

RAJASTHAN TECHNICAL UNIVERSITY

A

COMPLETE DOCUMENT

**AS APPROVED BY BOARD OF STUDIES
FOR**

**HOTEL MANAGEMENT AND CATERING TECHNOLOGY
(HMCT)**

PREPARED AND COMPILED BY

**DEAN, FACULTY OF MANAGEMENT
ENGINEERING COLLEGE, BIKANER**

**HOTEL MANAGEMENT & CATERING TECHNOLOGY
YEAR -1 SEMESTER:1**

| S. NO | COURSE NO. | SUBJECT | PERIODS | | | EVALUATION SCHEME | | | | | CREDITS |
|-----------------------------|------------|--|---------|---|----|-------------------|----|-----|-----|-----------|---------|
| | | | | | | SEASONAL EXAM | | | ESE | SUB TOTAL | |
| (THEORY) | | | L | T | P | TA | CT | TOT | | | |
| 1. | FFP-1 | Foundation Course in Food Produce | 3 | 1 | | 10 | 10 | 20 | 80 | 100 | 4 |
| 2. | FFBS-1 | Foundation Course in Food & Beverage Service - 1 | 3 | 1 | | 10 | 10 | 20 | 80 | 100 | 4 |
| 3. | AOC | Application of Computers | 2 | 1 | | 5 | 5 | 10 | 40 | 50 | 4 |
| 4. | FS&N | Food Science & Nutrition | 2 | 1 | | 10 | 10 | 20 | 80 | 100 | 4 |
| 5. | IHI | Introduction to Hospitality Industry | 2 | 1 | | 5 | 5 | 10 | 40 | 50 | 4 |
| 6. | COMM | Communication | 2 | 1 | | 5 | 5 | 10 | 40 | 50 | 4 |
| (PRACTICAL/ PROJECT) | | | | | | | | | | | |
| 1. | FPP-1 | Food Production Practical-1 | | | 8 | 10 | 10 | 20 | 80 | 100 | |
| 2. | FBSP-1 | Food & Beverage Service Practical -1 | | | 4 | 10 | 10 | 20 | 80 | 100 | |
| 3. | AOC-1 | Application of Computers practical-1 | | | 4 | 10 | 10 | 20 | 80 | 100 | |
| Total (36) | | | 14 | 6 | 16 | | | | | 750 | |

**HOTEL MANAGEMENT & CATERING TECHNOLOGY
YEAR-1 SEMESTER:2**

| S. NO | COURSE NO. | SUBJECT | PERIODS | | | EVALUATION SCHEME | | | | |
|----------|------------|--|---------|---|---|-------------------|----|-----|-----|-----------|
| | | | L | T | P | SEASONAL EXAM | | | ESE | SUB TOTAL |
| (THEORY) | | | L | T | P | TA | CT | TOT | ESE | SUB TOTAL |
| 1. | FFP-1 | Foundation Course in Food Production - II | 3 | 1 | | 10 | 10 | 20 | 80 | 100 |
| 2. | FFBS-1 | Foundation Course in Food & Beverage Service -II | 3 | 1 | | 10 | 10 | 20 | 80 | 100 |
| 3. | FHK | Foundation Course in House Keeping | 1 | 1 | | 5 | 5 | 10 | 40 | 50 |
| 4. | BACC | Basic Accounting | 1 | 1 | | 5 | 5 | 10 | 40 | 50 |
| 5. | BACC | Basic Accounting | 1 | 1 | | 10 | 10 | 20 | 80 | 100 |
| 6. | BCOMM | Business Communication | 1 | 1 | | 5 | 5 | 10 | 40 | 50 |

| (PRACTICAL/ PROJECT) | | | | | | | | | | |
|----------------------|---------|---------------------------------------|----|---|----|----|----|----|-----|-----|
| 1. | FPP-II | Food Production Practical-II | | | 8 | 10 | 10 | 20 | 80 | 100 |
| 2. | FBSP-II | Food & Beverage Service Practical -II | | | 4 | 10 | 10 | 20 | 80 | 100 |
| 3. | HKP-1 | House Keeping Practical- I | | | 4 | 5 | 5 | 10 | 40 | 50 |
| 4. | FOP-1 | Front Office Practical-1 | | | 4 | 5 | 5 | 10 | 40 | 50 |
| | | Total (36) | 10 | 6 | 20 | | | | 750 | |

