First Year BHMCT (SEM - I)

<table>
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<tr>
<th>Subject Code</th>
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<th>Teaching Scheme (Hours / Week)</th>
<th>Examination Scheme</th>
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<td>Communication Skills &amp; French I</td>
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<td>80 - 20</td>
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### Subject – Communication Skills & French - I
Subject Code – 026101

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**Section I – Communication Skills**

50 Marks

**Ch I  Communication Process**  
Process and Elements of Communication  
Barriers to the effective Communication  

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**Ch II  Types of communication**  
Oral Communication – advantages and disadvantages  
Speeches and presentation  

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**Ch III Written communication**  
Advantages and disadvantages  
Comprehension; Precis; Letters; Memos, Notices.  

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**Ch IV Body Language**  

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**Reference Books:**  
1. Development of Generic Skills: K Sudhesh  
2. Development of Generic Skills II: K Sudhesh  

30 marks

**Section – II French**

**Ch I  Verbs** – er; ir; oir; re: present tense  
Conjugations  

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**Ch II  Articles**  
definite; indefinite, contracted; partitive  

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**Ch III  Adjectives**  
colour; size, shape; qualifying adjectives; possessive adjectives  

**Ch IV Vocabulary related to kitchen**  
fruits; vegetables; fish; meat; basic culinary terms; Basic vocabulary in day to day use.  

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Ch V  Negation
singular, plural of nouns and adjectives.
Ch VI Self introduction in French.
Subject – Food Production - I  
Subject Code – 026102

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<td>Tutorial hrs / week</td>
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Ch - I  
**Introduction to cookery**  
Culinary history  
Classic and modern cuisine  
Kitchen brigade  
Duties of kitchen staff  
Inter departmental co-ordination  
Attributes of kitchen staff  
Personal hygiene - basic rules

Ch - II  
**Mise-en-place**  
Importance  
Weights and volume equivalents  
Preparation of ingredients  
Methods of mixing food  
Textures  
Kitchen tools and equipments (various tools used in kitchen, care and use, maintenance)

Ch - III  
**Methods of cooking food**  
Classification  
Important features  
Principles of each method  
Advantages and disadvantages  
Methods of heat transfer - conduction, convection and radiation

Ch – IV  
**Raw materials used in kitchen**  
Classification  
Effect of heat on various raw material - proteins, fats, carbohydrates, vitamins, minerals.

**Practicals**  
Basic Indian Menus - 24 (03 course each)
Reference Books
1. Modern cookery – Thangam Philip
2. Professional Cooking – Wayne Gisslen
3. Theory of Cookery – Krishna Arora
4. Theory of Catering – Kinton Ceserani
5. Practical Cookery – Kinton Ceserani
6. Basic Cookery – Richard Maetland & Derek Welsby
7. Principles of Catering – Michael Colleer & Colin Sussams
8. Cooking Ingredients – Ingram & Christine
Subject – Rooms Division Operations – I  
Subject Code – 026103

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Section – I Housekeeping

Ch I  Introduction to Housekeeping department
- Layout of Housekeeping department
- Functions of each section
- Housekeeping control desk, function and importance
- Importance of Housekeeping department

Ch II  Functions of Housekeeping department, areas of responsibility

Ch III Organizational chart of the Housekeeping department
- Housekeeping department of small, medium and large hotel.
- Duties and responsibilities of each staff
- Co-ordination with other departments

Ch IV Cleaning equipments and cleaning agents
- Use, care, maintenance of cleaning equipments
- Use, care, storage of cleaning agents

Ch V  Glossary of terms – related to above mentioned topics.

Reference Books:
- Hotel Housekeeping Operations & Management
  G. Raghubalan & Smriti Raghubalan
  Oxford Higher Education

Section II Front Office

Ch I  Introduction to Hotel Industry
- Evolution of Hotel industry
- Classification of hotels according to size, location, length of stay etc.

Ch II  Introduction of Front office department
- Organizational chart of small, medium, and large hotel
- Layout of Front office department
- Duties and responsibilities of Front office staff
- Co-ordination with other departments
Ch III Basis of charging tariff
Types of rooms
Types of room rates
Basis of room charging

Ch IV Reservation
Guest cycle
Modes and sources of reservation
Importance of reservations
Types of reservations
Procedures and formats of reservation
CRS and Instant reservation
Cancellation and amendments of reservation
Overbooking

Ch V Glossary – related to above topics

Reference Books:
1. Front Office Management
2. S. K. Bhatnagar
3. Frank Bros. & Co. Ltd.
4. Managing Front Office operations
5. Michael Kasavana
6. Richard Brooks
7. AHLA Publication

Practicals
Housekeeping: 07 practicals
Bed making
Guest room cleaning
Polishing of various surfaces, like silver, brass, laminated, glass, arranging chamber maids trolley.

