & Beverage Service Management –Brian Varghese

FOOD PRODUCTION MANAGEMENT (Lab) (1403408)

GURU KASHI UNIVERSTY

University College of Hospitality & Tourism Management (Code:14)

M.Sc. Hospitality and Hotel Management (Code:1403)

Credits - 2
Semester IV

L T P
0 0 4

Demonstration of Charcuterie

- Galantines
- Ballotine
- Pate
- Terrines
- Mousselines

Preparation of basic Salads & Horsd' Oeuvre'

Preparation of varieties of sandwiches & canapés

Cold preparations, Aspic, chaudfroid,

Practice on Ice Carving, Tallow sculpture, Fruit & Vegetable display, Pastilage, Salt dough & Jelly logo

International cooking – various countries. International cuisine -French, English, Italian, Greek, Lebanon, American, Spanish, Mexican, Chinese, Thai, Indonesian, Japanese, Scandinavian

FOOD & BEVERAGE SERVICE MANAGEMENT (Lab) (1403409)

GURU KASHI UNIVERSITY
University College of Hospitality & Tourism Management (Code:14)

M.Sc. Hospitality and Hotel Management (Code:1403)

Credits - 2
Semester IV

L T P
0 0 4

Buffet Lay -up, theme Buffets set up

Taking Banquet Booking-Filling - Banquet FP Format
Banquet Service Set-up and operations

Practical's of Gueridon service

Practice of Taking Room Service orders Tray
Set up for Room Service Orders

FRONT OFFICE MANAGEMENT (Lab) (1403410)

Credits - 2
Semester IV

L T P
0 0 4

Preparing statistical data based on actual calculations
Preparation of sales letter, brochure, tariff cards & other sales documents

Computer proficiency in all hotel computer applications – actual computer lab hours
Internet practice for direct sales

ACCOMMODATION MANAGEMENT (Lab) (1403411)

Credits - 2
Semester IV

L T P
0 0 4

GURU KASHI UNIVERSITY
University College of Hospitality & Tourism Management (Code:14)

M.Sc. Hospitality and Hotel Management (Code:1403)

Inventory Control

Preparing Duty Roaster

Calculation of Frequency Schedule

Calculation of Time and motion Study

Calculation of Staff strength

Planning of Guest Rooms , Bathrooms, suites Lounges

Steps for Preparing Budget

Stock Register-Preparation and Maintenance

Issuing Procedure of Supplies

Planning New operations