TA= TEACHERS ASSESSMENT CT= CLASS TEST ESE= END SEMESTER EXAMINATION TOTAL MARKS: 750 TOTAL CREDITS: 30

- ONE SEMESTER = 90 WORKING DAYS OF WHICH AT LEAST 80 DAYS OF TEACHING
- TOTAL CLASS ROOM/ LABORATORY CONTACT HOURS PER WEEK 36 HOURS

SEMESTER ---1

Food Production Foundation –I

Introduction to the art of cookery

Culinary history – Development of the culinary art from the middle age to modern cookery, Model hotel kitchen , Nouvelle cuisine

Aims and objective of cooking

Importance of cooking food with reference to the catering industry .Various textures , consistencies, Action of heat on foods-colour pigments, flour, meats.

Kitchen Hygiene

Personal hygiene, their importance, food handling & storage , care, sanitation practices , attitude towards work in the kitchen , fumigation , HACCP-practices in food handling.

Basic Preparation

Knife handling , Technique used in preparation and preparation, Classification of vegetables , Vegetables cuts, mire poix , bouquet garni, Classification of fruits & their uses, Stocks-Definition, types , preparation uses, Care & Precaution

Methods of Cooking

Classification, principles, equipment required, methods of cooking-boiling, roasting, poaching, braising, grilling, baking, broiling, stewing, sautéing, blanching, steaming, micro-wave, paper bag etc.

Basic Bakery and Confectionary

Principal of baking, uses of different types of oven, role of ingredients and menu example, ingredient proportions. Principle of bread making ingredients used, role of each ingredients, steps and different methods of bread making examples, temperature variation and its importance.

Commodities –I

Raising agents –chemical, biological and combination way of raising agents Milk- Introduction, processing, pasteurization, types and nutritional values, Cheese- Introduction, types, processing, classification, uses and examples ,Cream- Introduction processing and types.

Food Production Practical – I

Practical

Introduction to Kitchen

Proper usage of chef knife, hand tools and equipments.
Familiarization, identification of commonly used raw material.
Basic hygiene practices to be observed in the kitchen
First aid cuts and burns
Safety practices to be observed in the kitchen
Demonstration of fire fighting for the kitchen
Basic cuts of vegetables, basic vegetable & potato preparation
Basic stock preparation
Demonstration of cooking methods-Two items each of preparation of each method
Egg cookery including classical preparation
Preparation of basic bakery & confectionary- Bread dough, different bread preparations, croissants, Danish, Doughnuts, Brioche pastry creams etc.

* The institutions/ Universities adopting this syllabus must ensure that for all Food Production practical sessions the list of names of preparation/ Dishes, set of menus, recipes should be specifically mentioned for standardization technique and evaluation. This may be done by constituting a team of experts to compile the detail keeping the local condition in mind.

Food & Beverage Service Foundation □I (FFBS -1)

Theory:

- n The Food & Beverage Service Industry
 - 1 Introduction to the Food & Beverage Industry
 - 1 Types of Catering Establishments
 - 1 Introduction to Food & Beverage Operations

- n F & B Service areas in a hotel
 - 1 Restaurant, Coffee Shop, Room Service, Bars, Banquets, Discotheques, Still Room, Grill Room, Snack Bar, executive lounges, business centres & Night Clubs.

