



ANDHRA PRADESH STATE COUNCIL OF HIGHER EDUCATION

MINOR

Subject: HOTEL MANAGEMENT

w.e.f. AY 2023-24

COURSE STRUCTURE

Semester	Course Number	Course Name	No. of Hrs/Week	No. of Credits
Semester-II	1	Introduction to F&B service-2	3	3
		Introduction to F&B service-2 Practical Course	2	1
Semester-III	2	Food production operations-1	3	3
		Food production operations-1 Practical Course	2	1
Semester-IV	3	FoodProduction operations-2	3	3
		FoodProduction operations-2 Practical Course	2	1
	4	Room Division operations-2	3	3
		Room Division operations-2 Practical Course	2	1
Semester-V	5	Room division management	3	3
		Room division management Practical Course	2	1
	6	Hospitality Marketing	3	3
		Hospitality Marketing Practical Course	2	1

SEMESTER-II

COURSE 1: INTRODUCTION TO FOOD AND BEVERAGE SERVICE –II

Theory

Credits: 3

3 hrs/week

UNIT-1

TYPES OF FOOD SERVICE: Silver service, American service, French service, Russian service, Gueridon service, Assisted service, Self-service, Single point service, Specialized Service

UNIT-2

MENU PLANNING: Origin of Menu, Objectives of Menu Planning, Factors to be considered 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

Types of Meals: Early Morning Tea, Breakfast (English, American Continental, Indian), Brunch, Lunch, Afternoon/High Tea, Dinner, Supper

UNIT-3

ROOM SERVICE: Introduction, personnel, taking the order, routing the order, preparing the order, delivering the order, providing amenities, Room service menu, sequence of service, Forms & formats.

UNIT-4

SALE CONTROL SYSTEM: 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

UNIT-5

TOBACCO: History, Processing for cigarettes, pipe tobacco & cigars,
Cigarettes – Types and Brand names, Pipe Tobacco – Types and Brand names
Cigars – shapes, sizes, colours and Brand names, Care and Storage of cigarettes&cigars

REFERENCES:

1. Food & Beverage Service- Bobby George & Sandeep Chatterjee, Jaico Publishing House
2. Food & Beverage Service- R. Singaravelavan, Oxford University Press, New Delhi.
3. Food & Beverage Service - Dennis R. Lillicrap. & John .A. Cousins. Publisher: ELBS
4. Food & Beverage Service Training Manual - Sudhir Andrews, Tata McGrawHill.
5. The Waiter Handbook By Graham Brown, Publisher: Global Books & Subscription

SEMESTER-II

COURSE 1: INTRODUCTION TO FOOD AND BEVERAGE SERVICE –II

Practical

Credits: 1

2 hrs/week

PROCEDURE FOR SERVICE OF A MEAL

Task-01: Taking Guest Reservations

Task-02: Receiving & Seating of Guests

Task-03: Order taking & Recording

Task-04: Order processing (passing orders to the kitchen)

Task-05: Sequence of service

Task-06: Presentation & Encashing the Bill

Task-07: Presenting & collecting Guest comment cards Task-08: Seeing off the Guests

TABLE LAY-UP & SERVICE

Task-01: A La Carte Cover

Task-02: Table d' Hote Cover

Task-03: English Breakfast Cover

Task-04: American Breakfast Cover

Task-05: Continental Breakfast Cover

Task-06: Indian Breakfast Cover

Task-07: Afternoon Tea Cover

Task-08: High Tea Cover

TRAY/TROLLEY SET-UP & SERVICE

Task-01: Room Service Tray Setup

Task-02: Room Service Trolley Setup

Social Skills

Task-01: Handling Guest Complaints Task-02: Telephone manners

Task-03: Dining & Service etiquettes

Special Food Service - (Cover, Accompaniments & Service)

Task-01: Classical Hors d' oeuvre- Oysters, Caviar, Smoke Salmon, Pate de Foie Gras, Snails, Melon, Grapefruit, Asparagus

Task-02: Cheese

Task-03: Dessert (Fresh Fruit & Nuts)

Service of Tobacco

Cigarettes and Cigar

Compiling of a menu in French, Service of Non-alcoholic beverages

SEMESTER-III

COURSE 2: FOOD PRODUCTION OPERATIONS-1

Theory

Credits: 3

3 hrs/week

UNIT 1:

1. Principles of Quantity cooking, equipment, problems and adjustment in terms of cooking time & temperature
2. Standard recipe & Indenting: Principles of Standard recipe & Indenting Quantities/portions for bulk production, Translation of recipes for indenting, practical difficulties involved in indenting. Formats

