

# **Study Scheme & Syllabus of** **Bachelor of Hotel Management & Catering Technology** **(BHMCT)**

## **Batch 2018 onwards**



**By**

**Board of Study HMCT**

**Department of Academics**

**IK Gujral Punjab Technical University**

**IK Gujral Punjab Technical University**  
**BHMCT Batch 2018 onwards**

**Bachelors of Hotel Management & Catering Technology (BHMCT) :**  
It is an Under Graduate (UG) Programme of 4 years duration (8 semesters)  
**Eligibility for Admission:** 10+2 Pass in any Stream.

**Courses & Examination Scheme:**  
**First Semester**

Course Code	Course Type	Course Title	Load Allocations			Marks Distribution		Total Marks	Credits
			L*	T*	P	Internal	External		
BHMCT101-18	Core Theory	Food Production Foundation-I	3	0	0	40	60	100	3
BHMCT102-18	Practical	Food Production Foundation-I	0	0	4	60	40	100	2
BHMCT103-18	Core Theory	Food & Beverage Service Foundation-I	3	0	0	40	60	100	3
BHMCT104-18	Practical	Food & Beverage Service Foundation-I	0	0	4	60	40	100	2
BHMCT105-18	Core Theory	Front Office Foundation-I	3	0	0	40	60	100	3
BHMCT106-18	Practical	Front Office Foundation-I	0	0	2	60	40	100	1
BHMCT107-18	Core Theory	Accommodation Operations-I	3	0	0	40	60	100	3
BHMCT108-18	Practical	Accommodation Operations-I	0	0	2	60	40	100	1
BTHU103-18	Ability Enhancement Compulsory Course (AECC)-I	English	1	0	0	40	60	100	1
BTHU104-18	Ability Enhancement Compulsory Course (AECC)	English Practical/Laboratory	0	0	2	30	20	50	1
HVPE101-18	Ability Enhancement Compulsory Course (AECC)	Human Values, De-addiction and Traffic Rules	3	0	0	40	60	100	3
HVPE-102-18	Ability Enhancement Compulsory Course (AECC)	Human Values, De-addiction and Traffic Rules (Lab/ Seminar)	0	0	1	25	--**	25	1
BMPD102-18		Mentoring and Professional Development	0	0	1	25	--**	25	1
	<b>TOTAL</b>		<b>16</b>	<b>0</b>	<b>16</b>	<b>560</b>	<b>540</b>	<b>1100</b>	<b>25</b>

\*A course can either have four Hrs Lecture or Three Hrs Lecture + One Hrs Tutorial as per requirement

\*\*The Human Values, De-addiction and Traffic Rules (Lab/ Seminar) and Mentoring and Professional Development course will have internal evaluation only.

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**Second Semester**

Course Code	Course Type	Course Title	Load Allocations			Marks Distribution		Total Marks	Credits
			L*	T*	P	Internal	External		
BHMCT201-18	Core Theory	Food Production Foundation-II	3	0	0	40	60	100	3
BHMCT202-18	Practical	Food Production Foundation-II	0	0	4	60	40	100	2
BHMCT203-18	Core Theory	Food & Beverage Service Foundation-II	3	0	0	40	60	100	3
BHMCT204-18	Practical	Food & Beverage Service Foundation-II	0	0	4	60	40	100	2
BHMCT205-18	Core Theory	Front Office Foundation-II	3	0	0	40	60	100	3
BHMCT206-18	Practical	Front Office Foundation-II	0	0	2	60	40	100	1
BHMCT207-18	Core Theory	Accommodation Operations-II	3	0	0	40	60	100	3
BHMCT208-18	Practical	Accommodation Operations-II	0	0	2	60	40	100	1
EVS102-18	Ability Enhancement Compulsory Course (AECC) -III	Environmental Science	2	0	0	40	60	100	2
BMPD202-18		Mentoring and Professional Development	0	0	1	25	--	25	1
		<b>TOTAL</b>	<b>14</b>	<b>0</b>	<b>13</b>	<b>465</b>	<b>460</b>	<b>925</b>	<b>21</b>

\*A course can either have four Hrs Lecture or Three Hrs Lecture + One Hrs Tutorial as per requirement

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**Third Semester**

Course Code	Course Type	Course Title	Load Allocations			Marks Distribution		Total Marks	Credits
			L*	T*	P	Internal	External		
BHMCT301-18	Practical	Food Production Operations- Industry Exposure-1	0	0	12	60	40	100	6
BHMCT302-18	Practical	Food & Beverage Service Operations- IndustryExposure-1	0	0	12	60	40	100	6
BHMCT303-18	Practical	Front Office Operations- IndustryExposure-1	0	0	12	60	40	100	6
BHMCT304-18	Practical	Accommodation Operations Industry Exposure- I	0	0	12	60	40	100	6
BHMCT305-18	Practical	Log Book & Training Report on Industry Exposure	0	0	4	60	40	100	2
BMPD302-18		Mentoring and Professional Development	0	0	1	25	--	25	1
<b>TOTAL</b>			<b>0</b>	<b>0</b>	<b>53</b>	<b>325</b>	<b>200</b>	<b>525</b>	<b>27</b>

\*A course can either have four Hrs Lecture or Three Hrs Lecture + One Hrs Tutorial as per requirement

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**Fourth Semester**

Course Code	Course Type	Course Title	Load Allocations			Marks Distribution		Total Marks	Credits
			L*	T*	P	Internal	External		
BHMCT401-18	Core Theory	Introduction to Indian Cookery	3	0	0	40	60	100	3
BHMCT402-18	Practical	Introduction to Indian Cookery	0	0	4	60	40	100	2
BHMCT403-18	Core Theory	Food & Beverage Service Operations-II	3	0	0	40	60	100	3
BHMCT404-18	Practical	Food & Beverage Service Operations-II	0	0	4	60	40	100	2
BHMCT405-18	Core Theory	Front Office Operations-II	3	0	0	40	60	100	3
BHMCT406-18	Practical	Front Office Operations-II	0	0	2	60	40	100	1
BHMCT407-18	Core Theory	Accommodation Operations-III	3	0	0	40	60	100	3
BHMCT408-18	Practical	Accommodation Operations-III	0	0	2	60	40	100	1
BHMCT409-18	Elective	Accounting Skills for Hospitality	2	0	0	40	60	100	2
BMPD402-18		Mentoring and Professional Development	0	0	1	25	--	25	1
		<b>TOTAL</b>	<b>14</b>	<b>0</b>	<b>13</b>	<b>465</b>	<b>460</b>	<b>925</b>	<b>21</b>

\*A course can either have four Hrs Lecture or Three Hrs Lecture + One Hrs Tutorial as per requirement

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<b>COURSE CODE:</b>	<b>BHMCT-101</b>
<b>COURSE TITLE:</b>	<b>FOOD PRODUCTION FOUNDATION I (THEORY)</b>
<b>COURSE OBJECTIVES:</b>	This paper will give the basic knowledge of cooking to the beginners. They will get versed with meaning, aims, objectives, kitchen organisation structure, different kinds of ingredients, techniques of pre-preparation and cooking, knowledge of various stocks, sauces and soups, various cuts of vegetables.
<b>EVALUATION:</b>	The performance of the students will be evaluated on the basis of class participation, house tests, regularity and assignments carrying 40 percent of the total credit and rest through semester end examination of 3 hours duration.
<b>INSTRUCTIONS FOR PAPER SETTING:</b>	<p>The paper will be divided in two parts</p> <p>Part A: There will be ten short answer questions covering whole syllabus of course. This part will be of 30 marks.</p> <p>Part B: Students will have to attempt four questions in total, one question from each unit with one internal choice. All questions will carry equal marks (10 marks each). Each Unit will contain two questions and there may be short notes in these questions.</p>
<b>UNIT-1</b>	<p><b>INTRODUCTION TO COOKERY:</b> Levels of skills and experiences, Attitudes and behaviour in the kitchen, Personal hygiene, Uniforms &amp; protective clothing, Safety procedure in handling equipment</p> <p><b>CULINARY HISTORY:</b> Origin of modern cookery Classical and New World Cuisine, Different styles cookery: oriental, European, Continental, Pan American</p> <p><b>HIERARCHY AREA OF DEPARTMENT AND KITCHEN:</b> Classical Brigade, Modern staffing in various category hotels, Roles of executive chef, Duties and responsibilities of various chefs, Co-operation with other departments General Layout Of the kitchen in organisations, layout of receiving areas, layout of service &amp; wash up</p> <p><b>CULINARY TERMS:</b> List of culinary (common and basic) terms, Explanation with examples</p> <p><b>AIMS &amp; OBJECTS OF COOKING FOOD:</b> Aims and objectives of cooking food, Various textures, Various consistencies, Techniques used in pre-preparation, Techniques used in preparation</p> <p><b>HACCP -</b> Practices in food handling &amp; storage</p>

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	<b>CONVERSION TABLES:</b> American, British measures and its equivalents
<b>UNIT-2</b>	<p><b>Fuels used in catering industry:</b> Types of fuel used in catering industry; calorific value; comparative study of different fuels, Calculation of amount of fuel required and cost.</p> <p><b>Gas:</b> method of transfer, LPG and its properties; principles of Bunsen burner, precautions to be taken while handling gas; low and high-pressure burners, Gas bank, location, different types of manifolds</p> <p><b>FIRE PREVENTION AND FIRE FIGHTING SYSTEM:</b> Classes of fire, methods of extinguishing fires (Demonstration), Fire extinguishers, portable and stationery, Fire detectors and alarm, Automatic fire detectors cum extinguishing devices, Structural protection, Legal requirements</p> <p><b>METHODS OF COOKING FOOD:</b> Roasting, Grilling, Frying, Baking, Broiling, Poaching, Boiling:-Principles of each of the above, Care and precautions to be taken, Selection of food for each type of cooking.</p>
<b>UNIT-3</b>	<p><b>BASIC PRINCIPLES OF FOOD PRODUCTION</b></p> <p><b>VEGETABLE AND FRUIT COOKERY:</b> Introduction – classification of vegetables, Pigments and colour changes, Effects of heat on vegetables, Cuts of vegetables, Classification of fruits, Uses of fruit in cookery.</p> <p><b>STOCKS:</b> Definition of stock, Types of stock, Preparation of stock, Recipes, Storage of stocks, Uses of stocks, Care and precautions</p> <p><b>SAUCES:</b> Classification of sauces, Recipes for mother sauces, Storage &amp; precautions</p> <p><b>SOUPS:</b> Classification with examples, Basic recipes of Consommé with 10 Garnishes and other soups.</p> <p><b>EGG COOKERY:</b> Introduction to egg cookery, Structure of an egg, Selection of egg, Uses of egg in cookery</p> <p><b>SALADS AND SANDWICHES:</b> Salads &amp; its compositions Types Of Lettuce , Types of Dressing, Emerging trends in salad making, Sandwiches History origin and its Different types</p>
<b>UNIT-4</b>	<b>COMMODITIES:</b>

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	<p>i) <b>SHORTENINGS</b> (Fats &amp; Oils): Role of Shortenings, Varieties of Shortenings, Advantages and Disadvantages of using various Shortenings, Fats &amp; Oil – Types, varieties</p> <p>ii) <b>RAISING AGENTS:</b> Classification of Raising Agents, Role of Raising Agents, Actions and Reactions</p> <p>iii) <b>THICKENING AGENTS:</b> Classification of thickening agents, Role of Thickening agents</p> <p>iv) <b>HERBS &amp; SPICES</b> : Uses its Importance &amp; it's different types</p> <p><b>Kitchen Organsiation and Layout:</b> General layout of Kitchen in various organisations, layout of receiving areas, layout of service and washup areas</p>
<p><b>REFERENCES:</b></p>	<ul style="list-style-type: none"> <li>• The Professional Chef (4th Edition) By Le Rol A.Polsom</li> <li>• The Professional Pastry Chef, Fourth Edition By Bo Friberg Publisher: Wiley &amp; Sons INC</li> <li>• Theory of Catering By Kinton &amp; Cessarani</li> <li>• Theory of Cookery By K Arora, Publisher: Frank Brothers</li> <li>• Accompaniments &amp; Garnishes from waiter; Communicate: Fuller J. Barrie &amp; Jenkins</li> <li>• Bakery &amp; Confectionery By S. C Dubey, Publisher: Socity of Indian Bakers</li> <li>• Modern Cookery (Vol-I) By Philip E. Thangam, Publisher: Orient Longman</li> <li>• Practical Cookery By Kinton &amp; Cessarani</li> </ul>



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<b>COURSE CODE:</b>	<b>BHMCT-102</b>	
<b>COURSE TITLE:</b>	<b>FOOD PRODUCTION FOUNDATION I (PRACTICALS) (PART A)</b>	
<b>EVALUATION:</b>	The performance of the students will be evaluated on the basis of class participation, house tests, regularity and assignments carrying 20 percent of the total credit and rest through semester end examination of 4 hours duration.	
<b>INSTRUCTIONS FOR PAPER EVALUATION</b>	<p><b>This paper consist of two sections Part A and Part B</b></p> <p><b>Part A will be :</b> PRACTICAL'S OF FOOD PRODUCTION OF 20 MARKS</p> <p><b>Part B will be:</b> BAKERY &amp; PATISSERIE of 10 MARKS</p>	
<b>S.No</b>	<b>Topic</b>	<b>Method</b>
1	i) Equipments - Identification, Description, Uses & handling ii) Hygiene - Kitchen etiquettes, Practices & knife handling iii) Safety and security in kitchen	Demonstrations & simple applications
2	i) Vegetables - classification ii) Cuts - julienne, jardinière, macedoines, brunoise, payssane, mignonnete, dices, cubes, shred, mirepoix iii) Preparation of salad dressings	Demonstrations & simple applications by students
3	Identification and Selection of Ingredients - Qualitative and quantitative measures.	Market survey/tour
4	i) Basic Cooking methods and pre-preparations ii) Blanching of Tomatoes and Capsicum iii) Preparation of concasse iv) Boiling (potatoes, Beans, Cauliflower, etc) v) Frying - (deep frying, shallow frying, sautéing) Aubergines, Potatoes, etc.	Demonstrations & simple applications by students