- n F & B Service Equipment
 - 1 Usage of Equipment, criteria for selection, requirements, quantity and types
 - 1 Furniture
 - 1 Linen
 - 1 Chinaware, Silverware & Glassware
 - 1 Disposables
 - 1 Special Equipment & Other Equipment
 - 1 Care and maintenance

- n Food & Beverage Service Personnel
 - 1 Food & Beverage Service Organization
 - Job Descriptions & Job Specifications of F& B Service Staff
 - 1 Attitude & Attributes of a Food & Beverage personnel, competencies.
 - 1 Basic Etiquettes for Catering staff
 - 1 Interdepartmental relationship

- n Food & Beverage Service Methods
 - 1 Table Service-Silver/English, Family, American, Butler/French, Russian
 - 1 Self Service-Buffer & Cafeteria
 - 1 Specialized Service-Gueridon, Tray, Trolley, Lounge, Room, etc.,
 - 1 Single Point Service-Take Away Vending, Kiosks, Food Courts & Bars, Automats

- n Food & Beverage Terminology related to the inputs of the semester

Food & Beverage Service I (FBSP_I)

Practical:

- v Restaurant Etiquettes
- v Restaurant Hygiene practices
- v Mis- En -Place & Mis- En □ Scene
- v Identification Of Equipments
- v Laying & Relaying of Table cloth
- v Napkin folds
- v Rules for Laying a table
- v Carrying a Salver/Tray
- v Service of Water
- v Handling the Service Gear
- v Carrying Plates, Glasses & other Equipments
- v Clearing an Ashtray
- v Situations like spillage

Application of Computers (AOC)

Theory

INTRODUCTION TO COMPUTERS

What is a computer, Block Diagram, Components of a computer system, generation of computers, Programming languages, generation of languages, storage devices, floppy disks, CD ROMs

OPERATING SYSTEMS

Introduction, Functions, types, Components, Case Studies - DOS, Windows

INTRODUCTION TO DBMS

Data, Datatypes, Advantages, Introduction to FOXPRO, Creating a database, Searching, Sorting, indexing, Writing simple programmes, overview of MS Access.

WORD PROCESSING, SPREAD SHEETS AND PRESENTATIONS

What is Word Processing, Features of MS WORD, Editing Commands and Mail merge.

What is spreadsheet, Features, Formulae and functions. If Statement, preparing sample worksheets, Different graphes

Features of POWERPOINT.

Preparing a presentation

Preparing an Organization chart

INTRODUCTION TO INTERNET

What is Internet, Network, Network of Networks, WWW, Search Engines, e-mail, websites, Introduction to e-commerce

Application of Computers (AOC-I)

PRACTICALS

- 1 DOS, WINDOWS
- 1 MS WORD
- 1 MS EXCEL
- 1 MS POWERPOINT
- 1 FOX PRO & ACCESS
- 1 INTERNET USAGE

Food Science & Nutrition (FS &N)

- I. Introduction : Food & its relation to health, Objectives in the study of nutrition
- II. Major Nutrients : Their characteristics, functions, metabolism, food sources, deficiencies, Carbohydrates, Lipids, Proteins, Vitamins & Minerals
- III. Classification of raw materials into food groups : Cereals, Pulses, Milk & milk products, milk borne disease pasteurization and boiling preservation of milk, Eggs, Meat varieties, preservatives, cooking poultry white and red meat, Fish, cooking, disease produced by fish, Fruit & Vegetables, Nuts & dried fruits, Sweet foods & sweetening agents, Spices & condiments, emulsions, colloids, flavour and browning.
- IV. Factors influencing food intake & food habits, Physiologic factors that determine food intake, Environmental & behavioural factors influencing food acceptance.
- V. Food Processing : definition, objective, types of treatment, effect of factors like heat, acid, alkali on food constituents.
- VI. Evaluation of food: Objectives, sensory assessment of food quality, methods, Introduction to proximate analysis of food constituents, rheological aspects of food
- VII. Water : Definition, Dietary sources (visible, invisible), functions of water, role of water In maintaining health (water balance).
- VIII. Balanced Diet / Menu planning : Definition, importance of balanced diet, RDA for Various nutrients □ age, gender, physiological state, planning of nutritionally balanced Meals based upon the three food group system, factors affecting meal planning, critical evaluation of few meals served at the institutes/hotels based on the principle of meal planning, calculation of nutritive value of dishes/meals