UNIT 2

1. Menu Planning: Basics, special emphasis on quantity food production planning of menus for various categories such as: school/college students Industrial workers, hospitals canteens outdoor parties, theme dinners transport/mobile catering - parameters for quantity food planning
2. Rechauffe cookery: Principles of reheating, precautions to be taken Rechauffe of leftover foodS7 identification of foods for recycling -important points in storage of meat for recycling

UNIT 3

1. Banquet & Commercial Menus
2. Planning INDENTING
3. Forecasting
4. Pre-preparation

UNIT-4

INTRODUCTION TO DUM COOKING AND TANDOOR COOKING

1. Introduction
2. Origin of Dum Cooking
3. Special Equipment and their use Classical Dishes
4. Origin and history of tandoor Types of Tandoor and their uses Installing a new tandoor
5. Marinating and making techniques for kebab Basic Indian breads made in tandoor

UNIT-5

INTRODUCTION TO INDIAN SWEETS

Introduction
Origin and history of Indian sweets Ingredients used in Indian Sweets Regional Influence on Indian Sweets

REFERENCES

- a) Equipment used in preparing Indian Sweets.
- b) Food Production Operations: Parvinder S Bali, Oxford Publication Prashad

Cooking With Indian Masters, J. Inder Singh Kalra .

c) A Taste Of India, Madur Jaffery, Great Britain Pavilion Books Ltd. Zaike Ka Safar, Jiggs Kalra

d) Daawat, Jiggs Kalra, New Delhi, Allied Publishers

e) The Professional Chef, Arvind Saraswat, New Delhi, Ubs Publishers

SEMESTER-IV

COURSE 3: FOOD PRODUCTION OPERATIONS-2

Theory

Credits: 3

3 hrs/week

UNIT-1

INDIAN CUISINES NORTH REGION

Kashmir Mughlai Punjab Rajasthan

UNIT-2

INDIAN CUISINES EAST

Bengal Seven sister states (Arunachal Pradesh, Assam, Manipur, Meghalaya, Mizoram, Nagaland & Tripura)

UNIT-3

INDIAN CUISINES WEST

Gujarat Maharashtra

UNIT-4

INDIAN CUISINES SOUTH

Tamil Nadu Kerala

Andhra Pradesh

UNIT-5

INDIAN CUISINES CENTRAL INDIA

Madhya Pradesh Chhattisgarh

Uttar Pradesh/Bihar

REFERENCES

1. Equipment used in preparing Indian Sweets.
2. Food Production Operations: Parvinder S Bali, Oxford Publication Prashad Cooking With Indian Masters, J. Inder Singh Kalra .
3. Taste Of India, Madur Jaffery, Great Britain Pavilion Books Ltd. Zaike Ka Safar, Jiggs Kalra
4. Daawat, Jiggs Kalra, New Delhi, Allied Publishers
5. The Professional Chef, Arvind Saraswat, New Delhi, Ubs Publishers

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SEMESTER-IV

COURSE 3: FOOD PRODUCTION OPERATIONS-2

Practical

Credits: 1

2 hrs/week

PUNJABI		SOUTH	
MENU 01 Rada Matar Pulao Punjabi Gobhi Khccr	MENU 02 Amritsari Macchi Rajmah Masala Pindi Chana Bhaturas Row Di Khccr	MENU 01 Meen Poriyal Curd Rice Thorans Pal Pavasam	MENU 02 Meen Moi Jee Olan Malabari Pratha Parappu Payasam Lime Rice
MENU 03 Sarson Da Saag Makki Di Roti Peshawari Chole Motia Pulao Sooji Da Halwa Savian	MENU 04 Tandoori Roti Tandoori Murg Dal Makham Pudina Chutny Baingan Bharlha	MENU D3 Tamarind Rice Kori Gashi Kalan Sambhar Savian Payasam	MENU 04 Coconu L Rice Chickcn Chettinad Avial Huli Mysore Pak
RAJASTHANI		GUJRATI	
MENU 01 Gatte Ka Pulao Maas Makki Ka Soweta Chutny (Garlic) Halwa	MENU 02 Dal Batti Churma Lai Safed Mass Besan Ke Gatte Rataju Ki Subm Dal	MENU 01 Sarki Brown Rice Salli Murg Gujrati Dal Mcthi Thepla Shrikhand	MENT 02 Gujrati Khichidi Oondhiyu Balala Nu 'l omato Osaman Jecra Poon Mohanthal
HYDERABAD'			
MENU 01 Sol vaill Brivani Murg Tomalo Kut ITnre Piaz ka Rai In Double Ka Meelha	MENU 02 Kachi Biryani Mcthi dalcha Mirchi Ka Salan Mix Veg_ Rnifl Khumam Ka Meelha		