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	vi) Braising - Onions, Leeks, Cabbage vii) Starch cooking (Rice, Pasta, Potatoes)	
5	i) Stocks - Types of stocks (White and Brown stock) ii) Fish stock iii) Emergency stock iv) Fungi stock	Demonstrations & simple applications by students
6	Sauces - Basic mother sauces <ul style="list-style-type: none"> <li>• Béchamel</li> <li>• Espagnole</li> <li>• Veloute</li> <li>• Hollandaise</li> <li>• Mayonnaise</li> <li>• Tomato</li> </ul>	Demonstrations & simple applications
7	Egg cookery - Preparation of variety of egg dishes <ul style="list-style-type: none"> <li>• Boiled ( Soft &amp; Hard)</li> <li>• Fried ( Sunny side up, Single fried, Bull's Eye, Double fried)</li> <li>• Poaches</li> <li>• Scrambled</li> <li>• Omelette (Plain, Stuffed, Spanish)</li> <li>• En cocotte (eggs Benedict)</li> </ul>	Demonstrations & simple applications by students
8	Simple Salads: <ul style="list-style-type: none"> <li>• Cole slaw,</li> <li>• Potato salad,</li> <li>• Beet root salad,</li> <li>• Green salad,</li> <li>• Fruit salad,</li> <li>• Consommé</li> </ul> Simple Egg preparations: <ul style="list-style-type: none"> <li>• Scotch egg,</li> <li>• Assorted omelletes,</li> <li>• Oeuf Florentine</li> <li>• Oeuf Benedict</li> <li>• Oeuf Farci</li> <li>• Oeuf Portugese</li> <li>• Oeuf Deur Mayonnaise</li> </ul> Soups Preprations: <ul style="list-style-type: none"> <li>• Cream Soups</li> <li>• Puree Soups</li> </ul>	Demonstration by instructor and applications by students

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	<ul style="list-style-type: none"> <li>• Consomme</li> </ul> <p>Simple potato preparations</p> <ul style="list-style-type: none"> <li>• Baked potatoes</li> <li>• Mashed potatoes</li> <li>• French fries</li> <li>• Roasted potatoes</li> <li>• Boiled potatoes</li> <li>• Lyonnaise potatoes</li> <li>• Allumettes</li> </ul> <p>Vegetable preparations</p> <ul style="list-style-type: none"> <li>• Boiled vegetables</li> <li>• Glazed vegetables</li> <li>• Fried vegetables</li> <li>• Stewed vegetables.</li> </ul> <p>Sandwiches</p> <ul style="list-style-type: none"> <li>• Open</li> <li>• Club</li> <li>• Closed</li> <li>• Canapé</li> <li>• Zukuskis</li> <li>• Pin wheel</li> <li>• Checkers board</li> </ul>	
9	Demonstration & Preparation of simple menu	Demonstrations & simple applications by students
<b>PART B -</b>	<b>BAKERY &amp; PATISSERIE (PRACTICAL)</b>	
10	<p>Equipments</p> <ul style="list-style-type: none"> <li>• Identification</li> <li>• Uses and handling</li> </ul> <p>Ingredients - Qualitative and quantitative measures</p>	Demonstration by instructor and applications by students
11	<p><b>BREAD MAKING</b></p> <ul style="list-style-type: none"> <li>• Demonstration &amp; Preparation of Simple and enriched bread recipes</li> <li>• Bread Loaf (White and Brown)</li> <li>• Bread Rolls (Various shapes)</li> <li>• French Bread</li> <li>• Brioche</li> </ul>	Demonstration by instructor and applications by students
12	<p><b>SIMPLE CAKES</b></p> <ul style="list-style-type: none"> <li>• Demonstration &amp; Preparation of Simple and enriched Cakes, recipes</li> </ul>	

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	<ul style="list-style-type: none"> <li>• Sponge, Genoise, Fatless, Swiss roll</li> <li>• Fruit Cake</li> <li>• Rich Cakes</li> <li>• Dundee</li> <li>• Madeira</li> </ul>	
13	<p><b>SIMPLE COOKIES</b></p> <ul style="list-style-type: none"> <li>• Demonstration and Preparation of simple cookies like</li> <li>• Nan Khatai</li> <li>• Golden Goodies</li> <li>• Melting moments</li> <li>• Swiss tart</li> <li>• Tri colour biscuits</li> <li>• Chocolate chip</li> <li>• Cookies</li> <li>• Chocolate Cream Fingers</li> <li>• Bachelor Buttons.</li> </ul>	<p>Demonstration by instructor and applications by students</p>
14	<p><b>HOT / COLD DESSERTS</b></p> <ul style="list-style-type: none"> <li>• Caramel Custard,</li> <li>• Bread and Butter Pudding</li> <li>• Queen of Pudding</li> <li>• Soufflé – Lemon / Pineapple</li> <li>• Mousse (Chocolate Coffee)</li> <li>• Bavaroise</li> <li>• Diplomat Pudding</li> <li>• Apricot Pudding</li> <li>• Steamed Pudding - Albert Pudding, Cabinet Pudding</li> </ul>	<p>Demonstration by instructor and applications by students</p>

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<b>COURSE CODE:</b>	<b>BHMCT-103</b>
<b>COURSE TITLE:</b>	<b>FOOD &amp; BEVERAGE SERVICE FOUNDATION I (THEORY)</b>
<b>COURSE OBJECTIVES:</b>	The course aims to inculcate knowledge of food service principles, functions, procedures among trainees
<b>EVALUATION:</b>	The performance of the students will be evaluated on the basis of class participation, house tests, regularity and assignments carrying 40 percent of the total credit and rest through semester end examination of 3 hours duration.
<b>INSTRUCTIONS FOR PAPER SETTING:</b>	<p>The paper will be divided in two parts</p> <p>Part A: There will be ten short answer questions covering whole syllabus of course. This part will be of 20 marks.</p> <p>Part B: Students will have to attempt four questions in total, one question from each unit with one internal choice. All questions will carry equal marks (10 marks each). Each Unit will contain two questions and there may be short notes in these questions.</p>
<b>UNIT-1</b>	<p><b>INTRODUCTION TO FOOD AND BEVERAGE INDUSTRY:-</b></p> <p>Introduction to Food &amp; Beverage Service Industry, Types of catering operations–commercial, welfare, transport, others. Role of catering establishment in the hospitality industry</p>
<b>UNIT-2</b>	<p><b>FOOD SERVICE AREAS (F &amp; B OUTLETS)</b></p> <p>Restaurants, Coffee Shop, Bar, Banquet, Cafeteria, Fast Food (Quick Service Restaurants), Grill Room, Vending Machines, Discothèque</p> <p><b>ANCILLIARY DEPARTMENTS:-</b> Pantry, Food pick-up area, Store, Linen room, Kitchen stewarding</p>
<b>UNIT-3</b>	<p><b>DEPARTMENTAL ORGANISATION &amp; STAFFING:</b> Organization of F&amp;B department of hotel, Principal staff of various types of F&amp;B operations, Job Descriptions &amp; Job Specifications of F&amp; B Service Staff, French terms related to F&amp;B staff, Attributes of F&amp;B Personnel, Inter and Intra departmental relationship.</p>
<b>UNIT-4</b>	<p><b>F &amp; B SERVICE EQUIPMENT:-</b>Familiarization &amp; Selection factors of:- Cutlery, Crockery, Glassware, Flatware, Hollowware, All other equipment used in F&amp;B Service, French terms related to the above</p> <p><b>PREPARATION FOR SERVICE:</b> Organising Mise-en-scene, Organising Mise- en- place</p> <p><b>NON-ALCOHOLIC BEVERAGES:</b> Classification (Nourishing, Stimulating and Refreshing), Tea- Origin, Manufacture, Types &amp; Brands, Coffee- Origin, Manufacture, Types &amp; Brands, Juices and Soft Drinks, Cocoa &amp; Malted Beverages - Origin &amp; Manufacture</p>

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<b>REFERENCES:</b>	<ul style="list-style-type: none"><li>• Food &amp; Beverage Service- Bobby George &amp; Sandeep Chatterjee, Jaico Publishing House</li><li>• Food &amp; Beverage Service- R. Singaravelavan, Oxford University Press, New Delhi.</li><li>• Food &amp; Beverage Service - Dennis R. Lillicrap. &amp; John .A. Cousins. Publisher: ELBS</li><li>• Food &amp; Beverage Service Training Manual - Sudhir Andrews, Tata McGrawHill.</li><li>• The Waiter Handbook By Graham Brown, Publisher: Global Books &amp; Subscription Services New Delhi.</li></ul>
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<b>COURSE CODE:</b>	<b>BHMCT-104</b>
<b>COURSE TITLE:</b>	<b>FOOD &amp; BEVERAGE SERVICE FOUNDATION I (PRACTICAL)</b>
<b>EVALUATION:</b>	The performance of the students will be evaluated on the basis of class participation, house tests, regularity and assignments carrying 20 percent of the total credit and rest through semester end examination of 4 hours duration.
<b>INSTRUCTIONS FOR EXTERNAL EXAMINER</b>	The performance of the students will be evaluated on the basis of his performance during the examination out of 30 marks
<b>S.No</b>	<b>Topic</b>
<b>1.</b>	Familiarization of F&B Service equipment
<b>2.</b>	Basic Technical Skills Task-01: Holding Service Spoon & Fork Task-02: Carrying a Tray / Salver Task-03: Laying a Table Cloth Task-04: Changing a Table Cloth during service Task-05: Placing meal plates & Clearing soiled plates Task-06: Stocking Sideboard Task-07: Service of Water Task-08: Using Service Plate & Crumbing Down Task-09: Napkin Folds Task-10: Changing dirty ashtray Task-11: Wiping of Tableware, Chinaware, Glassware
<b>3.</b>	<b>PREPARATION FOR SERVICE (RESTAURANT)</b> A. Organizing Mise-en-scene B. Organizing Mise-en-Place C. Opening, Operating & Closing duties
<b>4.</b>	Briefing/debriefing
<b>5.</b>	Tea & Coffee Service

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<b>COURSE CODE</b>	<b>BHMCT – 105</b>
<b>COURSE TITLE</b>	<b>FRONT OFFICE FOUNDATION I (THEORY)</b>
<b>COURSE OBJECTIVES</b>	The course is aimed at familiarizing the students with various functions of front office and to develop work ethics towards customer care and satisfaction. Special efforts will be made to inculcate practical skills.
<b>EVALUATION</b>	The performance of the students will be evaluated on the basis of class participation, house tests, regularity and assignments. All carrying 40 percent of the total credit and rest 70 percent through semester end examination of 3 hr duration.
<b>INSTRUCTION FOR PAPER SETTING</b>	<p>The paper will be divided into two parts</p> <p>Part A: There will be ten short answer questions covering whole syllabus of course. This part will be of 20 marks.</p> <p>Part B: Students will have to attempt four questions in total, one question from each unit with one internal choice. All questions will carry equal marks(10 marks each). Each unit will contain two questions and there may be short notes in these questions.</p>
<b>UNIT - 1</b>	<p><b>INTRODUCTION TO HOSPITALITY INDUSTRY</b></p> <p>Hospitality and its origin, Tourism and hotel Industry, its importance, and scope, Evolution of Tourism and Hotel Industry, Introduction of World's leading Hotel Operators and their brands, Introduction to Indian leading and emerging Hotel Operators and their brands, Role of Tourism industry in Indian economy with a special emphasis on Hotel Industry.</p>
<b>UNIT - 2</b>	<p><b>CLASSIFICATION OF HOTELS</b></p> <p>A brief introduction to hotel core areas.</p> <p>Classification of Hotels on the basis of Size, Location, Type of guest, Length of stay of guest.</p> <p>Ownership basis :- Independent Hotels, Chain Hotels, Franchise and Management Contracts Hotels, Marketing/Retailing/Consumer's Co-operatives/Referral Groups with examples, Vacation ownership/Time share and Condominium Hotels with examples of hotel groups involved in this business concept,</p> <p><b>STAR CLASSIFICATION OF HOTELS</b></p> <p>Government's Classification Committee, Star ratings and Heritage Classifications adopted in India, Basis on which Star ratings are granted along with the Performa of Star Classification.</p> <p><b>OVERVIEW OF OTHER CONCEPTS</b></p>



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	<p>Spa, Boutique hotels, All Suite, Budget Hotels, Green Hotels, Ecotels etc.. Supplementary/Alternative Accommodations, examples of National and International Hotels with its type, category and classification.</p>
<p><b>UNIT - 3</b></p>	<p><b>FRONT OFFICE ORGANIZATION</b></p> <p>Introduction to Front Office in Hotels, Types of Rooms, Sub-sections/Function areas in Front Office Department and their functions in Front Office and hotel in details, Layout of Front Office Department.</p> <p><b>FRONT OFFICE PERSONNEL</b></p> <p>Personality traits, Duties and Responsibilities, Hierarchy/ Organizational chart of Front Office Department – Large, Medium and Small Hotels/Resorts/Spa.</p>
<p><b>UNIT - 4</b></p>	<p><b>VACATION OWNERSHIP AND CONDOMINIUMS</b></p> <p>Vacation Ownership/Timeshare, Condominium, How are they different from Hotel business? Deeded ownership and Right to use ownership Types of timeshares/Vacation ownerships, Examples with list of hotel operating companies offering vacation ownerships and Condominium concepts.</p> <p>Front Office Equipment:- automated, semi automated, non automated</p> <p><b>BELL DESK:-</b> Functions Procedures and Formats.</p> <p><b>FRENCH</b></p> <p>To be taught by professional French language teacher, Understanding and uses of accents, orthographic signs and punctuation, knowledge of cardinaux and ordinaux ( Ordinal and cardinal), Days, Dates, Time, Months and Seasons.</p>
<p><b>References</b></p>	<ul style="list-style-type: none"> <li>• Front Office training manual- Sudhir Andrews</li> <li>• Front office operations and management – Jatashankar R. Tewari</li> <li>• Front Office Operations – Colin Dix, Chris Baird</li> <li>• Professional Hotel Front Office Management – Anutosh Bhakta</li> <li>• Hotel Front Office Management – James. A. Bardi</li> <li>• Front Office Operations and Management – Ahmed Ismail (Thompson Delmar)</li> <li>• Front Office Operation Management – S. K. Bhatnagar</li> </ul>

