



GARDEN CITY UNIVERSITY
BACHELOR OF HOTEL MANAGEMENT
SEMESTER- II
COURSE: - FOOD PRODUCTION FOUNDATION - II

CODE: 07ABHMR21211

CREDITS: 03

Unit – 1 BASIC OF FRENCH CUISINE & METHODS OF COOKING

- 1.1 Introduction, Definition Characteristics, Regions
- 1.2 Cooking importance.
- 1.3 French cooking styles-Boiling, Poaching, Broiling, Grilling, Frying, Baking, Steaming, Stewing, Roasting, Sautéing, Braising

Unit – 2 EGGS, POULTRY, AND MEAT IN FRENCH COOKERY

- 2.1** Introduction, Structure of Egg, Types, Selection, Storage.
- 2.2 Poultry and Game:** Introduction, Classification, Selection, Cuts of Poultry, Yield and Storage, and French cuisine preparations.
- 2.3 Meat** (Ovines), Introduction, Classification, Selection, Cuts of Lamb and French cuisine preparations.

Unit – 3 FISH AND SHELLFISH IN FRENCH COOKERY

- 3.1. Fish and Shellfish: Introduction, Types, Purchasing, Storage, Considerations, Shellfish, and Their Classification.
- 3.2 Cuts of Fish, Popular Species, and Preparation of Fish Dishes.
- 3.3 Common cooking methods used for seafood.

Unit – 4 VEGETABLES AND CUTS OF VEGETABLES IN FRENCH COOKERY

- 4.1 Introduction, Vegetables, Pigmentation, and Color Changes.
- 4.2 Effect of Heat on vegetables, nutritional and hygiene aspects.
- 4.3 Some French Cuts on vegetables: Cabbage, Potatoes, Onions, Cucumber, Tomatoes, Beetroot, Beans, Spinach, carrots etc.

PRACTICAL

Total Credits: 01

- 1. French menu 1**
- 2. French menu 2**
- 3. French menu 3**
- 4. French menu 4**
- 5. French menu 5**

EMPHASIS ON LIFE

**GARDEN CITY UNIVERSITY
BACHELOR OF HOTEL MANAGEMENT
SEMESTER -II
COURSE: FOOD & BEVERAGE SERVICE FOUNDATION –II**

CODE: 07ABHMR21212

CREDITS: 03

Unit – 1 NON-ALCOHOLIC BEVERAGE

1.1 Introduction, Classification of Non-Alcoholic Beverages
(Stimulating Beverages -Tea, Coffee, Spring Water, Natural mineral water, and sparkling water)
(Refreshing –Fresh Juices, Preserved Juice, Aerated drinks, Squashes, Syrup, and Mocktails)
(Nourishing Beverages- Milk-based drinks, chocolate-based drinks, and Malted beverages)
(Energizing Beverages- Aerated and Non-Aerated)

1.2 Origin, Description, Types, Production, and Storage of Non-Alcoholic Beverages

1.3. Application of Non-Alcoholic Beverages in the Food & Beverage Service Department
(Method of Preparation, Presentation, and Service Procedure).

Unit – 2 BREAKFAST SERVICE

2.1 Introduction and Concept of Breakfast Service

2.2 Types of Food & Beverage Service Outlets provide Breakfast Service (Coffee Shop,
Executive Lounge, and In-Room dining.

2.3 Types of Breakfast (English Breakfast, Indian Breakfast, American Breakfast, Continental
Breakfast, and House Breakfast

2.4 Breakfast Ordering Style (à la carte, table d'hôte, Buffet, breakfast on the go)

2.5 Breakfast Service Procedure (Mise-en-Place, Order taking procedure, Preparation and service
of the breakfast according to type).

2.6 Emerging Trends in Breakfast Service.

Unit – 3 RESTAURANT SERVICE

3.1. Introduction and Concept of Restaurant Service

3.2. Types of service and menus

3.3. Restaurant Service Procedure-Introduction, Briefing, Reservation taking procedure,
Standard Operating procedure (Greeting and Seating the guest, Order taking, Recommending

and Suggesting the Menu, Cover layout, Service Sequence, Guest feedback and Presentation and Settling of Bills, Do's and Don'ts during service, Service procedure for à la carte, table d'hôte, and Buffet menu,

3.4 Types of menus, Rules to be observed while planning menus, Classical French Menu - 13 courses, Menu Terms, Food and its accompaniments with cover, Basics of Menu Design.

3.5 Forms and Formats Used in Restaurant Service.

Unit – 4 ROOM SERVICE/IN-ROOM DINING

4.1 Introduction and Concept of Room Service/In-Room Dining.

4.2. Location and Equipment Required for Room Service.

4.3. Room Service Procedure (Mise-en-Place, Order Taking, Placing the Order in the Kitchen/Bar, Coordination between the departments, Setting up the tray/ trolley, Entering the guestroom, Placing/ Serving the order, Bill presentation and settlement)

4.4 Other Room Service (Room amenities, Minibar) and Safety Considerations in IRD.

FOOD AND BEVERAGE SERVICE FOUNDATION – II (PRACTICAL)

Total Credits: 01

- 1) General Mise-en-Place and Mise-en-Scene Procedure
- 2) Briefing Procedure
- 3) Preparation and Service of Tea, Coffee, and Nourishing Beverages
- 4) Service of Water, Aerated Beverages, and Juices
- 5) Preparation and Service of Aerated based Mocktails.
- 6) Preparation and Service of Juice based Mocktails.
- 7) Order taking and cover setups of Continental Breakfast.
- 8) Order taking and cover setups of American and English breakfasts.
- 9) Order taking and cover setups of Indian Breakfast
- 10) A la carte cover setup and Service in the Restaurant
- 11) TDH cover setup and service in Restaurant.
- 12) Buffet setup and service in Restaurant
- 13) Menu compiling and presentation (non-alcoholic beverages, Restaurant, In Room dining)