SEMESTER-IV

COURSE 4: ROOMS DIVISION OPERATIONS-2

Theory

Credits: 3

3 hrs/week

UNIT 01: REGISTRATION

Pre-registration, Registration (form C, Passport), Various Registration Records, System or Registration, No show, Rooming a guest, Groups and Crew Arrival, VIP Guest arrival, Walking Guest, Confirmed reservation Guest Various Guest services (Handling Guest Mail and message, Key Control, Paging, safe Deposit Locker, Guest Room Change, Left Luggage Handling, Wakeup call), Guest Complaints (Types of Guest Complaints, Handling guest Complaints)

UNIT 02: CHECK-OUT AND SETTLEMENTS

Departure Procedures, Mode of Settlement of Bills (Foreign Exchange, Cash Settlement, Credit Settlement), Potential Check out Problems and Solutions(Late Check-outs, Improper Posting Of Charges in Guest Folio, Group Check-out, Express Check-out

UNIT 03 LINEN & UNIFORM ROOMS

Linen Room- Introduction, Linen Room Organization, Activities in Linen Room, Planning of linen, Lay out of Linen Room, Linen Exchange Procedure (Room Linen, and other outlets), Par Stock, Stock taking procedure & Linen Control, Equipment used in Linen room, Selection Criteria for Different fabrics(Bath Linen; Bed Linen, Soft Furnishing, Table Linen), Calculating Linen Lift Span, Records used in Linen room, Discard of Linen, Recycling or Discarded linen. Uniform Room- Introduction, Layout & Equipment in Uniform Room, Selection and Designing of uniforms, Uniform Management in Hotel Advantage or providing Uniforms (Hotel and Employee point-or-view), Establishing Par level Of Uniform, Storage of Uniforms, Issuing and exchange Procedures, Sewing Room, Activities sewing Room, Basic Hand stitches(Temporary and Permanent)

UNIT 04: CONTROL DESK

Introduction, File, Formats and Register- Guest Message Register, Key Control Register, Log Book, Key History Register, Maintenance register, SOP, Memo Book; C aq3et Shampooing Register, Baby Sitting Register. Lost and Found Register, Store Indent Book, Room Status Report; Inspection Check list, Work Order form, Accident Report, Room Occupancy Report, Floor Register. Lost and Found Procedures.

UNIT 05: LAUNDRY OPERATIONS

Introduction, Definition, Types of Laundry, Planning and layout of (JPL; Types of Laundry equipment (Laundering equipment, Pressing Equipment, Folding machines, Spotting Units) .Laundry Agents or Aids. The Laundry Process (Pre washing Rinsing Hydro Extraction and Finishing), Stain, Classification of stains, Identification of Stains, Principle of Stain Removal, Stain Removal Procedures, Dry Cleaning Process of Dry Cleaning,

Advantages and Limitations of Dry Cleaning Process, Dry Cleaning Materials and agents, Handling Guest Laundry; CareLabels. Preparations of 110t and Cold face rowels

Introduction. Work Environment Safety and Job Safety Analysis, of Safety, Potential Hazards in House KeepingOperations,

Reference Books:

1. Hotel Hostel and Hospital Housekeeping by Joan C Branson & Margaret, Publisher: r Arnold
2. The Professional Housekeeper by Madelin Schneider, Georgina Tucker & Mary Scoviak, Publisher: Wiley
3. Professional Management of Housekeeping Operations by Thomas J. A. Jones, Publisher: Wiley
4. Front Office (Procedures, Social Skills & Management by Abbott & Lewry, Publisher: Routledge
5. Principles of Hotel Front Office Operations by Baker, Bradlev and Hyton, Publisher: C engage Learning
6. Managing front Office operations by Michael and Kasavana, Publisher: Al IELI