Communication (COMM)

- I. Language and communication
 - 1. Need, purpose, nature, models
 - 2. Process of communication and various factors of communication
 - 3. Barriers to communication and overcoming these barriers
 - 4. Non-verbal communication, signs, symbols and body language, language as a sign system, eye contact, facial expression and posture.
 - 5. Communication in Hospitality organisation and its effects on performance
- II. Remedial English
 - 1. Common errors and their correction in English usage with emphasis on concord, tense sequence, use of prepositions, phrasal verbs, reference and dictionary skills.
 - 2. Linkers and cohesive device
 - 3. Expressing the same idea/thought unit in different ways
- III. Skills of written English
 - 1. Note making and developing notes into drafts □ rewriting of drafts. The use of cohesive devices
 - 2. Correspondence : letters to editor and write ups concerning event management (publicity materials, handouts, posters and information, flow charts)
 - 3. Writing bio-data, applications, complaint
 - 4. Precis writing
 - 5. Writing reports (factual record of incident / data), log book writing
- IV. Oral skills (listening and speaking) for effective communication
 - 1. Note taking, preparing summaries and abstracts for oral presentation
 - 2. Restaurant and Hotel English, polite and effective enquiries and responses
 - 3. Addressing a group, essential qualities of a good speaker and listener
 - 4. Audience analysis, defining purpose of a speech, organizing the ideas and delivering the speech
 - 5. Pronunciations, stress, accent, common phonetic difficulties, use of telephone.

Introduction to Hospitality Industry (IHI)

HOSPITALITY INDUSTRY □ A PROFILE

Meaning & definition, Historical evolution & development, Hospitality as an industry, Complimentary role with other industries, Contribution to Indian & global economy.

HOSPITALITY PRODUCTS & SERVICES

Hospitality accommodation, Food & Beverage facilities, Ancillary services, Support services, Hospitality organisations

HOSPITALITY DISTRIBUTION CHANNELS

Meaning & definition, Functions & levels of distribution channels, Major hospitality distribution channels – Travel agents, Tour operators, Conostia and reservation system, Global Distribution System (GDS), Internet.

CURRENT SCENARIO

Major players in the industry □ India and worldwide, present trends in industry, emerging markets, role of support services and infrastructures, Impact of international and national events, present scenario and future projections of HR issues & technology in industry.

SEMESTER-II

Food Production Foundation-II (FFP-II)

Kitchen Organization Layout & Hierarchy

Kitchen layout and function, receiving area, storage area, cold butchery, and vegetable mise en place area, cold kitchen, hot kitchen, garde manger, bakery and confectionary. Equipments used in the kitchen – their uses and maintenance. The classical and new kitchen brigade, duties and responsibilities and job description of the kitchen personnel.

Basic food preparation

Basic Mother Sauces & their derivatives, Soups- Classification, Basic recipes, Definition, Garnishes & Accompaniments, Thickening Agents.

Meat & Fish Cookery

Introduction to meat cookery-Composition of Meat, processing, preserving and curing, cuts of Beef, Veal, Pork, Lamb, chicken, SPS, menu examples. Introduction to fish Cookery- Classification of fish with examples, SPS, cuts of fish

Basic bakery and Confectionary

Pastry-Definition, types (short crust, sweet short, laminated, choux, Rough puff etc.) recipes, methods of preparation, role of ingredients care and precaution to be taken.