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	<ul style="list-style-type: none"><li>• Managing Front Office Operations – Micheal Kasavana and brooks</li><li>• Principles of Front Office Operations – Sue Baker &amp; Jermy Huyton</li></ul>
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<b>COURSE CODE:</b>	<b>BHMCT – 106</b>
<b>COURSE TITLE:</b>	<b>FRONT OFFICE FOUNDATION I (PRACTICAL'S)</b>
<b>EVALUATION:</b>	The performance of the students will be evaluated on the basis of class participation, house tests, regularity and assignments carrying 20 percent of the total credit and rest through semester end examination of 4 hours duration.
<b>INSTRUCTIONS FOR EXTERNAL EXAMINER</b>	The performance of the students will be evaluated on the basis of his performance during the examination out of 30 marks
<b>S. No.</b>	<b>Topic</b>
<b>1</b>	<ul style="list-style-type: none"> <li>• Grooming and Hospitality etiquettes.</li> <li>• Personality traits of front office personnel</li> </ul>
<b>2</b>	<ul style="list-style-type: none"> <li>• Identification of equipments and furniture used in Front Office Department</li> <li>• Front Desk Counter and Bell Desk</li> </ul>
<b>3</b>	<ul style="list-style-type: none"> <li>• Countries, their capitals, currencies, airlines and their flags,</li> </ul>
<b>4</b>	<p>Role Play :-</p> <ul style="list-style-type: none"> <li>• Reservations: FIT, Corporate guest and group.</li> <li>• Luggage Handling: FIT, Walk-in, Scanty Baggage, regular, crew and group</li> </ul>
<b>5.</b>	Great Personalities of Hotel Industry (min 3 personalities to be given as assignment)

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<b>COURSE CODE:</b>	<b>BHMCT-107</b>
<b>COURSE TITLE:</b>	<b>ACCOMODATION OPERATIONS I (THEORY)</b>
<b>COURSE OBJECTIVES:</b>	The course familiarizes students with the organization of housekeeping, its systems and functions. A blend of theory and practical will be used to develop sensitivity and high work ethics towards guest care and cleanliness.
<b>EVALUATION:</b>	The performance of the students will be evaluated on the basis of class participation, house tests, regularity and assignments carrying 40 percent of the total credit and rest through semester end examination of 3 hours duration
<b>INSTRUCTIONS FOR PAPER SETTING:</b>	<p>The paper will be divided in two parts</p> <p>Part A: There will be ten short answer questions covering whole syllabus of course. This part will be of 20 marks.</p> <p>Part B: Students will have to attempt four questions in total, one question from each unit with one internal choice. All questions will carry equal marks (10 marks each). Each Unit will contain two questions and there may be short notes in these questions.</p>
<b>UNIT-1</b>	<b>THE ROLE OF HOUSEKEEPING IN HOSPITALITY OPERATION:</b> Role of Housekeeping in Guest Satisfaction and Repeat Business, Personality Traits of housekeeping Management Personnel, Layout of the Housekeeping Department overview of sub section of housekeeping department, Role of housekeeping in other institutes. ( from 2 <sup>nd</sup> unit to 1 <sup>st</sup> )
<b>UNIT-2</b>	<b>ORGANIZATION CHART OF THE HOUSEKEEPING DEPARTMENT:</b> Hierarchy in small, medium, large and chain hotels, (from 1 <sup>st</sup> to 2 <sup>nd</sup> ) Identifying Housekeeping Responsibilities, Duties and Responsibilities of Housekeeping staff, Different types of room in a hotel along with their status, standard supplies & amenities of a guest room.( New)
<b>UNIT-3</b>	<p><b>CLEANING ORGANISATION:</b> Principles of cleaning, hygiene and safety factors in cleaning, Methods of organizing cleaning, Frequency of cleaning daily, periodic, special, Design features that simplify cleaning, Use and care of Equipment</p> <p><b>CLEANING OF GUEST ROOM :-</b> type of soil, nature of soil, standard of cleaning, Cleaning of public area,</p> <p><b>HOUSEKEEPING INVENTORIES:</b> equipments, agents, supplies, linen, uniform (new)</p>

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<b>UNIT-4</b>	<p><b>PEST CONTROL:</b> Areas of infestation, Preventive measures and Control measure (Sem. 2 to Sem. 1)</p> <p><b>WASTE DISPOSAL AND POLLUTION CONTROL:</b> Solid and liquid waste, sullage and sewage, disposal of solid waste, Sewage treatment, Pollution related to hotel industry, Water pollution, sewage pollution, Air pollution, noise pollution, thermal pollution, Legal Requirements</p> <p><b>INTER DEPARTMENTAL RELATIONSHIP:</b> With Front Office, With Maintenance, With Security, With Stores, With Accounts, With Personnel, Use of Computers in House Keeping department</p>
<b>REFERENCES:</b>	<ul style="list-style-type: none"> <li>• Hotel Hostel and Hospital Housekeeping –by Joan C Branson &amp; Margaret</li> <li>• Lennox, ELBS with Hodder &amp; Stoughten Ltd.</li> <li>• Hotel House Keeping A Training Manual by Sudhir Andrews, Tata McGraw</li> <li>• Hill publishing company limited New Delhi.</li> <li>• Hotel Housekeeping Operations &amp; Management by Raghubalan, Oxford</li> <li>• University Press.</li> <li>• Management of Hotel &amp; Motel Security (Occupational Safety and Health)</li> <li>• by H. Burstein, CRC Punlisher.</li> <li>• Professional Management of Housekeeping Operations (II Edn.) by Robert</li> <li>• J. Martin &amp; Thomas J.A. Jones, Wiley Publications</li> <li>• The Professional Housekeeper by Tucker Schneider, Wiley Publications</li> <li>• Professional management of Housekeeping by Manoj Madhukar, Rajat</li> <li>• Publications</li> </ul>

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<b>COURSE CODE:</b>	<b>BHMCT-108</b>
<b>COURSE TITLE:</b>	<b>ACCOMODATION OPERATIONS I(PRACTICALS)</b>
<b>EVALUATION:</b>	The performance of the students will be evaluated on the basis of class participation, house tests, regularity and assignments carrying 20 percent of the total credit and rest through semester end examination of 4 hours duration.
<b>INSTRUCTIONS FOR EXTERNAL EXAMINER</b>	The performance of the students will be evaluated on the basis of his performance during the examination out of 30 marks
<b>S.No.</b>	<b>Topic</b>
01	Cleaning Equipment-(manual and mechanical) <ul style="list-style-type: none"> <li>• Familiarization</li> <li>• Different parts</li> <li>• Function</li> <li>• Care and maintenance</li> </ul>
02	Cleaning Agent <ul style="list-style-type: none"> <li>• Familiarization according to classification</li> <li>• Function</li> </ul>
3	Maid's trolley <ul style="list-style-type: none"> <li>• Contents</li> <li>• Trolley setup</li> </ul>
04	Sample Layouts of Guest Rooms <ul style="list-style-type: none"> <li>• Single room</li> <li>• Double room</li> <li>• Twin room</li> <li>• Suite</li> </ul>
05	Guest Room Supplies and Position <ul style="list-style-type: none"> <li>• Standard room</li> </ul>

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	<ul style="list-style-type: none"><li>• Suite</li><li>• VIP room special amenities</li></ul>
06	<p>Public Area Cleaning Procedure</p> <p>A. SILVER/ EPNS</p> <ul style="list-style-type: none"><li>• Plate powder method</li><li>• Polivit method</li><li>• Proprietary solution (Silvo)</li></ul> <p>C. BRASS</p> <ul style="list-style-type: none"><li>• Traditional/ domestic 1 Method</li><li>• Proprietary solution 1 (brasso)</li></ul> <p>D. GLASS</p> <ul style="list-style-type: none"><li>• Glass cleanser</li><li>• Economical method(newspaper)</li></ul> <p>E. WALL - care and maintenance of different types and parts</p> <ul style="list-style-type: none"><li>• Skirting</li><li>• Dado</li><li>• Different types of paints(distemper Emulsion, oil paint etc)</li></ul>





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**BHMCT Batch 2018 onwards**  
**AECC**

**BTHU103/18 English:**

**1L 0T 0P 1Credit**

**Course Outcomes:**

- The objective of this course is to introduce students to the theory, fundamentals and tools of communication.
- To help the students become the independent users of English language.
- To develop in them vital communication skills which are integral to their personal, social and professional interactions.
- The syllabus shall address the issues relating to the Language of communication.
- Students will become proficient in professional communication such as interviews, group discussions, office environments, important reading skills as well as writing skills such as report writing, note taking etc.

The recommended readings given at the end are only suggestive; the students and teachers have the freedom to consult other materials on various units/topics given below. Similarly, the questions in the examination will be aimed towards assessing the skills learnt by the students rather than the textual content of the recommended books.

**Detailed Contents:**

**Unit1- 1 (Introduction)**

- Theory of Communication
- Types and modes of Communication

**Unit- 2 (Language of Communication)**

- Verbal and Non-verbal
- (Spoken and Written)
- Personal, Social and Business
- Barriers and Strategies
- Intra-personal, Inter-personal and Group communication

**Unit-3 (Reading and Understanding)**

- Close Reading
- Comprehension
- Summary Paraphrasing
- Analysis and Interpretation
- Translation(from Hindi/Punjabi to English and vice-versa)

**OR**

**Precis writing /Paraphrasing (for International Students)**

- Literary/Knowledge Texts

**Unit-4 (Writing Skills)**

- Documenting
- Report Writing

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- Making notes
- Letter writing

**Recommended Readings:**

1. *Fluency in English - Part II*, Oxford University Press, 2006.
2. *Business English*, Pearson, 2008.
3. *Language, Literature and Creativity*, Orient Blackswan, 2013.
4. *Language through Literature* (forthcoming) ed. Dr. Gauri Mishra, DrRanjanaKaul,  
DrBrati Biswas
5. *On Writing Well*. William Zinsser. Harper Resource Book. 2001
6. *Study Writing*. Liz Hamp-Lyons and Ben Heasley. Cambridge University Press. 2006.

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**BHMCT Batch 2018 onwards**  
**AECC**

**BTHU104/18 English Practical/Laboratory**

**: 0L 0T 2P 1 Credit**

**Course Outcomes:**

- The objective of this course is to introduce students to the theory, fundamentals and tools of communication.
- To help the students become the independent users of English language.
- To develop in them vital communication skills which are integral to personal, social and professional interactions.
- The syllabus shall address the issues relating to the Language of communication.
- Students will become proficient in professional communication such as interviews, group discussions and business office environments, important reading skills as well as writing skills such as report writing, note taking etc.

The recommended readings given at the end are only suggestive; the students and teachers have the freedom to consult other materials on various units/topics given below. Similarly, the questions in the examination will be aimed towards assessing the skills learnt by the students rather than the textual content of the recommended books.

**Interactive practice sessions in Language Lab on Oral Communication**

- Listening Comprehension
- Self Introduction, Group Discussion and Role Play
- Common Everyday Situations: Conversations and Dialogues
- Communication at Workplace
- Interviews
- Formal Presentations
- Monologue
- Effective Communication/ Mis- Communication
- Public Speaking

**Recommended Readings:**

1. *Fluency in English - Part II*, Oxford University Press, 2006.
2. *Business English*, Pearson, 2008.
3. *Practical English Usage*. Michael Swan. OUP. 1995.
4. *Communication Skills*. Sanjay Kumar and PushpLata. Oxford University Press. 2011.
5. *Exercises in Spoken English*. Parts. I-III. CIEFL, Hyderabad. Oxford University Press

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HVPE101-18	Ability Enhancement Compulsory Course (AECC)	Human Values, De-addiction and Traffic Rules
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### **Course Objective**

This introductory course input is intended

- a. To help the students appreciate the essential complementarity between ‘VALUES’ and ‘SKILLS’ to ensure sustained happiness and prosperity which are the core aspirations of all human beings.
- b. To facilitate the development of a Holistic perspective among students towards life, profession and happiness, based on a correct understanding of the Human reality and the rest of Existence. Such a holistic perspective forms the basis of Value based living in a natural way.
- c. To highlight plausible implications of such a Holistic understanding in terms of ethical human conduct, trustful and mutually satisfying human behavior and mutually enriching interaction with Nature.

Thus, this course is intended to provide a much needed orientational input in Value Education to the young enquiring minds.

### **Course Methodology**

- The methodology of this course is universally adaptable, involving a systematic and rational study of the human being vis-à-vis the rest of existence.
- It is free from any dogma or value prescriptions.
- It is a process of self-investigation and self-exploration, and not of giving sermons. Whatever is found as truth or reality is stated as proposal and the students are facilitated to verify it in their own right based on their Natural Acceptance and Experiential Validation.
- This process of self-exploration takes the form of a dialogue between the teacher and the students to begin with, and within the student himself/herself finally.
- This self-exploration also enables them to evaluate their pre-conditionings and present beliefs.

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HVPE101-18	Ability Enhancement Compulsory Course (AECC)	Human Values, De-addiction and Traffic Rules
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**Total no. of Lectures:** 28 [L-T-P: 3-0-0]

**Content for Lectures:**

**Module 1: Course Introduction - Need, Basic Guidelines, Content and Process for Value Education**

[6]

1. Understanding the need, basic guidelines, content and process for Value Education
2. Self Exploration—what is it? - its content and process; ‘Natural Acceptance’ and Experiential Validation- as the mechanism for self exploration
3. Continuous Happiness and Prosperity- A look at basic Human Aspirations
4. Right understanding, Relationship and Physical Facilities- the basic requirements for fulfillment of aspirations of every human being with their correct priority
5. Understanding Happiness and Prosperity correctly- A critical appraisal of the current scenario
6. Method to fulfill the above human aspirations: understanding and living in harmony at various levels

**Module 2: Understanding Harmony in the Human Being - Harmony in Myself!**

[6]

7. Understanding human being as a co-existence of the sentient ‘I’ and the material ‘Body’
8. Understanding the needs of Self (‘I’) and ‘Body’ - *Sukh* and *Suvidha*
9. Understanding the Body as an instrument of ‘I’ (I being the doer, seer and enjoyer)
10. Understanding the characteristics and activities of ‘I’ and harmony in ‘I’
11. Understanding the harmony of I with the Body: *Sanyam* and *Swasthya*; correct appraisal of Physical needs, meaning of Prosperity in detail
12. Programs to ensure *Sanyam* and *Swasthya*  
- Practice Exercises and Case Studies will be taken up in Practice Sessions.