GARDEN CITY UNIVERSITY
BACHELOR OF HOTEL MANAGEMENT
SEMESTER- II

Course: FRONT OFFICE OPERATIONS FOUNDATION- II

CODE: 07ABHMR21213

CREDITS: 02

Unit – 1 RESERVATION OPERATIONS

- 1.1 Basis of Room Charging
- 1.2 Tariff fixation
- 1.3 Overbooking
- 1.4 Group Reservation: Sources, issues in handling groups, Amendment
- 1.5 Considerations for Group Reservations
- 1.6 Role of the Travel Agent for Group Reservation
- 1.7 Reservations and Sales
- 1.8 Common Reservations Problems

Unit – 2 FRONT DESK OPERATIONS

- 2.1 Role of Information- Handling of Mails, Messages and Registered posts
- 2.2 Handling of Guest Room Keys, Types of Keys and Key Control Procedure, Risks involved in Preparation of Key Card
- 2.3 Importance of Security System
- 2.4 Paging Process
- 2.5 Providing Information and Aids used
- 2.6 Introduction to Reception, Job Description and Specification of Receptionist
- 2.7 Reception activities at various stages of the guest cycle
- 2.8 Inter-departmental Communications
- 2.9 Room Change Procedure
- 2.10 Importance of Expected Arrival Report, Preparation of Guest History Card

Unit – 3 REGISTRATIONS

- 3.1 Pre–Registration, Objectives, and Legal Obligations of Registration
- 3.2 Registration form, Procedure, and Upselling
- 3.3 Documents Generated During Registration
- 3.4 No Show Follow Up Procedure
- 3.5 Rooming a guest
- 3.6 Rules Of The House, Black List
- 3.7 Self-Registration/Check-in Process
- 3.8 When Guests Cannot Be Accommodated
- 3.9 Procedure of check-in for different categories of guest and baggage handling

Unit – 4 HOSPITALITY AND LOBBY DESK AND TELEPHONES

- 4.1 Lobby layout
- 4.2 Job Description and Job Specification of Guest Relations Executive
- 4.3 Welcome Procedure by GRE

- 4.4 Complaints Handling
- 4.5 Role of Telephone Department
- 4.6 Staff Organization and Telephone Etiquette (Internal, External Calls and Transfer of Calls)
- 4.7 Special Features for Hotels
- 4.8 Types of Calls
- 4.9 Skills and Competencies of Telephone Operator
- 4.10 Job Description and Job specification of Telephone Operator

PRACTICAL

Total Credits:01

1. Identification and familiarization with front desk Proformas
2. Preparation and study of prominent countries, capitals, currencies, airlines, and state capitals
3. Emergency handling
4. Skill to handle telephones at the reception- receive/ record messages and telephone etiquette.
5. Registration Forms- Drawing and Filling for Different.
6. Categories of Guests
7. Skill to handle front desk operations i.e., guest arrival (FIT and groups))
8. PMS Activities in reservation Module with IDS Software

**GARDEN CITY UNIVERSITY
BACHELOR OF HOTEL MANAGEMENT
SEMESTER: II**

Course: HOUSEKEEPING OPERATIONS FOUNDATION- II

CODE: 07ABHMR21214

CREDITS: 03

Unit 1: THE SCIENCE OF CLEANING

- 1.1 Cleaning terminology
- 1.2 Cleaning agents – types, pH scale, domestic and industrial cleaning products, characteristics of a good cleaning agent, use, care, and storage
- 1.3 Composition, care, and cleaning of different surfaces – metals, glass, leather, Rexene,

plastics,ceramics, and wood

1.4 Cleaning of Public areas

Unit 2: LINEN ROOM OPERATIONS

2.1 Functions and activities of the linen room, Layout of the linen room

2.2 Types of hotel linen and their selection criteria, Par stock of linen

2.3 Linen control procedures, Recycling of discarded linen, Linen hire

2.4 Activities of the sewing room

2.5 Uniforms – advantages of providing uniforms to staff, the layout of uniform room, issuing and exchange of uniforms, par stock of uniforms, uniform designing

Unit 3: LAUNDRY OPERATIONS

3.1 Types of laundries, Layout of the laundry

3.2 Equipment and cleaning agents used in the laundry

3.3 Flow process in OPL, Stages in the wash cycle

3.4 Dry cleaning, Stain removal

3.5 Handling of guest laundry

Unit 4: HORTICULTURE AND FLOWER ARRANGEMENT

4.1. Horticulture and landscaping

4.2. Indoor and outdoor plants, Bonsai, artificial & dry plants & their care

4.3. Flower arrangements - Equipment and materials required for flower arrangements- Conditioning of plant material and care of cut flowers- Types of flowers arrangements

4.4. Principles of design in flower arrangements, Ikebana, Placement of flower arrangements in hotel.

PRACTICAL

Total Credits:01

1. Bed making – with duvet, turndown and foot fold.
2. Sewing & ironing tasks.
3. Stain removal of common stains.
4. Flower arrangement – circular, triangle, one-sided triangle, horizontal, Vertical, Ikebana.
5. Area cleaning.
6. Laundry visit.
7. Glossary of terms.



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