SEMESTER-IV

COURSE 4: ROOMS DIVISION OPERATIONS-2

Practical

Credits: 1

2 hrs/week

1. 1. Registration Procedures : Registration Card and its Implications, Format of GRC Format or C-Form, Checking a Guest, Checking Procedure or Walk- in Guest, Confirmed Guaranteed Guest, Group Checking Procedures, Folio and Maintenance of Folio
2. Check out Procedures: Checking out of FIT Guest, Checking out of Business Client Group Check out
3. Settlement Procedures : Various mode or settlement, Settlement or bills through Cash, Credit, BTC, Settlement of bills through Travel agent Voucher
4. Linen Handlings : Identification of linen, Size and types of different linen used in Hotel Setting up or Linen Soil Linen handling
5. Uniform Room Handling uniform, Sorting or uniform, Storing and issuing or uniforms
6. Laundry Handling : identification of Equipment. Handling of equipment, Uses of laundry agents, Washing of linen, Ironing, Folding, Finishing, Handling Guest Laundry.
7. Flower Arrangement: Identification of Flowers and Foliage, Equipment used in flower arrangement, Guidelines for making flower arrangement, Different types or Flower arrangement

SEMESTER-V

COURSE 5: ROOMS DIVISION MANAGEMENT

Theory

Credits: 4

5 hrs/week

UNIT -I: MANAGING HUMAN RESOURCES, TRAINING AND SCHEDULLNG F/O & HK STAFF

Preparing job lists and job descriptions for front Office and housekeeping staff, Source Of internal and external recruiting, Role Of executive housekeeper and front Office manager in Selecting staff Orientation process — the role of the ex. HK and FOM, Developing job breakdowns for the H.K and F_O job positions, Skills training - the four step using method (prepare, present. Practice, Follow up), Developing staffing guides for room attendants, supervisors , general workers Alternative scheduling techniques- (part-time employees, flexible work hour compressed schedules, job sharing Cross training and Incentive programs tar staff

UNIT -II: PLANNING OF FRONT OFFICE OPERATIONS

Identify and describe the functions of management with relation to front office and housekeeping department. Establishing room rates through market condition approach rule Of thumb approach and the Hubbart formula. Forecasting room availability, forecasting data, percentage Of walk ins, percentage of overstays, percentage of No-shows, percentage of under stays, percentage of early arrivals, forecast formula, forecast forms, importance of forecasting. Budgeting for front office forecasting room revenue, estimating expenses

UNIT III: HOUSE KEEPING CONTROLS

Establishing par levels and inventories/ control of linen & uniform, guest loan items, machines & equipment, cleaning supplies, guest supplies, The role of the housekeeper in planning operating and capital budgets, Budgeting housekeeping expenses Controlling expense, Purchasing systems

UNIT IV: MEASURING PERFORMANCE IN THE ROOMS DIVISION

Importance and calculation of operational statistics, Percentage of single occupancy, Percentage if multiple occupancy, Percentage if domestic and foreign occupancies, ARR of ADR Average rate per guest. Average length or stay, Rev PAR Daily operations report its importance Sales Mix or Clientele Mix, its calculation,

UNIT V: REVENUE MANAGEMENT

The concept of revenue management, Hotel industlY applications — capacity management, discount allocation, duration control, Measuring Yield — potential average Single rate, potential average double rate, rate spread, multiple occupancy, potential average rate, room rate achievement factor, Yield statistics Elements of Revenue Management group room sales, transient room sales, food and beverage activity, special events, Using revenue management Potential high and low demand tactics

Reference Books:

1. From Office Operations And Management, Ahmed Ismail, Thomson Delmar, 2002
2. Housekeeping Management, Margaret M Kappa, F.iah & La, 2nd Ed./ 1997
3. Hotel Hostel & Hospital Housekeeping, Joan C Branson, Margaret Hodder & Stoughton, 5th Ed /2003

SEMESTER-V

COURSE 6: HOSPITALITY MARKETING

Theory

Credits: 4

5 hrs/week

UNIT 1 :HOSPITALITY AS A PRODUCT

Defining the hospitality as a product, difference between goods and services

UNIT 2 : INTRODUCTION

Hospitality industry, contribution to Indian economy, growth potential

UNIT 3: MARKETING

Basic concepts, needs, wants, demand, transaction. value and satisfaction in hospitality industry, marketing philosophies. application of these concepts in hospitality industry.

UNIT 4: MARKETING ENVIRONMENT

Need and trend analysis and marketing effectiveness, SWOT analysis for hospitality industry.

UNIT 5 :Product, levels of product. expected augmented, potential. tangible and intangible products,product mix in hospitality industry, Product strategy & Service strategy in the hospitality industry

Reference

- 1.Services marketing by Zeital Valerie
- 2 Delivery of quality service by Passasuraman and Bitner
- 3 Service marketing by Ravi Shankar
- 4 Marketing for hospitality industry by Roberts
- 5 Marketing leadership in hospitality by Robert Lewis
- 6 Marketing Management Philip Kotler