**Module 3: Understanding Harmony in the Family and Society- Harmony in Human-Human Relationship**

[6]

13. Understanding harmony in the Family- the basic unit of human interaction

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14. Understanding values in human-human relationship; meaning of *Nyaya* and program for its fulfillment to ensure *Ubhay-tripti*; Trust (*Vishwas*) and Respect (*Samman*) as the foundational values of relationship
15. Understanding the meaning of *Vishwas*; Difference between intention and competence
16. Understanding the meaning of *Samman*, Difference between respect and differentiation; the other salient values in relationship
17. Understanding the harmony in the society (society being an extension of family): *Samadhan*, *Samridhi*, *Abhay*, *Sah-astitva* as comprehensive Human Goals
18. Visualizing a universal harmonious order in society- Undivided Society (*Akhand Samaj*), Universal Order (*Sarvabhaum Vyawastha* )- from family to world family!  
- Practice Exercises and Case Studies will be taken up in Practice Sessions.

**Module 4: Understanding Harmony in the Nature and Existence - Whole existence as Co-existence**

[4]

19. Understanding the harmony in the Nature
20. Interconnectedness and mutual fulfillment among the four orders of nature- recyclability and self-regulation in nature
21. Understanding Existence as Co-existence (*Sah-astitva*) of mutually interacting units in all-pervasive space
22. Holistic perception of harmony at all levels of existence  
- Practice Exercises and Case Studies will be taken up in Practice Sessions.

**Module 5: Implications of the above Holistic Understanding of Harmony on Professional Ethics**

[6]

23. Natural acceptance of human values
24. Definitiveness of Ethical Human Conduct
25. Basis for Humanistic Education, Humanistic Constitution and Humanistic Universal Order
26. Competence in professional ethics:
  - a) Ability to utilize the professional competence for augmenting universal human order,
  - b) Ability to identify the scope and characteristics of people-friendly and eco-friendly production systems,
  - c) Ability to identify and develop appropriate technologies and management patterns for above production systems.
27. Case studies of typical holistic technologies, management models and production systems
28. Strategy for transition from the present state to Universal Human Order:
  - a) At the level of individual: as socially and ecologically responsible engineers, technologists and managers

b) At the level of society: as mutually enriching institutions and organizations

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**Text Book**

R R Gaur, R Sangal, G P Bagaria, 2009, *A Foundation Course in Value Education*.

**Reference Books**

1. Ivan Illich, 1974, *Energy & Equity*, The Trinity Press, Worcester, and HarperCollins, USA
2. E.F. Schumacher, 1973, *Small is Beautiful: a study of economics as if people mattered*, Blond & Briggs, Britain.
3. A Nagraj, 1998, *Jeevan Vidya ek Parichay*, Divya Path Sansthan, Amarkantak.
4. Sussan George, 1976, *How the Other Half Dies*, Penguin Press. Reprinted 1986, 1991
5. PL Dhar, RR Gaur, 1990, *Science and Humanism*, Commonwealth Purblishers.
6. A.N. Tripathy, 2003, *Human Values*, New Age International Publishers.
7. Subhas Palekar, 2000, *How to practice Natural Farming*, Pracheen(Vaidik) Krishi Tantra Shodh, Amravati.
8. Donella H. Meadows, Dennis L. Meadows, Jorgen Randers, William W. Behrens III, 1972, *Limits to Growth – Club of Rome’s report*, Universe Books.
9. E G Seebauer & Robert L. Berry, 2000, *Fundamentals of Ethics for Scientists & Engineers*, Oxford University Press
10. M Govindrajran, S Natrajan & V.S. Senthil Kumar, *Engineering Ethics (including Human Values)*, Eastern Economy Edition, Prentice Hall of India Ltd.
11. B P Banerjee, 2005, *Foundations of Ethics and Management*, Excel Books.
12. B L Bajpai, 2004, *Indian Ethos and Modern Management*, New Royal Book Co., Lucknow. Reprinted 2008.

**Relevant CDs, Movies, Documentaries & Other Literature:**

1. Value Education website, <http://uhv.ac.in>
2. Story of Stuff, <http://www.storyofstuff.com>
3. Al Gore, *An Inconvenient Truth*, Paramount Classics, USA
4. Charlie Chaplin, *Modern Times*, United Artists, USA
5. IIT Delhi, *Modern Technology – the Untold Story*



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<b>HVPE102-18</b>	<b>Ability Enhancement Compulsory Course (AECC)</b>	<b>Human Values, De-addiction and Traffic Rules (Lab/ Seminar)</b>
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One each seminar will be organized on Drug De-addiction and Traffic Rules. Eminent scholar and experts of the subject will be called for the Seminar at least once during the semester. It will be binding for all the students to attend the seminar.

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**Guidelines regarding Mentoring and Professional Development**

The objective of mentoring will be development of:

- Overall Personality
- Aptitude (Technical and General)
- General Awareness (Current Affairs and GK)
- Communication Skills
- Presentation Skills

The course shall be split in two sections i.e. outdoor activities and class activities.

For achieving the above, suggestive list of activities to be conducted are:

**Part – A**

**(Class Activities)**

1. Expert and video lectures
2. Aptitude Test
3. Group Discussion
4. Quiz (General/Technical)
5. Presentations by the students
6. Team building Exercises

**Part – B**

**(Outdoor Activities)**

1. Sports/NSS/NCC
2. Society Activities of various students chapter i.e. ISTE, SCIE, SAE, CSI, Cultural Club, etc.

Evaluation shall be based on rubrics for Part – A & B

Mentors/Faculty incharges shall maintain proper record student wise of each activity conducted and the same shall be submitted to the department.

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<b>COURSE CODE:</b>	<b>BHMCT-201</b>
<b>COURSE TITLE:</b>	<b>FOOD PRODUCTION FOUNDATION –II (THEORY)</b>
<b>COURSE OBJECTIVES:</b>	This paper will give the basic knowledge of cooking to the beginners. They will get versed with different kinds of ingredients, techniques of pre-preparation and cooking, knowledge of various stocks, sauces and soups, cereals, pulses, various cuts of vegetables and meats with their cookery.
<b>EVALUATION:</b>	The performance of the students will be evaluated on the basis of class participation, house tests, regularity and assignments carrying 40 percent of the total credit and rest through semester end examination of 3 hours duration.
<b>INSTRUCTIONS FOR PAPER SETTING:</b>	<p>The paper will be divided in two parts</p> <p>Part A: There will be ten short answer questions covering whole syllabus of course. This part will be of 20 marks.</p> <p>Part B: Students will have to attempt four questions in total, one question from each unit with one internal choice. All questions will carry equal marks (10 marks each). Each Unit will contain two questions and there may be short notes in these questions.</p>
<b>UNIT-1</b>	<p><b>MENU PLANNING:</b> Meaning Types and importance. Menu Engineering its need and Importance.</p> <p><b>INTRODUCTION TO INDIAN COOKERY BASICS.</b></p> <p>Introduction to Indian food, Spices used in Indian cookery, Role of spices in Indian cookery, Indian equivalent of spices (names)</p> <p><b>MASALAS:</b> Blending of spices, Different masalas used in Indian cookery-Wet masalas, Dry masalas, Composition of different masalas, Varieties of masalas</p> <p>available in regional areas, Special masalas blends</p> <p><b>Gravies :</b> Different types Haryali, Makhni, Shahi/white, Chopped Masala, karahai, Yellow Gravy</p> <p>Basic Tandoori Preparations Indian marinades and Pastes</p> <p><b>Commodities in Indian cuisine:-</b> Souring Agents, colouring agents, tenderizing agent, Flavouring &amp; Aeromatic Agents, Spicing Agents</p> <p><b>RICE, CEREALS &amp; PULSES:</b> Introduction, Classification and identification, Cooking of rice, cereals and pulses, Varieties of rice and other cereals</p>

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<b>UNIT-2</b>	<p><b>MEAT COOKERY:</b> Introduction to meat cookery, Cuts of beef/veal, Cuts of lamb/mutton, Cuts of pork, Variety meats (offal's), Poultry,(With menu examples of each)</p> <p><b>FISH COOKERY:</b> Introduction to fish cookery, classification of fish with examples, Cuts of fish with menu examples, Selection of fish and shell fish, Cooking of fish(Effects of heat)</p>
<b>UNIT-3</b>	<p><b>PASTRY:</b> Short crust, Laminated, Choux, Hot water/Rough puff, Recipes and methods of preparation, Differences, Uses of each pastry, Care to be taken while preparing pastry, Role of each ingredient, Temperature of baking pastry</p> <p><b>Flour:</b> Structure of wheat, Types of Wheat, Types of Flour, Processing of Wheat – Flour, Uses of Flour in Food Production, Cooking of Flour (Starch)<b>SIMPLE BREADS:</b> Principles of bread making, Simple yeast breads, Role of each ingredient in break making, Baking temperature and its importance</p> <p><b>PASTRY CREAMS:</b> Basic pastry creams, Uses in confectionery, Preparation and care in production</p>
<b>UNIT-4</b>	<p><b>BASIC COMMODITIES:</b> Milk-Introduction, Processing of Milk, Pasteurisation – Homogenisation, Types of Milk – Skimmed and Condensed, Nutritive Value, Cream-Introduction, Processing of Cream, Types of Cream Cheese-Introduction, Processing of Cheese, Types of Cheese, Classification of Cheese, Curing of Cheese, Uses of Cheese Butter-Introduction, Processing of Butter, Types of Butter. Sugar: Its Importance, types of sugar, cooking Of Sugar- Various Temperature</p>
<b>REFERENCES:</b>	<ul style="list-style-type: none"> <li>• The Professional Chef (4th Edition) By Le Rol A.Polsom</li> <li>• The Professional Pastry Chef, Fourth Edition By Bo Friberg Publisher: Wiley &amp; Sons INC</li> <li>• Theory of Catering By Kinton &amp; Cessarani</li> <li>• Theory of Cookery By K Arora, Publisher: Frank Brothers</li> <li>• Accompaniments &amp; Garnishes from waiter; Communicate: Fuller J. Barrie &amp; Jenkins</li> <li>• Bakery &amp; Confectionery By S. C Dubey, Publisher: Society of Indian Bakers</li> <li>• Modern Cookery (Vol-I) By Philip E. Thangam, Publisher: Orient Longman</li> <li>• Practical Cookery By Kinton &amp; Cessarani</li> </ul>

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**BHMCT Batch 2018 onwards**

<b>COURSE CODE:</b>	<b>BHMCT-202</b>	
<b>COURSE TITLE:</b>	<b>FOOD PRODUCTION FOUNDATION-II (PRACTICAL) (PART A)</b>	
<b>EVALUATION:</b>	The performance of the students will be evaluated on the basis of class participation, house tests, regularity and assignments carrying 20 percent of the total credit and rest through semester end examination of 4 hours duration.	
<b>INSTRUCTIONS FOR PAPER EVALUATION</b>	<p><b>This paper consist of two sections Part A and Part B</b></p> <p><b>The Paper is of 50 Marks which it will be divided into two parts</b></p> <p><b>Part A: PRACTICAL'S OF FOOD PRODUCTION OF 20 MARKS</b></p> <p><b>Part B: BAKERY &amp; PATISSERIE of 10 MARKS</b></p>	
<b>S.No</b>	<b>Topic</b>	<b>Method</b>
1	<ul style="list-style-type: none"> <li>• Meat – Identification of various cuts, Carcass demonstration</li> <li>• Preparation of basic cuts-Lamb and Pork Chops , Tornado, Fillet, Steaks and Escalope</li> <li>• Fish-Identification &amp; Classification</li> <li>• Cuts and Folds of fish</li> </ul>	Demonstrations & simple application
2	<ul style="list-style-type: none"> <li>• Identification, Selection and processing of Meat, Fish and poultry.</li> <li>• Slaughtering and dressing</li> </ul>	Demonstrations at the site in local Area/Slaughtering house/Market
3	<p>Preparation of menu</p> <p><b>Salads &amp; soups-</b> Waldrof salad, Fruit salad, Russian salad, salade nicoise,</p> <p><b>Soups prepration:</b> Chowder, Bisque, Veloute, Broth</p> <p>International soups</p>	Demonstration by instructor and applications by students
4	<p><b>Chicken, Mutton and Fish Preparations-</b></p> <p>Fish orly, a la anglaise, colbert, meuniere, poached, baked</p> <p>Entrée-Lamb stew, hot pot, shepherd's pie, grilled steaks &amp; lamb/Pork chops, Roast chicken, grilled chicken, Leg of Lamb, Beef</p>	Demonstration by instructor and applications by students

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5	<b>Indian cookery-</b> Rice dishes, Breads, Main course, Basic Vegetables, Paneer Preparations Marinades, Paste and Tandoori Preparation of Meat, fish Vegetables and Paneer	Demonstration by instructor and applications by students
<b>PART B</b>	<b>BAKERY &amp; PATISSERIE (PRACTICAL)</b>	
<b>S.No</b>	<b>Topic</b>	<b>Method</b>
1	<b>PASTRY:</b> Demonstration and Preparation of dishes using varieties of Pastry <ul style="list-style-type: none"> <li>• Short Crust – Jam tarts, Turnovers</li> <li>• Laminated – Palmiers, Khara Biscuits, Danish Pastry, Cream Horns</li> <li>• Choux Paste – Eclairs, Profiteroles</li> </ul>	Demonstration by instructor and applications by students
2	<b>COLD SWEET</b> <ul style="list-style-type: none"> <li>• Honeycomb mould</li> <li>• Butterscotch sponge</li> <li>• Coffee mousse</li> <li>• Lemon sponge</li> <li>• Trifle</li> <li>• Blancmange</li> <li>• Chocolate mousse</li> <li>• Lemon soufflé</li> </ul>	Demonstration by instructor and applications by students
3	<b>HOT SWEET</b> <ul style="list-style-type: none"> <li>• Bread &amp; butter pudding</li> <li>• Caramel custard</li> <li>• Albert pudding</li> <li>• Christmas pudding</li> </ul>	Demonstration by instructor and applications by students
4	<b>INDIAN SWEETS</b> Simple ones such as chicoti, gajjar halwa, kheer	Demonstration by instructor and applications by students