Front Office: 07 practicals
Telephone manners, Guest reservation on phone, Incoming / outgoing call, Denying reservation, cancelling, amending reservation, handling messages.
Subject – Food and Beverage Service - I
Subject Code – 026104

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Hrs. Marks

Ch I  Introduction to Food & beverage industry
Classification of catering establishments
Introduction to Food & Beverage Operations

Ch II  Food & Beverage areas in a Hotel, Restaurant, Coffee shop, Room Service, Bars, Banquettes, Snack Bars, Auxiliary areas.

Ch III Food & Beverage Service equipments –
Types and usage of equipments, furniture Silverware, glassware, linen, disposables, special equipments.

Ch IV  Food & Beverage service personnel
F & B organization, job description and specification.
Attitudes and attributes of F & B service personnel, competencies Interdepartmental co-ordination.

Ch V  F & B service methods
Table service, Silver service, English service, Butler service, French, Russian, American service.
Self service, Buffet, cafeteria
Specialized service – Gueridon, Lounge, Room, Trolley service
Single point service
Mise-en-place, Mise-en-scene

Practicals
Restaurant etiquettes
Restaurant hygiene practices
Mise-en-place, mise-en-scene
Identification of equipments
Laying, re-laying of table cloth
Napkin folds
Laying Cover
Carrying tray / salver
Service of water
Handling service gears
<table>
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<tr>
<th>Title</th>
<th>Author</th>
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<tr>
<td>Food &amp; Beverage Service</td>
<td>Lillicrap, Cousins &amp; Smith</td>
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<td>Food &amp; Beverage Service Training Manual</td>
<td>Sudhir Andrews</td>
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Subject – Food Commodities
Subject Code – 026105

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<td>Vegetables and Fruits – Classification, Storages and Uses</td>
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<td>Ch II</td>
<td>Cereals and Pulses</td>
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<td>Wheat – composition &amp; structure; types of flour</td>
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<td>Rice – Types of rice and rice products</td>
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<td>Maize, barley and Oats</td>
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<td>Pulses – Types &amp; cooking</td>
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<td>Ch III</td>
<td>Fats and Oils</td>
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<td>Sources &amp; Properties; hydrogenation; rendering of Fats Factors causing rancidity</td>
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<td>Sugar – Sources, types, uses, storage</td>
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<td>Ch V</td>
<td>Raising Agents – Classification, definition, uses</td>
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<td>Eggs – composition, structure, uses, storage</td>
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<td>Ch VII</td>
<td>Milk – composition, types, uses</td>
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<td>Ch VIII</td>
<td>Cheese – Manufacturing of Cheddar cheese, classification of cheese. Uses and storage</td>
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<td>Ch IX</td>
<td>Butter – manufacturing, types, uses</td>
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<td>Ch X</td>
<td>Cream – types, uses</td>
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<td>Herbs, Spices &amp; Condiments – Definition, functions, uses</td>
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<td>Ch XII</td>
<td>Tea and Coffee</td>
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<td>Coffee – Types of bean, Types of coffee</td>
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<td>Tea – Grades of tea</td>
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Reference Books
1. Food Commodities - Bernard Davis
Subject – Introduction to Travel and Tourism - I  
Subject Code – 026106

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Ch I  Introduction to Tourism industry
Tourism as phenomenon
Definition – Tourism, Tourist – Domestic, International, Inbound, Outbound
Destinations
Growth of Tourism as industry
Scope of tourism, present and future trends.

Ch II  Tourism Motivators
Factors motivating tourism
4S formula: Sun, Sea, Sand and Sex
Leisure, Culture, Health
VFR
Business Pilgrimage, Sports, Adventure etc.

Ch III  Forms and Types of Tourism
Cultural and Social tourism
Eco Tourism
Alternative tourism
Convention tourism etc.

Ch IV  Tourism Infrastructure
Basic infrastructure required – Transport / Accommodation / Food
Importance of infrastructure in growth of tourism
Subsidiary services in tourism

Assignments:
Handicraft, Costumes, Textiles of India
Arts, Music, Dances of India
Festivals and Fairs
Cuisine and customs of India.

Reference Books:
1. Tourism Operations and Management
2. Ms. Sunetra Roday
3. Ms. Archana Biwal
4. Ms. Vandana Joshi