Commodities –II

Raising agent- mechanical and lamination way of rising.
Shortenings- introduction, classification, role varieties, advantage and disadvantage of using various shortening, Butter-processing and types. Rice, Cereals & Pulses- Introduction, characteristics and uses in cookery. Wheat types, structure, processing, types of flour uses and cooking starch.

Food Production Practical-II

Practical

Basic Mother Sauces and their Derivatives (2-4 commonly used)
Preparation of Basic Continental cookery- Stews, Soups, and Basic Meat and Fish Preparation.
Preparation of Classical Continental Dishes (3 course menu)
Basic Types of pastries short Crust , Sweet Short, Puff Rough Puff, Flaky, Choux. Preparation of Basic sponges (Fat less and Genoise) and cakes

* The institutions/universities adopting this syllabus must ensure that for all Food Production practical sessions the list of names of preparations/ Dishes, set of menus, recipes should be specifically mentioned for standardized technique and evaluation. This may be done by constituting a team of experts to compile the detail keeping the local condition in mind.

Food & Beverage Service Foundation □ II (FFBS -II)

Theory:

- n Types Of Meals
 - 1 Breakfast-Introduction, Types, Service Methods,a la carte and TDH set ups
 - 1 Brunch
 - 1 Lunch
 - 1 Hi □Tea
 - 1 Dinner
 - 1 Supper
 - 1 Elevenses and others

- n Menu
 - 1 Introduction
 - 1 Types-Ala Carte & Table D□hote
 - 1 Menu Planning, considerations and constraints
 - 1 Menu Terms
 - 1 Menu Design
 - 1 Classical French Menu
 - 1 Classical Foods & its Accompaniments with Cover
 - 1 Indian regional dishes, accompaniments and service

- n Control Methods
 - 1 Billing Methods-Duplicate & Triplicate System, KOTs & BOTs, Computerised K.O.T□s
 - 1 Necessity and functions of a control system, F&B Control cycle & monitoring

- n Non □ Alcoholic Beverages
 - 1 Classification
 - 1 Hot Beverages-Types, Production, Service
 - 1 Cold Beverages-Types, Production, Service

- n Food & Beverage Terminology related to the inputs of the semester

Food & Beverage Service □ II (FBSP □ II)

Practical:

- v Breakfast Table Lay-up.
 - v TDH & A la Carte Cover
 - v Restaurant Reservation System
 - v Receiving the guests
 - v Sequence of Service
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- v Silver Service
 - v Crumbing, Clearing , Presenting the bill
 - v Side board Organization
 - v Taking an Order-Food & Making a KO T.
 - v Writing a Menu in French & its Equivalent in English
 - v Service of Cold & Hot - Non Alcoholic Beverages

Foundation course in Hotel Housekeeping (EHK)

Theory

1. INTRODUCTION
 - 1 Meaning and definition Importance of Housekeeping
 - 1 Responsibility of the Housekeeping department
 - 1 A career in the Housekeeping department
2. HOUSEKEEPING DEPARTMENT
 - 1 Organizational framework of the Department(Large/Medium/Small Hotel)
 - 1 Role of Key Personnel in Housekeeping
 - 1 Job Description and Job Specification of staff in the department
 - 1 Attributes and Qualities of the Housekeeping staff - skills of a good Housekeeper
 - 1 Inter departmental Co-ordination with more emphasis on Front office and the Maintenance department
 - 1 Facilities planning and Design of Housekeeping Department and relevant sub sections
3. HOUSEKEEPING PROCEDURES
 - 1 Briefing, Debriefing, Gate pass
 - 1 Indenting from stores Inventory of Housekeeping Items
 - 1 House keeping control desk, Importance, Role, Co-ordination, check list, key control
 - 1 Handling Lost and Found
 - 1 Forms, Formats and registers used in the Control Desk
 - 1 Paging systems and methods
 - 1 Handling of Guest queries, problem, request
 - 1 General operations of control desk
 - 1 Role of control desk during Emergency