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<b>COURSE CODE:</b>	<b>BHMCT-203</b>
<b>COURSE TITLE:</b>	<b>FOOD &amp; BEVERAGE SERVICETION FOUNDA –II (THEORY)</b>
<b>COURSE OBJECTIVES:</b>	The course aims to inculcate knowledge of food service principles, functions, and procedures among trainees. The students will be well versed with menu planning and sale control system.
<b>EVALUATION:</b>	The performance of the students will be evaluated on the basis of class participation, house tests, regularity and assignments carrying 40 percent of the total credit and rest through semester end examination of 3 hours duration.
<b>INSTRUCTIONS FOR PAPER SETTING:</b>	<p>The paper will be divided in two parts</p> <p>Part A: There will be ten short answer questions covering whole syllabus of Course. This part will be of 20 marks.</p> <p>Part B: Students will have to attempt four questions in total, one question from each unit with one internal choice. All questions will carry equal marks (10 marks each). Each Unit will contain two questions and there may be short notes in these questions.</p>
<b>UNIT-1</b>	<b>TYPES OF FOOD SERVICE:</b> Silver service, American service, French service, Russian service, Gueridon service, Assisted service, Self-service, Single point service, Specialised Service.
<b>UNIT-2</b>	<p><b>MENU PLANNING:</b> Origin of Menu, Objectives of Menu Planning, Factors to be consider while planning a menu, Menu terminology, Types of Menu, Courses of French Classical Menu-Sequence, Examples from each course, Cover of each course, Accompaniments, French Names of dishes</p> <p><b>Types of Meals:</b> Early Morning Tea, Breakfast (English, American Continental, Indian), Brunch, Lunch, Afternoon/High Tea, Dinner, Supper</p>
<b>UNIT-3</b>	<p><b>ROOM SERVICE:</b> Introduction, personnel, taking the order, routing the order, preparing the order, delivering the order, providing amenities, Room service menu, sequence of service, Forms &amp; formats.</p> <p><b>SALE CONTROL SYSTEM:</b> KOT/Bill Control System (Manual)-Triplicate Checking System, Duplicate Checking System, Check and bill system, Service with order, computerized system, circumstantial KOT, Alcoholic Beverage order, Billing</p>
<b>UNIT-4</b>	<p><b>TOBACCO:</b> History, Processing for cigarettes, pipe tobacco &amp; cigars,</p> <p><b>Cigarettes</b> – Types and Brand names, Pipe Tobacco – Types and Brand names ,Cigars – shapes, sizes, colours and Brand names, Care and Storage of cigarettes</p>

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	& cigars,
<b>REFERENCES:</b>	<ul style="list-style-type: none"><li>• Food &amp; Beverage Service- Bobby George &amp; Sandeep Chatterjee, Jaico Publishing House</li><li>• Food &amp; Beverage Service- R. Singaravelavan, Oxford University Press, New Delhi.</li><li>• Food &amp; Beverage Service - Dennis R. Lillicrap. &amp; John .A. Cousins. Publisher: ELBS</li><li>• Food &amp; Beverage Service Training Manual - Sudhir Andrews, Tata McGraw Hill.</li><li>• The Waiter Handbook By Graham Brown, Publisher: Global Books &amp; Subscription Services New Delhi</li><li>• Food and Beverage Service – Vijay Dhawan</li></ul>



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<b>COURSE CODE:</b>	<b>BHMCT-204</b>
<b>COURSE TITLE:</b>	<b>FOOD &amp; BEVERAGE SERVICE FOUNDATION-II (PRACTICAL)</b>
<b>EVALUATION:</b>	The performance of the students will be evaluated on the basis of class participation, house tests, regularity and assignments carrying 20 percent of the total credit and rest through semester end examination of 4 hours duration.
<b>INSTRUCTIONS FOR EXTERNAL EXAMINER</b>	The performance of the students will be evaluated on the basis of his performance during the examination out of 30 marks
<b>S.No.</b>	<b>TOPIC</b>
<b>1.</b>	<b>REVIEW OF SEMESTER -1</b>
<b>2.</b>	<p><b>PROCEDURE FOR SERVICE OF A MEAL</b></p> <p>Task-01: Taking Guest Reservations</p> <p>Task-02: Receiving &amp; Seating of Guests</p> <p>Task-03: Order taking &amp; Recording</p> <p>Task-04: Order processing (passing orders to the kitchen)</p> <p>Task-05: Sequence of service</p> <p>Task-06: Presentation &amp; Encashing the Bill</p> <p>Task-07: Presenting &amp; collecting Guest comment cards</p> <p>Task-08: Seeing off the Guests</p>
<b>3.</b>	<p><b>TABLE LAY-UP &amp; SERVICE</b></p> <p>Task-01: A La Carte Cover</p> <p>Task-02: Table d' Hote Cover</p> <p>Task-03: English Breakfast Cover</p> <p>Task-04: American Breakfast Cover</p> <p>Task-05: Continental Breakfast Cover</p> <p>Task-06: Indian Breakfast Cover</p> <p>Task-07: Afternoon Tea Cover</p>

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	<p>Task-08: High Tea Cover</p> <p><b>TRAY/TROLLEY SET-UP &amp; SERVICE</b></p> <p>Task-01: Room Service Tray Setup</p> <p>Task-02: Room Service Trolley Setup</p>
<b>4.</b>	<p><b>Social Skills</b></p> <p>Task-01: Handling Guest Complaints</p> <p>Task-02: Telephone manners</p> <p>Task-03: Dining &amp; Service etiquettes</p>
<b>5.</b>	<p><b>Special Food Service - (Cover, Accompaniments &amp; Service)</b></p> <p><b>Task-01:</b> Classical Hors d' oeuvre- Oysters, Caviar, Smoke Salmon, Pate de Foie Gras, Snails, Melon, Grapefruit, Asparagus</p> <p><b>Task-02:</b> Cheese</p> <p><b>Task-03:</b> Dessert (Fresh Fruit &amp; Nuts)</p> <p><b>Service of Tobacco</b></p> <p>Cigarettes and Cigar</p>
<b>6.</b>	<p>Compiling of a menu in French, Service of Non-alcoholic beverages</p>

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<b>COURSE CODE:</b>	<b>BHMCT – 205</b>
<b>COURSE TITLE:</b>	<b>FRONT OFFICE FOUNDATION II (THEORY)</b>
<b>COURSE OBJECTIVES:</b>	The course is aimed at familiarizing the students with various functions of front office and to develop work ethics towards customer care and satisfaction. Special efforts will be made to inculcate practical skills.
<b>EVALUATION:</b>	The performance of the students will be evaluated on the basis of class participation, house tests, regularity and assignments carrying 40 percent of the total credit and rest through semester end examination of 3 hours duration.
<b>INSTRUCTION FOR PAPER SETTING:</b>	<p>The paper will be divided into two parts</p> <p>Part A: There will be ten short answer questions covering whole syllabus of course. This part will be of 20 marks.</p> <p>Part B: Students will have to attempt four questions in total, one question from each unit with one internal choice. All questions will carry equal marks (10 marks each). Each unit will contain two questions and there may be short notes in these questions.</p>
<b>UNIT - 1</b>	<p><b>TARIFF STRUCTURE</b></p> <p>Tariff Structure, Rack Rate, Discounted rates, Tariff card and its use, Hotel Day rate, Basis of Charging Room Rent, Various factors affecting Room rent, Fixing Room Tariffs through Cost based pricing &amp; Market based pricing, Rule of Thumb, Hubbart formula</p> <p>Front Office Coordination, Meal Plans, and Type of Guests</p> <p>Role of Tour operators and Travel agents in hotel business, Meal Plans –Type, needs and use of such plans, Type of Guests – FIT, VIP, CIP, GIT, Business travellers, Special interest tours, domestic, foreigner etc, Front Office coordination with different departments in hotels.</p>
<b>UNIT - 2</b>	<p><b>GUEST CYCLE AND RESERVATIONS</b></p> <p>Introduction to guest cycle – Pre arrival, Arrival, During guest stay, Departure and After departure,</p> <p>Reservation and its importance, Basic tools of reservation – Room Status Board, ALC, DCC with formats, Handling reservation and reservation form with formats, Modes of Payment while reservation - an introduction, Sources of Reservation, Systems of Reservation, Types of Reservations, Cancellations and Amendments, , Reservation reports and statistics</p> <p>Overbooking, Upselling, No show, Walk-in guest, scanty baggage, stay over, over stay, under stay, early arrival, turn away, time limit, overstay etc.</p>
<b>UNIT - 3</b>	<b>REGISTRATION</b>

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	<p>Registration and its importance, Types of registration records – Bound book register, loose leaf register and Guest Registration Card (GRC) and their formats</p> <p><b>GUEST HANDLING</b> , Pre registration activities, Procedure of Guest Handling – Pre arrival, On Arrival and Post Arrival procedures, Handling reserved guests, Procedure for Handling Free Individual Traveller (FIT),Chance guests, VIP, Group arrival, Foreigner guest ( C-forms, Foreign currency exchange), Single Lady guest, Corporate guest, Layover passenger, Check-in for guest holding Discount voucher, Turn-away guest</p>
<b>UNIT - 4</b>	<p><b>FRONT DESK FUNCTIONS</b></p> <p>Procedure for Room Assignment, Room not clear, Wash and Change Room, Complimentary stay, Suite Check-in, Upgrading a guest, Downgrading a guest, Handling request for Late Check-out, Precautions for Scanty Baggage guest, Guest Stationery, Handling request for Rental Equipment, Up selling, Material Requisition, Shift Briefing, Morning and Afternoon Shift Handover, Night Shift Handover, Guest Relations, Courtesy Calls, Room amenities for Corporate/VVIP/CIP guest, Handling Awkward guests, Room Change Procedure, Handling Mails, Message and Paging, Key control procedures.</p>
<b>References</b>	<ul style="list-style-type: none"> <li>• Front Office training manual- Sudhir Andrews</li> <li>• Front office operations and management – Jatashankar R. Tewari</li> <li>• Front Office Operations – Colin Dix, Chris Baird</li> <li>• Professional Hotel Front Office Management – Anutosh Bhakta</li> <li>• Hotel Front Office Management – James. A. Bardi</li> <li>• Front Office Operations and Management – Ahmed Ismail (Thompson Delmar)</li> <li>• Front Office Operation Management – S. K. Bhatnagar</li> <li>• Managing Front Office Operations – Micheal Kasavana and brooks</li> <li>• Principles of Front Office Operations – Sue Baker &amp; Jermy Huyton</li> <li>• Check-in check-out – Jerome Valley</li> <li>• A Manual of Hotel Reception – J. R. S. Beavis, S. Medlik Heinemann Professional</li> </ul>

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<b>COURSE CODE:</b>	<b>BHMCT - 206</b>
<b>COURSE TITLE:</b>	<b>FRONT OFFICE FOUNDATION F -II (PRACTICALS)</b>
<b>EVALUATION:</b>	The performance of the students will be evaluated on the basis of class participation, house tests, regularity and assignments carrying 20 percent of the total credit and rest through semester end examination of 4 hours duration.
<b>INSTRUCTIONS FOR EXTERNAL EXAMINER</b>	The performance of the students will be evaluated on the basis of his performance during the examination out of 30 marks
<b>S.No.</b>	<b>Topic</b>
1.	<ul style="list-style-type: none"> <li>• <b>Review of Semester one</b></li> </ul>
2.	<ul style="list-style-type: none"> <li>• <b>Welcoming/Greeting of guest</b></li> <li>• <b>Providing Information to the Guest</b></li> <li>• <b>Telephone handling, How to handle enquiries</b></li> <li>• <b>Suggestive selling</b></li> </ul>
3.	<ul style="list-style-type: none"> <li>• <b>Filling up of various Forms and Formats</b></li> </ul>
4.	<ul style="list-style-type: none"> <li>• <b>Registrations: FIT, VIP, Corporate, Groups/Crew</b></li> <li>• <b>Security Deposit Box Handling</b></li> <li>• <b>Credit Card Handling Procedure</b></li> <li>• <b>Foreign Currency Exchange Procedure</b></li> </ul>
5	<ul style="list-style-type: none"> <li>• <b>Introduction to PMS</b></li> </ul>
	<b>1 Hot function keys</b>
	<b>2 Create and update guest profiles</b>
	<b>3 Make FIT reservation</b>
	<b>4 Send confirmation letters</b>
	<b>5 Printing registration cards</b>
	<b>6 Make an Add-on reservation</b>
	<b>7 Amend a reservation</b>
	<b>8 Cancel a reservation-with deposit and without deposit</b>
	<b>9 Log onto cashier code</b>
	<b>10 Process a reservation deposit</b>
	<b>11 Pre-register a guest</b>

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	<b>12 Put message and locator for a guest</b>
	<b>13 Put trace for guest</b>
	<b>14 Check in a reserved guest</b>
	<b>15 Check in day use</b>
	<b>16 Check –in a walk-in guest</b>
	<b>17 Maintain guest history</b>
	<b>18 Issue a new key</b>
	<b>19 Verify a key</b>
	<b>20 Cancel a key</b>
	<b>21 Issue a duplicate key</b>
	<b>22 Extend a key</b>
	<b>23 Programme keys continuously</b>
	<b>24 Re-programme keys</b>
	<b>25 Programme one key for two rooms</b>

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<b>COURSE CODE:</b>	<b>BHMCT-207</b>
<b>COURSE TITLE:</b>	<b>ACCOMODATION OPERATIONS-II (THEORY)</b>
<b>COURSE OBJECTIVES:</b>	The course familiarizes students with the organization of housekeeping, its system and functions. A blend of theory and practical will be used to develop sensitivity and high work ethics towards guest care and cleanliness and pest control.
<b>EVALUATION:</b>	The performance of the students will be evaluated on the basis of class participation, house tests, regularity and assignments carrying 40 percent of the total credit and rest through semester end examination of 3 hours duration.
<b>INSTRUCTIONS FOR PAPER SETTING</b>	The performance of the students will be evaluated on the basis of class participation, house tests, regularity and assignments carrying 20 percent of the total credit and rest through semester end examination of 3 hours duration.
<b>UNIT-1</b>	<p><b>CLEANING AGENTS:</b> General Criteria for selection, Polishes, Floor seats, Use, care and Storage, Distribution and Controls,</p> <p><b>AREA CLEANING:</b> Guest rooms, Front-of-the-house Areas, Back-of-the house Areas, Work routine and associated problems e.g. high traffic areas, Façade cleaning etc.</p> <p><b>WATER SYSTEMS IN HOTEL:</b> Water distribution system in a hotel, Cold water systems in India, Hardness of water, water softening, base exchange method (Demonstration), Cold water cistern swimming pools, Hot water supply system in hotels, Flushing system, water taps, traps and closets Classification, Use of Eco friendly products in Housekeeping. (HE)</p>
<b>UNIT-2</b>	<b>COMPOSTION, CARE AND CLEANING OF DIFFERENT SURFACES</b> Metals, Glass, Leather, Leatherites, Rexines, Plastic, Ceramics, Wood, Wall finishes, Floor Finishes,
<b>UNIT-3</b>	<b>ROUTINE SYSTEMS AND RECORDS OF HOUSE KEEPING (3<sup>rd</sup> to 2<sup>nd</sup>)</b>  <b>DEPARTMENT:</b> Reporting Staff placement, Room Occupancy Report, Guest Room Inspection, Entering Checklists, Floor Register, Work Orders, Log Sheet., Lost and Found Register and Enquiry File, Maid's Report and Housekeeper's Report, Handover Records, Guest's Special Requests Register, Record of Special Cleaning Call Register, VIP Lists Guest room layout, type of bed & mattresses
<b>UNIT-4</b>	<p><b>KEYS:</b> Types of keys, Computerized key cards, Key control</p> <p><b>OVERVIEW OF MAINTENANCE DEPARTMENT:</b> Roll, Responsibilities &amp; Importance of maintenance department in the hotel industry with emphasis on it</p>

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	relation with other departments of the hotel. Preventive and breakdown maintenance comparisons (HE)
<b>REFERENCES:</b>	<ul style="list-style-type: none"><li>• Hotel Hostel and Hospital Housekeeping –by Joan C Branson &amp; Margaret Lennox, ELBS with Holder &amp; Stoughton Ltd.</li><li>• Hotel House Keeping a Training Manual by Sudhir Andrews, Tata McGraw Hill publishing company limited New Delhi.</li><li>• Hotel Housekeeping Operations &amp; Management by Raghubalan, Oxford University Press.</li><li>• Management of Hotel &amp; Motel Security (Occupational Safety and Health) by H. Burstein, CRC Punlisher.</li><li>• Professional Management of Housekeeping Operations (II Edn.) by Robert J. Martin &amp; Thomas J.A. Jones, Wiley Publications</li><li>• The Professional Housekeeper by Tucker Schneider, Wiley Publications</li><li>• Professional management of Housekeeping by Manoj Madhukar, Rajat Publications</li></ul>



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<b>COURSE CODE:</b>	<b>BHMCT208-18</b>
<b>COURSE TITLE:</b>	<b>ACCOMODATION OPERATIONS-II (PRACTICALS)</b>
<b>EVALUATION:</b>	The performance of the students will be evaluated on the basis of class participation, house tests, regularity and assignments carrying 20 percent of the total credit and rest through semester end examination of 4 hours duration.
<b>INSTRUCTIONS FOR EXTERNAL EXAMINER</b>	The performance of the students will be evaluated on the basis of his performance during the examination out of 30 marks
<b>S.No.</b>	<b>Topic</b>
01	Review of semester 1
02	<p>Servicing guest room(checkout/ occupied and vacant)</p> <p><i>ROOM</i></p> <p>Task 1- open curtain and adjust lighting</p> <p>Task 2-clean ash and remove trays if any</p> <p>Task 3- strip and make bed</p> <p>Task 4- dust and clean drawers and replenish supplies</p> <p>Task 5-dust and clean furniture, clockwise or anticlockwise</p> <p>Task 6- clean mirror</p> <p>Task 7- replenish all supplies</p> <p>Task 8-clean and replenish minibar</p> <p>Task 9-vaccum clean carpet</p> <p>Task 10- check for stains and spot cleaning</p> <p><i>BATHROOM</i></p> <p>Task 1-disposed soiled linen</p> <p>Task 2-clean ashtray</p> <p>Task 3-clean WC</p> <p>Task 4-clean bath and bath area</p> <p>Task 5-wipe and clean shower curtain</p>

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	<p>Task 6- clean mirror</p> <p>Task 7-clean tooth glass</p> <p>Task 8-clean vanitory unit</p> <p>Task 9- replenish bath supplies</p> <p>Task 10- mop the floor</p>
03	<p>Bed making supplies (day bed/ night bed)</p> <p>Step 1-spread the first sheet(from one side)</p> <p>Step 2-make miter corner (on both corner of your side)</p> <p>Step 3- spread second sheet (upside down)</p> <p>Step 4-spread blanket</p> <p>Step 5- Spread crinkle sheet</p> <p>Step 6- make two folds on head side with all three (second sheet, blanket and crinkle sheet)</p> <p>Step 7- tuck the folds on your side</p> <p>Step 8- make miter corner with all three on your side</p> <p>Step 9- change side and finish the bed in the same way</p> <p>Step 10- spread the bed spread and place pillow</p>
04	<p>Records</p> <ul style="list-style-type: none"> <li>• Room occupancy report</li> <li>• Checklist</li> <li>• Floor register</li> <li>• Work/ maintenance order]</li> <li>• Lost and found</li> <li>• Maid's report</li> <li>• Housekeeper's report</li> <li>• Log book</li> <li>• Guest special request register</li> <li>• Record of special cleaning</li> <li>• Call register</li> <li>• VIP list</li> <li>• Floor linen book/ register</li> </ul>
05	<p>Guest room inspection</p>

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06	Minibar management <ul style="list-style-type: none"><li>• Issue</li><li>• stock taking</li><li>• checking expiry date</li></ul>
07	Handling room linen/ guest supplies <ul style="list-style-type: none"><li>• maintaining register/ record</li><li>• replenishing floor pantry</li><li>• stock taking</li></ul>
08	Guest handling <ul style="list-style-type: none"><li>• Guest request</li><li>• Guest complaints</li></ul>

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Ability Enhancement Compulsory Course

EVS102-18 Environmental Studies

<u>Course Code</u>	<u>Course Type</u>	<u>Course Title</u>	<u>Load Allocations</u>			<u>Marks Distribution</u>		<u>Total Marks</u>	<u>Credits</u>
						<u>Internal</u>	<u>External</u>		
<u>EVS 102-18</u>	<u>Ability Enhancement Compulsory Course (AECC)-III</u>	<u>Environmental Studies</u>	<u>2</u>	<u>0</u>	<u>0</u>	<u>40</u>	<u>60</u>	<u>100</u>	<u>2</u>

**Course Outcomes:**

1. Students will enable to understand environmental problems at local and national level through literature and general awareness.
2. The students will gain practical knowledge by visiting wildlife areas, environmental institutes and various personalities who have done practical work on various environmental Issues.
3. The students will apply interdisciplinary approach to understand key environmental issues and critically analyze them to explore the possibilities to mitigate these problems.
4. Reflect critically about their roles and identities as citizens, consumers and environmental actors in a complex, interconnected world

**UNIT-1: Introduction to Environmental Studies**

Multidisciplinary nature of Environmental Studies: Scope & Importance

Need for Public Awareness

**UNIT-2: Ecosystems**

Concept of an Ecosystem: Structure & functions of an ecosystem (Producers, Consumers & Decomposers)

Energy Flow in an ecosystem: Food Chain, Food web and Ecological Pyramids

Characteristic features, structure & functions of following Ecosystems:

- Forest Ecosystem
- Aquatic Ecosystem (Ponds, Lakes, River & Ocean)

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**UNIT-3: Natural Resources**

Renewable & Non-renewable resources

Forest Resources: Their uses, functions & values (Biodiversity conservation, role in climate change, medicines) & threats (Overexploitation, Deforestation, Timber extraction, Agriculture Pressure), Forest Conservation Act

Water Resources: Their uses (Agriculture, Domestic & Industrial), functions & values, Overexploitation and Pollution of Ground & Surface water resources (Case study of Punjab), Water Conservation, Rainwater Harvesting,

Land Resources: Land as a resource; Land degradation, soil erosion and desertification

Energy Resources: Renewable & non-renewable energy resources, use of alternate energy resources (Solar, Wind, Biomass, Thermal), Urban problems related to Energy

**UNIT-4: Biodiversity & its conservation**

Types of Biodiversity: Species, Genetic & Ecosystem

India as a mega biodiversity nation, Biodiversity hot spots and biogeographic regions of India

Examples of Endangered & Endemic species of India, Red data book

**UNIT-5: Environmental Pollution & Social Issues**

Types, Causes, Effects & Control of Air, Water, Soil & Noise Pollution

Nuclear hazards and accidents & Health risks

Global Climate Change: Global warming, Ozone depletion, Acid rain, Melting of Glaciers & Ice caps, Rising sea levels

Environmental disasters: Earthquakes, Floods, Cyclones, Landslides

**UNIT-6: Field Work**

Visit to a National Park, Biosphere Reserve, Wildlife Sanctuary

Documentation & preparation of a Biodiversity (flora & fauna) register of campus/river/forest

Visit to a local polluted site : Urban/Rural/Industrial/Agricultural

Identification & Photography of resident or migratory birds, insects (butterflies)

Public hearing on environmental issues in a village

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Suggested Readings:

1. Bharucha, E. Text Book for Environmental Studies. University Grants Commission, New Delhi.
2. Agarwal, K.C. 2001 Environmental Biology, Nidi Publ. Ltd. Bikaner.
3. Bharucha Erach, The Biodiversity of India, Mapin Publishing Pvt. Ltd., Ahmedabad – 380 013, India, Email:mapin@icenet.net (R)
4. Brunner R.C., 1989, Hazardous Waste Incineration, McGraw Hill Inc. 480p
5. Clark R.S., Marine Pollution, Clanderson Press Oxford (TB)
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BHMCT Batch 2018 onwards**

**Guidelines regarding Mentoring and Professional Development**

The objective of mentoring will be development of:

- Overall Personality
- Aptitude (Technical and General)
- General Awareness (Current Affairs and GK)
- Communication Skills
- Presentation Skills

The course shall be split in two sections i.e. outdoor activities and class activities.

For achieving the above, suggestive list of activities to be conducted are:

**Part – A**

**(Class Activities)**

1. Expert and video lectures
2. Aptitude Test
3. Group Discussion
4. Quiz (General/Technical)
5. Presentations by the students
6. Team building Exercises

**Part – B**

**(Outdoor Activities)**

3. Sports/NSS/NCC
4. Society Activities of various students chapter i.e. ISTE, SCIE, SAE, CSI, Cultural Club, etc.

Evaluation shall be based on rubrics for Part – A & B

Mentors/Faculty incharges shall maintain proper record student wise of each activity conducted and the same shall be submitted to the department.

# (Semester 3)



**IK Gujral Punjab Technical University**  
**BHMCT Batch 2018 onwards**

<b>COURSE CODE:</b>	<b>BHMCT301-18 - to BHMCT305-18</b>
<b>COURSE TITLE:</b>	<b>INDUSTRIAL TRAINING</b>
<b>DURATION:</b>	Minimum 22-24 Weeks with coverage of the following operational department of a full service hotel. <ul style="list-style-type: none"> <li>• Food production</li> <li>• Food and beverage service</li> <li>• Accommodation service</li> </ul>
<b>COURSE OUTCOME:</b>	The students will gain day to day on-hand practical exposure in real life business activity under the supervision of industry experts. They will also learn to co-relate theoretical knowledge with practical realities.
<b>INSTRUCTIONS FOR EXTERNAL EXAMINER:</b>	The performance of the students will be evaluated on the basis of Departmental Certificate Issued by the Hotel assigned for Training and VIVA VOICE conducted in the college after the completion of training.
	<b>Documents to be submitted after successful completion of INTERNSHIP:</b> <ul style="list-style-type: none"> <li>• Training Log – Book (To be issued by Learning Centre)</li> <li>• Departmental Appraisal Forms – to be filled and signed by the supervisor</li> <li>• Training Report</li> <li>• Training Certificate from the concerned organization</li> </ul>

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BHMCT Batch 2018 onwards**

**Guidelines regarding Mentoring and Professional Development**

The objective of mentoring will be development of:

- Overall Personality
- Aptitude (Technical and General)
- General Awareness (Current Affairs and GK)
- Communication Skills
- Presentation Skills

The course shall be split in two sections i.e. outdoor activities and class activities.