4. THE HOTEL GUEST ROOM
 - 1 Layout of guest room (Types)
 - 1 Layout of corridor and floor pantry
 - 1 Types of guest rooms
 - 1 Furniture/Fixtures/Fittings/Soft Furnishings/Accessories/Guest Supplies/Amenities in a guest room (to be dealt in brief only)

5. CLEANING SCIENCE
 - 1 Characteristics of a good cleaning agent
 - 1 PH scale and cleaning agent with their application
 - 1 Types of cleaning agent
 - 1 Cleaning products (Domestic and Industrial)

6. CLEANING EQUIPMENT
 - 1 Types of Equipment
 - 1 Operating Principles of Equipment
 - 1 Characteristics of Good equipment (Mechanical/Manual)
 - 1 Storage, Upkeep, Maintenance of equipment

7. CARE AND CLEANING OF DIFFERENT SURFACES
 - 1 Metal, Glass, Leather, Rexine, Ceramic, Wood, Wall and floor covering
 - 1 Stain Removal

8. GLOSSARY OF TERMS (with reference to 2nd Semester syllabus)

Housekeeping Practical □ I (HKP □ I)

- 1 Guest Room Layout
- 1 Identification of cleaning equipment □ Manual & mechanical
- 1 Cleaning of different surfaces
- 1 Stain removal
- 1 Scrubbing, polishing, wiping, washing, rinsing, swabbing, mopping, sweeping, brushing, buffing.
- 1 Use of cloths and their types, abrasives, polishes, chemical agents and commercially available products

Basic Accounting (BACC)

- 1 Accounting Theory □ Business Transaction and Basic Terminology, Need To Study **Accounting**, functions, Purpose of Accounting Records, Accounting Principles □ Concepts and Conventions

1 Account Records □ Principles of Double Entry System, Journal Entries, Ledger, Subsidiary Books

□ Cash, Sales & Purchase books, Bank Reconciliation statement.

1

1 Financial Statements □ Basic Financial Statements, Trial Balance, Preparation of Final Accounts, Basic Adjustments to final Accounts. Methods of Presenting Final Accounts
1 Practical Problem.

Depreciation Reserves and Provisions □ Meaning, basic Methods.

Computer Applications □ Preparation of Records and Financial Statements.

Business Communication (BCOMM)

I. Business communication

1. Need, purpose, nature, models
2. Channels of Business communication
3. Selection of channel

II. Organisational communication

1. Upward, downward, lateral, purpose, functions
2. Written communications, memos, circulars, notices, advertisements, press notes
3. Communicating with outside world : Business letters of different types, e-mail writing and manners
4. Communicating within groups, nature, purpose, merits, demerits
5. Role of wit and humour

III Handling meetings

1. Types of meetings
2. Structuring a meeting : agenda and minutes
3. Conducting a meeting

Foundation Course in Front Office (FFO)

The Hospitality Industry

History and development of Hotel Industry

Types of hotels

Defining the term hotel

Classifying hotels, levels of service

Front office Organisation

Front office operations □ Organisation chart, staffing, scheduling, work shifts, job specifications & job description of Front office personnel.

Front Office Operations

The guest cycle

Front office systems

Front office forms

The front desk

Front office equipments

Telecommunication

Property management systems

The Accommodation Product

Need for hotel product brochures, tariff cards

Types of guest rooms and suites, executive floors or club floor concept

Types of room rates, basis for charging room rates

Meal plans □ Types, needs and use of such plans

Types of guests □ FIT, Business travellers, GIT, Special Interest Tours, domestic, foreign

Front Office Practical (FOP- !)

- 1) Communication skills □ verbal, non verbal
- 2) Preparation and study of countries, capitals, currencies, airlines and flags chart
- 3) Telecommunication skills □ telephonic situation handling
- 4) Forms and formats related to II semester
- 5) Identification of equipment, work structure and stationery
- 6) Basic manners and grooming standards required for Front Office operation