For achieving the above, suggestive list of activities to be conducted are:

**Part – A**

**(Class Activities)**

1. Expert and video lectures
2. Aptitude Test
3. Group Discussion
4. Quiz (General/Technical)
5. Presentations by the students
6. Team building Exercises

**Part – B**

**(Outdoor Activities)**

5. Sports/NSS/NCC
6. Society Activities of various students chapter i.e. ISTE, SCIE, SAE, CSI, Cultural Club, etc.

Evaluation shall be based on rubrics for Part – A & B

Mentors/Faculty incharges shall maintain proper record student wise of each activity conducted and the same shall be submitted to the department

# (SEMESTER 4)

**IK Gujral Punjab Technical University**  
**BHMCT Batch 2018 onwards**

<b>COURSE CODE:</b>	<b>BHMCT401 – 18</b>
<b>COURSE TITLE:</b>	<b>INTRODUCTION TO INDIAN COOKERY (THEORY)</b>
<b>COURSE OUTCOME:</b>	This paper will give the knowledge of Indian cooking to the students. They will get versed with Indian regional cuisine, basic Indian spices, and basic Indian gravies, traditional Indian cooking methods, cooking equipment used and required for Indian cuisine and specific cooking ingredients.
<b>EVALUATION:</b>	The performance of the students will be evaluated on the basis of class participation, house tests, regularity and assignments carrying 40 percent of the total credit and rest 60 percent through semester end examination of 3 hours duration.
<b>INSTRUCTIONS FOR PAPER SETTING:</b>	<p>The paper will be divided into three parts.</p> <p><b>Part A:</b> There will be ten short answer questions (2 marks each) covering whole Syllabus. The total marks for this part will be of 20.</p> <p><b>Part B:</b> There will be Five questions. The student has to be attempt any 4 (5 marks each) covering the whole Syllabus. The total marks for this part will be of 20.</p> <p><b>Part C:</b> There will be Three questions. The student has to be attempt any 2 (10 marks each). The total marks for this part will be of 20.</p>
<b>UNIT - 1</b>	<p><b>INTRODUCTION TO INDIAN COOKERY:</b></p> <ul style="list-style-type: none"> <li>• Introduction to Indian Regional Cuisine</li> <li>• History &amp; heritage of Indian Cuisine</li> <li>• Factors that affect eating habits in different parts of the country <ul style="list-style-type: none"> <li>➤ Geographic location</li> <li>➤ Historical background</li> <li>➤ Seasonal availability</li> <li>➤ Special equipment</li> <li>➤ Staple diets</li> <li>➤ Specialty cuisine for festivals and special occasions</li> </ul> </li> <li>• Indian cuisine Culinary Terms</li> </ul>

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<b>UNIT - 2</b>	<p><b>INDIAN CUISINES NORTH REGION</b></p> <ul style="list-style-type: none"> <li>• Kashmir</li> <li>• Mugalai</li> <li>• Punjab</li> <li>• Rajasthan</li> </ul> <p><b>INDIAN CUISINES EAST</b></p> <ul style="list-style-type: none"> <li>• Bengal</li> <li>• Seven sister states (Arunachal Pradesh, Assam, Manipur, Meghalaya, Mizoram, Nagaland &amp; Tripura)</li> </ul> <p><b>INDIAN CUISINES WEST</b></p> <ul style="list-style-type: none"> <li>• Gujarat</li> <li>• Maharashtra</li> </ul> <p><b>INDIAN CUISINES SOUTH</b></p> <ul style="list-style-type: none"> <li>• Tamil Nadu</li> <li>• Kerala</li> <li>• Andhra Pradesh</li> </ul> <p><b>INDIAN CUISINES CENTRAL INDIA</b></p> <ul style="list-style-type: none"> <li>• Madhya Pradesh</li> <li>• Chhattisgarh</li> <li>• Uttar Pradesh/Bihar</li> </ul>
<b>UNIT – 3</b>	<p><b>INTRODUCTION TO DUM COOKING AND TANDOOR COOKING</b></p> <ul style="list-style-type: none"> <li>• Introduction</li> <li>• Origin of Dum Cooking</li> <li>• Special Equipment and their use</li> <li>• Classical Dishes</li> <li>• Origin and history of tandoor</li> <li>• Types of Tandoor and their uses</li> <li>• Installing a new tandoor</li> <li>• Marinating and making techniques for kebab</li> <li>• Basic Indian breads made in tandoor</li> </ul>
<b>UNIT - 4</b>	<ul style="list-style-type: none"> <li>• <b>INTRODUCTION TO INDIAN SWEETS</b></li> <li>• Introduction</li> <li>• Origin and history of Indian sweets</li> <li>• Ingredients used in Indian Sweets</li> <li>• Regional Influence on Indian Sweets</li> <li>• Equipment used in preparing Indian Sweets.</li> </ul>
<b>REFERENCES:</b>	<ul style="list-style-type: none"> <li>• Food Production Operations: Parvinder S Bali , Oxford Publication</li> <li>• Prashad Cooking With Indian Masters, J. Inder Singh Kalra .</li> <li>• A Taste Of India, Madur Jaffery, Great Britain Pavilion Books Ltd.</li> </ul>

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	<ul style="list-style-type: none"><li>• Zaike Ka Safar, Jiggs Kalra</li><li>• Daawat, Jiggs Kalra, New Delhi, Allied Publishers</li><li>• The Professional Chef, Arvind Saraswat, New Delhi, Ubs Publishers</li></ul>
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**IK Gujral Punjab Technical University**  
**BHMCT Batch 2018 onwards**

<b>COURSE CODE:</b>	<b>BHMCT402 - 18</b>
<b>COURSE TITLE:</b>	<b>INTRODUCTION TO INDIAN COOKERY (PRACTICAL)</b>
<b>COURSE OUTCOME:</b>	This paper will give the practical knowledge of Indian cooking to students. They will get versed with Indian regional cuisine, basic Indian spices, and basic Indian gravies, traditional Indian cooking methods, cooking equipment used and required for Indian cuisine and specific cooking ingredients.
<b>EVALUATION:</b>	The performance of the students will be evaluated on the basis of class participation, house tests, regularity, assessments and assignments carrying 60 percent of the total credit and rest 40 percent at semester end practical examination of 4 hours duration.
<b>INSTRUCTIONS FOR EXTERNAL EXAMINAR</b>	The Performance of the students will be evaluated on the basis of his performance during the practical examination @ viva voice
<b>S. No.</b>	<b>Topics: INDIAN CUISINES NORTH</b>
1.	<ul style="list-style-type: none"> <li>• Kashmir</li> </ul>
2.	<ul style="list-style-type: none"> <li>• Punjab</li> </ul>
3.	<ul style="list-style-type: none"> <li>• Rajasthan</li> </ul>
4.	<ul style="list-style-type: none"> <li>• Mugalai</li> </ul>
	<b>INDIAN CUISINES EAST</b>
5.	<ul style="list-style-type: none"> <li>• Bengal</li> </ul>
6.	<ul style="list-style-type: none"> <li>• Seven sister states (Arunachal Pradesh, Assam, Manipur, Meghalaya, Mizoram, Nagaland &amp; Tripura)</li> </ul>
	<b>INDIAN CUISINE WEST</b>
7.	<ul style="list-style-type: none"> <li>• Gujarat</li> </ul>
8.	<ul style="list-style-type: none"> <li>• Maharashtra</li> </ul>
9.	<ul style="list-style-type: none"> <li>• Goa</li> </ul>
	<b>INDIAN CUISINE SOUTH</b>
10.	<ul style="list-style-type: none"> <li>• Tamil Nadu</li> <li>• Kerala</li> <li>• Andhra Pradesh</li> </ul>
11.	<ul style="list-style-type: none"> <li>• Hyderabad</li> </ul>
	<b>INDIAN CUISINES CENTRAL INDIA</b>
12.	<ul style="list-style-type: none"> <li>• Madhya Pradesh</li> <li>• Chhattisgarh</li> <li>• Uttar Pradesh/Bihar</li> </ul>

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13.	<ul style="list-style-type: none"><li>• North Indian Break Fast</li></ul>
14.	<ul style="list-style-type: none"><li>• South Indian Breakfast</li></ul>
NOTE: - All basic gravies to be covered	



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**FORMAT OF THE MENU TO BE COMPILED:**

**(Menu 1-12)**

1.	Starter/Soup	Any one item
2.	Meat/ Poultry/ Fish (Main Course) any one item	Any one item
3.	Lentils (Dal item)	Any one item
4.	Paneer Item	Any one item
5.	Vegetable (dry / curry / kofta / korma / kadhi etc)	Any one item
6.	Rice preparation / Roti preparation	Any one item
7.	Salad / papad / pickle / raita	Any one item
8.	Sweets (Region wise)	Any one item

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<b>COURSE CODE:</b>	<b>BHMCT-403 - 18</b>
<b>COURSE TITLE:</b>	<b>FOOD AND BEVERAGE SERVICE OPERATIONS-II (THEORY)</b>
<b>COURSE OUTCOME:</b>	The students will be well versed with viticulture and viniculture, Beer production, types of wines and beers, brands and introduction to cheeses
<b>EVALUATION:</b>	The performance of the students will be evaluated on the basis of class participation, house tests, regularity and assignments carrying 40 percent of the total credit and rest 60 percent through semester end examination of 3 hours duration
<b>INSTRUCTIONS FOR PAPER SETTING:</b>	The paper will be divided into three parts. <b>Part A:</b> There will be ten short answer questions (2 marks each) covering whole Syllabus. The total marks for this part will be of 20. <b>Part B:</b> There will be Five questions. The student has to be attempt any 4 (5 marks each) covering the whole Syllabus. The total marks for this part will be of 20. <b>Part C:</b> There will be Three questions. The student has to be attempt any 2 (10 marks each). The total marks for this part will be of 20.
<b>UNIT-I</b>	<b>ALCOHOLIC BEVERAGE</b> <ul style="list-style-type: none"> <li>• Introduction and definition</li> <li>• Production of Alcohol <ul style="list-style-type: none"> <li>○ Fermentation process</li> <li>○ Distillation process</li> </ul> </li> <li>• Classification with examples</li> </ul>
<b>UNIT-II</b>	<b>WINES</b> <ul style="list-style-type: none"> <li>○ Definition &amp; History</li> <li>○ Classification with examples <ul style="list-style-type: none"> <li>○ Table/Still/Natural • Sparkling • Fortified • Aromatized</li> </ul> </li> <li>○ Production of each classification</li> <li>○ Old World wines (Principal wine regions, wine laws, grape varieties, production and brand names) <ul style="list-style-type: none"> <li>• France • Germany • Italy • Spain • Portugal</li> </ul> </li> <li>• E. New World Wines (Principal wine regions, wine laws, grape varieties, production and brand names) <ul style="list-style-type: none"> <li>• USA • Australia • India • Chile • South Africa • Algeria • New Zealand</li> </ul> </li> <li>• F. Food &amp; Wine Harmony</li> <li>• G. Storage of wines</li> <li>• H. Wine terminology (English &amp; French)</li> </ul>

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<b>UNIT-III</b>	<b>BEER</b> <ul style="list-style-type: none"><li>• Introduction &amp; Definition</li><li>• Types of Beer</li><li>• Production of Beer</li><li>• D. Storage</li></ul>
<b>UNIT-IV</b>	<b>TABLE CHEESE</b> <ul style="list-style-type: none"><li>• Introduction</li><li>• Types</li><li>• Production</li><li>• Brands and Services</li><li>• Storage</li></ul>
<b>REFERENCES:</b>	<ul style="list-style-type: none"><li>• Food &amp; Beverage Service – Denis Lillicrap</li><li>• Food &amp; Beverage Service – Vijay Dhawan</li><li>• Food &amp; beverage Service- Rao J Suhas</li><li>• The Waiter Handbook by Grahm Brown, Publisher: Global Books &amp; Subscription Service New Delhi</li><li>• Food &amp; Beverage Service Training Manual-Sudhir Andrew, Tata McGraw Hill</li></ul>

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<b>COURSE CODE:</b>	<b>BHMCT404 - 18</b>
<b>COURSE TITLE:</b>	<b>FOOD AND BEVERAGE SERVICE OPERATIONS-II (PRACTICAL)</b>
<b>EVALUATION:</b>	The performance of the students will be evaluated on the basis of class participation, house test, regularity and assignments carrying 20 percent of the total credit and rest through semester end examination of 4hours duration
<b>INSTRUCTIONS FOR EXTERNAL EXAMINAR:</b>	The Performance of the students will be evaluated on the basis of his performance during the practical examination @ viva voice
Task-01 Task-02 Task-03 Task-04 Task-05 Task- 06 Task-07	<b>Dispense Bar – Organizing Mise-en-place</b> Identification of Wine service equipment Identification of Beer service equipment Identification of Cocktail bar equipment Identification of Liqueur / Wine Trolley Bar stock - alcoholic & non-alcoholic beverages Preparation of Bar accompaniments & garnishes Identification of Bar accessories & disposables
Task-01 Task-02 Task-03 Task-04 Task-05	<b>Service of Wines</b> Service of Red Wine Service of White/Rose Wine Service of Sparkling Wines Service of Fortified Wines Service of Aromatized Wines
Task-01 Task-02 Task-03	<b>Wine &amp; Drinks List</b> Comparative analysis of various Wine Bar Comparative analysis of various Beer Bar Comparative analysis of various Cocktail Bar
Task-01 Task-02 Task-03	<b>Service of Beer</b> Service of Bottled & canned Beers Service of Draught Beers Service of Cheese

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<b>COURSE CODE:</b>	<b>BHMCT-405 - 18</b>
<b>COURSE TITLE:</b>	<b>FRONT OFFICE OPERATIONS - II (THEORY)</b>
<b>COURSE OUTCOME:</b>	The course is aimed at familiarizing the students with various functions of Night Auditing & Accounting. Students will Learn about the various Software being used in the Hospitality Industry.
<b>EVALUATION:</b>	The performance of the students will be evaluated on the basis of class participation, house tests, regularity and assignments carrying 40 percent of the total credit and rest 60 percent through semester end examination of 3 hours duration
<b>INSTRUCTIONS FOR PAPER SETTING:</b>	<p>The paper will be divided into three parts.</p> <p><b>Part A:</b> There will be ten short answer questions (2 marks each) covering whole Syllabus. The total marks for this part will be of 20.</p> <p><b>Part B:</b> There will be Five questions. The student has to be attempt any 4 (5 marks each) covering the whole Syllabus. The total marks for this part will be of 20.</p> <p><b>Part C:</b> There will be Three questions. The student has to be attempt any 2 (10 marks each). The total marks for this part will be of 20.</p>
UNIT -1	<p><b>Computer Application and software used in Front Office</b></p> <ul style="list-style-type: none"> <li>• Role of Information Technology in Hospitality industry .</li> <li>• Different Property Management Systems – Opera, Ids, Fidelio, ShawMan, Amadeus, Galelio</li> <li>• Various modules of the PMS – Front Desk Module, Reservations, Rooms, Setup Module, Cashier, Night audit, Report center, Back Office Module and linking of Property Management System in Other Departments</li> </ul>
UNIT – 2	<p><b>Front Office Accounting System</b></p> <ul style="list-style-type: none"> <li>• Front Office Accounting and its Functions, Types of Accounts, Vouchers, Folios , Ledger , Paid Out, Allowance, Credit Control.</li> <li>• Front Office Accounting Cycle – Creation of Accounts, Maintenance of Accounts, Settlement of accounts</li> </ul>
UNIT-3	<p><b>Check Out Procedure –</b></p> <ul style="list-style-type: none"> <li>• Guest Account Settlement – Cash, Credit, Indian Currency &amp; Foreign Currency, Transfer of Guest Account, BTA, BTC, Express Check Out, Late Check Out</li> </ul>

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UNIT - 4	<b>NIGHT AUDITING:</b> <ul style="list-style-type: none"><li>• Night Auditor</li><li>• Night Auditor Duties &amp; Responsibilities ,</li><li>• Night Audit Process - Establishing the End of the Day, Completing Outstanding Postings and Verifying Transactions, Reconcile Transactions, Verifying No-Shows, Preparing Reports, Updating the System</li></ul>
<b>REFERENCES</b>	<ul style="list-style-type: none"><li>• Front Office Training manual – Sudhir Andrews. Publisher: Tata Mac Graw Hill</li><li>• Managing Front Office Operations – Kasavana &amp; Brooks Educational</li><li>• Institution AHMA</li><li>• Managing Computers in Hospitality Industry – Michael Kasavana &amp; Cahell.</li><li>• Front office Operation Management- S.K Bhatnagar, Publisher: Frank Brothers</li><li>• Managing Front Office Operations By Kasavana &amp; Brooks</li><li>• Hotel Front Office Management, 4th Edition by James Socrates Bardi Wiley</li><li>• Hotel Front Office Operations &amp; Management</li></ul>

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<b>COURSE CODE:</b>	<b>BHMCT-406 - 18</b>
<b>COURSE TITLE:</b>	<b>FRONT OFFICE OPERATIONS-II (PRACTICAL)</b>
<b>EVALUATION:</b>	The course is aimed at familiarizing the students with various functions of Night Auditing & Accounting. Students will Learn about the various Software being used in the Hospitality Industry.
<b>INSTRUCTIONS FOR EXTERNAL EXAMINAR:</b>	The Performance of the students will be evaluated on the basis of his performance during the practical examination @ viva voice
	<b>Topic</b>
1	How to conduct a night audit in the front office
2	Collection of samples of various voucher used in the front office How to Prepared the various reports used by Night Auditor
3	PMS Training - Hot Function keys How to print and prepare registration cards for arrivals
4	How to make a reservation How to make add on reservation How to amend a reservation How to cancel a reservation How to make group reservation How to make sharer reservation
5	How to create and update guest profiles How to update guest folio How to print guest folio
6	How to make a room change on the system How to add a sharer
7	How to log in cashier code How to close a bank at the end of each shift
8	How to check room rate variance report
9	How to process charges How to process deposit for arriving guest How to process deposit for in house guest
10	How to process a guest check out
11	How to check out a folio
12	How to feed remarks in guest history

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<b>COURSE CODE:</b>	<b>BHMCT-407 – 18</b>
<b>COURSE TITLE:</b>	<b>ACCOMODATION OPERATIONS -III (THEORY)</b>
<b>COURSE OUTCOME:</b>	The students will be well versed with the supervisory responsibility, Linen handling process, Laundry Operations, need of special cleaning and also learn about Textiles or garments.
<b>EVALUATION:</b>	The performance of the students will be evaluated on the basis of class participation, house tests, regularity and assignments carrying 40 percent of the total credit and rest 60 percent through semester end examination of 3 hours duration
<b>INSTRUCTIONS FOR PAPER SETTING:</b>	<p>The paper will be divided into three parts.</p> <p><b>Part A:</b> There will be ten short answer questions (2 marks each) covering whole Syllabus. The total marks for this part will be of 20.</p> <p><b>Part B:</b> There will be Five questions. The student has to be attempt any 4 (5 marks each) covering the whole Syllabus. The total marks for this part will be of 20.</p> <p><b>Part C:</b> There will be Three questions. The student has to be attempt any 2 (10 marks each). The total marks for this part will be of 20.</p>
<b>UNIT - 1</b>	<p><b>HOUSEKEEPING SUPERVISION</b></p> <ul style="list-style-type: none"> <li>• Importance of Inspection</li> <li>• Special Function of Supervisors</li> <li>• Checklist for Infection</li> <li>• Typical Areas usually neglected where special attention is required.</li> <li>• Self Supervision Techniques for Cleaning Staff</li> <li>• Degree of Discretion/ Delegation to Cleaning Staff</li> </ul>
<b>UNIT - 2</b>	<p><b>LINEN / UNIFORM / TAILOR ROOM</b></p> <ul style="list-style-type: none"> <li>• Layout</li> <li>• Types of Linen, Sizes, and Linen Exchange Procedure</li> <li>• Selection of Linen</li> <li>• Storage Facilities and Conditions</li> <li>• Par Stock: Factors affecting Par Stock, Calculation of Par Stock</li> <li>• Discard Management</li> <li>• Linen Inventory System</li> <li>• Uniform Designing: Importance, Types, Characteristics, Selection, Par Stock</li> </ul>



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	<ul style="list-style-type: none"> <li>• Function of Tailor Room</li> <li>• Managing Inventory</li> <li>• Par Level of Linen, Uniform, guest loan items, machines and equipment cleaning supplies &amp; guest Supplies.</li> </ul>
<b>UNIT – 3</b>	<p><b>SPECIAL CLEANING PROGRAMME</b></p> <ul style="list-style-type: none"> <li>• Daily, Weekly, Fortnightly and Monthly Cleaning</li> <li>• Routine cleaning, Spring cleaning, deep Cleaning.</li> <li>• Cleaning of different types of floor Surfaces</li> <li>• Special Service – baby sitting, second service, freshen up service, valet service.</li> <li>• Care and Cleaning of Metal – Brass, Copper, Silver, EPNS, Bronze, Gun Metal, Chromium pewter, Stainless Steel, Types of Tarnish, Cleaning Agents and their uses.</li> </ul>
<b>UNIT - 4</b>	<ul style="list-style-type: none"> <li>• <b>TEXTILES</b></li> <li>• Textile Terminology</li> <li>• Classification and Identification of Textile Fibers</li> <li>• Characteristic of Textile Fibers</li> <li>• Yarn</li> <li>• Fabric Construction</li> <li>• Blends and Unions</li> <li>• Textile Finishes</li> <li>• Use of Textile in Hotels</li> </ul>
<b>REFEREN CES:</b>	<ul style="list-style-type: none"> <li>• Hotel, Hostel and Hospital Housekeeping – by Joan C Bransom &amp; Margaret Lennox, ELBS with Hodder &amp; Stoughten Ltd.</li> <li>• Hotel House Keeping A Training Manual by Sudhir Andrews, Tata Mc</li> <li>• Hotel Housekeeping Operations &amp; Management by Rghubalan, Oxford.</li> <li>• Management of Hotel &amp; Motel Security (Occupational Safety and Health) by H Brustein, CRC Publisher.</li> <li>• Professional Management of Housekeeping Operations II Edi. by Robert J. Martin &amp; Thomas J. A. Jones, Wiley Publications</li> <li>• The Professional Housekeeper by Tucker Schneider, Wiley Publications</li> <li>• Professional Management of Housekeeping by Manoj Madhukar, Rajat Publications.</li> </ul>

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<b>COURSE CODE:</b>	<b>BHMCT408 - 18</b>
<b>COURSE TITLE:</b>	<b>ACCOMODATION OPERATIONS -III (PRACTICAL)</b>
<b>COURSE OUTCOME:</b>	The students will be well versed with the supervisory responsibility, Linen handling process, Laundry Operations, need of special cleaning and also learn about Textiles or garments.
<b>EVALUATION:</b>	The performance of the students will be evaluated on the basis of class participation, house tests, regularity and assignments carrying 40 percent of the total credit and rest 60 percent through semester end examination of 3 hours duration
<b>INSTRUCTIONS FOR EXTERNAL EXAMINER</b>	The Performance of the students will be evaluated on the basis of his performance during the practical examination @ viva voice.
<b>S. No.</b>	<b>Task</b>
<b>01</b>	How to remove stains from different surface or fabrics using all relevant cleaning agents in a practical real life environment
<b>02</b>	How to operate Different Types Laundry Equipment
<b>03</b>	Daily, Weekly, Monthly and Deep Cleaning
<b>04</b>	Taking Inventories
<b>05</b>	How to repair uniform – different types of stitching
<b>06</b>	Embroidery practice

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<b>COURSE CODE:</b>	<b>BHMCT-409 - 18</b>
<b>COURSE TITLE:</b>	<b>ACCOUNTING SKILLS FOR HOSPITALITY (THEORY)</b>
<b>COURSE OUTCOME:</b>	The aim is to provide an understanding of the basic principles of accounting and their application in the hospitality industry. The course is designed to make the student familiar with generally accepted accounting principles of accounting and their applications.
<b>EVALUATION:</b>	The performance of the students will be evaluated on the basis of class participation, house tests, regularity and assignments carrying 40 percent of the total credit and rest 60 percent through semester end examination of 3 hours duration
<b>INSTRUCTIONS FOR PAPER SETTING:</b>	<p>The paper will be divided into three parts.</p> <p><b>Part A:</b> There will be ten short answer questions (2 marks each) covering whole Syllabus. The total marks for this part will be of 20.</p> <p><b>Part B:</b> There will be Five questions. The student has to be attempt any 4 (5 marks each) covering the whole Syllabus. The total marks for this part will be of 20.</p> <p><b>Part C:</b> There will be Three questions. The student has to be attempt any 2 (10 marks each). The total marks for this part will be of 20.</p>
<b>UNIT - 1</b>	<p><b>BASIC ACCOUNTING AND BOOK KEEPING</b></p> <ul style="list-style-type: none"> <li>• Introduction to accounting,</li> <li>• journal,</li> <li>• ledger,</li> <li>• cash book</li> </ul>
<b>UNIT - 2</b>	<p><b>DEPARTMENTAL ACCOUNTING</b></p> <ul style="list-style-type: none"> <li>• An introduction to departmental accounting</li> <li>• Allocation and apportionment of expenses</li> <li>• Advantages of allocation</li> <li>• Draw-backs of allocation</li> <li>• Basis of allocation</li> <li>• Practical problems</li> </ul>
<b>UNIT – 3</b>	<p><b>UNIFORM SYSTEM OF ACCOUNTS FOR HOTELS</b></p> <ul style="list-style-type: none"> <li>• Introduction to Uniform system of accounts</li> </ul>

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	<ul style="list-style-type: none"> <li>• Contents of the Income Statement C:\WINDOWS\hinhem.scr</li> <li>• Practical Problems</li> <li>• Contents of the Balance Sheet (under uniform system)</li> <li>• Practical problems</li> <li>• Departmental Income Statements and Expense statements (Schedules 1 to 16)</li> <li>• Practical problems</li> </ul>
<b>UNIT - 4</b>	<p><b>INTERNAL CONTROL</b></p> <ul style="list-style-type: none"> <li>• Definition and objectives of Internal Control</li> <li>• Characteristics of Internal Control</li> <li>• Implementation and Review of Internal Control</li> </ul>
<b>UNIT - 5</b>	<p><b>INTERNAL AUDIT AND STATUTORY AUDIT</b></p> <ul style="list-style-type: none"> <li>• An introduction to Internal and Statutory Audit</li> <li>• Distinction between Internal Audit and Statutory Audit</li> <li>• □ Implementation and Review of internal audit</li> </ul>
<b>UNIT 6</b>	<p><b>: TRIAL BALANCE</b></p> <ul style="list-style-type: none"> <li>• Meaning</li> <li>• Methods</li> <li>• Advantages</li> <li>• Limitations</li> <li>• Practical</li> </ul>
<b>UNIT 7</b>	<p><b>FINAL ACCOUNTS</b></p> <ul style="list-style-type: none"> <li>• Meaning</li> <li>• Procedure for preparation of Final Accounts</li> <li>• Difference between Trading Accounts, Profit &amp; Loss Accounts and Balance Sheet</li> <li>• Adjustments (Only four)</li> <li>• Closing Stock</li> <li>• Pre-paid Expenses</li> <li>• Outstanding Expenses</li> <li>• Depreciation</li> </ul>
<b>REFEREN CES:</b>	<ul style="list-style-type: none"> <li>• An Introduction To Accountancy ; S.N. Maheshwari ; Vikas Publishing House</li> <li>• Fundamentals Of Accounting ; Mukherjee &amp; Hanif ; Tata McGraw-Hill</li> <li>• Elements Of Hotel Accountancy ; Rawat G.S., Dr Negi J, Gupta. ; Aman publications.</li> </ul>

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**Guidelines regarding Mentoring and Professional Development**

The objective of mentoring will be development of:

- Overall Personality
- Aptitude (Technical and General)
- General Awareness (Current Affairs and GK)
- Communication Skills
- Presentation Skills

The course shall be split in two sections i.e. outdoor activities and class activities.

For achieving the above, suggestive list of activities to be conducted are:

**Part – A**

**(Class Activities)**

1. Expert and video lectures
2. Aptitude Test
3. Group Discussion
4. Quiz (General/Technical)
5. Presentations by the students
6. Team building Exercises

**Part – B**

**(Outdoor Activities)**

7. Sports/NSS/NCC
8. Society Activities of various students chapter i.e. ISTE, SCIE, SAE, CSI, Cultural Club, etc.

Evaluation shall be based on rubrics for Part – A & B

Mentors/Faculty incharges shall maintain proper record student wise of each activity conducted and the same shall be submitted to the department