



**BACHELOR OF HOTEL MANAGEMENT  
SEMESTER- V  
COURSE: INTERNSHIP PROJECT WORK**

**CODE: 07ABHMR23551**

**CREDITS:21**

**FOOD PRODUCTION OPERATIONS**

1. Area & Layout of the Kitchen
2. Study of Standard Recipes
3. Indenting, Receiving & Storing
4. Preparing of batters, marinations and seasonings
5. All cuts of meat and butchery items (Mutton, poultry, beef, fish etc.)
6. Daily procedure of handover from shift to shift
7. Recipes and methods of preparation of all sauces
8. Quantities of preparation, weekly preparations and time scheduling
9. Stock preparation and cooking time involved
10. Cutting of all garnishes
11. Temperatures and proper usage of all equipment
12. Plate presentations for all room service and a la cart orders
13. Cleaning and proper upkeep of hot range
14. Cleanliness and proper upkeep of the kitchen area and all equipment
15. Yield of fresh juice from sweet lime / oranges
16. Storage of different mise-en-place – (Raw, Semi-Processed)
17. Bulk preparations
18. Finishing of buffet dishes
19. Recipes of at least 10 fast moving dishes
20. Mise-en-place for: A la Carte Kitchen & Banquet Kitchen
21. Rechauffe/ Leftover Cooking

**FOOD AND BEVERAGE SERVICE OPERATIONS**

1. About F & B Outlet Planning
2. Objective of a good layout
3. Steps in planning of layout. (Specialty Restaurants,
4. Coffee Shop, Room Service)
5. Factors to be considered while planning the actual ambience (Colour, light, décor, furniture & uniform)
6. Operational aspects of various F & B Outlets (Specialty
7. Restaurants, Coffee Shop, Room Service)

8. Menu planning
9. Constraints of Menu planning
10. Planning of staff requirement
11. Shifts (Panzer, Straight, Split & Reliever)
12. Factors to be considered for selecting appropriate
13. Crockery, Cutlery, Glassware, and Linen.
14. Elements of cost
15. Menu pricing
16. Function Catering / Banquets
17. Definition, History & Importance
18. Organization of Banquet dept., duties and responsibilities.
19. Types of Banquets: Formal, Semiformal & Informal
20. Banquet Sales
21. Banquet reservation diary and booking procedure.
22. Types of buffets. (Meal period, manner of consumption, food served & other types – Display, Gourmet & Running)
23. Points to be considered while planning a buffet.
24. Buffet equipment
25. Banquet layout (formal, informal & cabaret) & Space area calculation
26. Meeting room setups: (U Shape, Hollow Square, Classroom Theatre, Board of Directors, 'T' Shape)
27. Specialty Restaurants
28. Coffee Shop
29. Room Service
30. Compiling menus a la Carte (Specialty Restaurants, Coffee Shop, and Room Service).
31. Order-taking (Room Service).
32. Planning Duty
33. Drafting Function Prospectus
34. Table setups and arrangements for banqueting and buffet including menu designing with styles of service & Calculation of space requirement (Formal banquet, Cocktail parties, conventions, exhibition, fashion show, wedding reception).
35. Bar Operations
36. Definition & classification.
37. Layout & parts for Front of the house dispense bar.
38. Bar Thefts and frauds. (Nature and prevention.)
39. Records & Licenses maintained in a Bar (Bill book, & B.O.T.).

## **FRONT OFFICE OPERATIONS**

1. Greeting, meeting & escorting the guest
2. Total capacity and tariffs of the rooms
3. Special rates and discounts applicable to groups, corporates, airlines, VIP's etc.
4. Identification of kind, mode and type of reservation

5. Filing systems, Usage of PMS and follow-up on reservations
6. Types of plans and packages on offer
7. Forms and formats used in the department
8. Meaning of guaranteed, confirmed and waitlisted reservations
9. Reports taken out in the reservations department
10. Procedure of taking a reservation
11. Group reservations, discounts and correspondence
12. How to receive and room a guest
13. Room blockings
14. Size, situations and general colour schemes of rooms and suites
15. Discounts available to travel agents, tour operators, FHRAI members, Embassy personnel etc.
16. Co-ordination of reception with lobby, front office cash, information, room service, housekeeping and telephones
17. Guest registration, types of guest folios, errand cards, c-forms and their purpose
18. How to take check-ins and check-outs on the computer
19. How to handle foreign currency exchange
20. Various reports prepared by reception
21. Key check policy, Preparation of Key Card
22. Mail & message handling procedures
23. Percentage of no-shows to calculate safe over booking
24. Group and crew rooming, pre-preparation and procedures
25. Scanty baggage policy
26. Handling of room changes / rate amendments/ date amendments/ joiners/ one person departure/ allowances/ paid outs and all formats accompanying them
27. Requisitioning of operating supplies
28. Handling of special situations pertaining to guest grievance, requests etc.
29. BELL DESK / CONCIERGE FUNCTIONS: luggage handling during check-in & check-out, left luggage procedures, wake-up call procedure, scanty baggage procedure, handling of group baggage, maintenance of records, Errands made, briefings etc.
30. TRAVEL DESK: coordination, booking, transfers etc.

## **HOUSEKEEPING OPERATIONS**

### **THE CONTROL DESK – Observe the following:**

1. Hierarchy of the Housekeeping Department
2. Layout of the Housekeeping department and the floors
3. Use of Property Management System software – Opera/ IDS etc.
4. Maintenance of Log Book
5. Key control procedure
6. Briefing process
7. Understand the functions in different shifts
8. Coordination with other departments
9. Handing of work during peak hours

10. Formats and records used & maintained
11. Lost and found procedure
12. Gate pass procedure- returnable, non-returnable

**ROOMS – Observe the following:**

1. Procedure for entering the room
2. Number of rooms cleaned in a shift
3. Time taken in making bed
4. Time taken to clean different types of rooms - (standard/ suite/ VIP rooms)
5. Cleaning equipment and detergents / any other cleaning supplies used
6. Guest supplies placed in guestroom bathroom
7. Procedure for procurement and replenishment of guest supplies
8. Facilitation of supplies from Floor pantry
9. Systematic approach in cleaning a room (standard/ suite/ VIP rooms) and bathroom and the various checks made of all guest facilities e.g. telephone, channel music, air conditioning, television etc.
10. Stocking of Housekeeping cart with all items for maximizing efficiency
11. Maintenance (cleaning/ polishing) of surfaces such as woodwork, brass, glass and other surfaces
12. Procedure for handling soiled linen & procurement of fresh linen
13. Procedure for ‘Freshen up’ and ‘Turn down service’
14. Room layout, color schemes and furnishings used in various categories and types
15. Carpet brushing and vacuum cleaning procedure
16. Windowpanes and glass cleaning procedure and frequency
17. Minibar replenishment procedure
18. Room attendant’s checklist and other formats used
19. Procedure of room inspection by supervisor
20. Policy and procedure for day-to-day cleaning
21. Handling of guest laundry & other services (like shoe shine etc.)
22. Procedure for handling maintenance work
23. The use of technology in handling rooms
24. In-room IT amenities for guests
25. Procedure of handling DND/ PRIVACY
26. Procedure for clearing the room for sale to Front Office

**PUBLIC AREA – Observe the following:**

1. Duty and staff allocation, scheduling of work and daily briefing
2. Time of cleaning of various public areas
3. Tasks carried out by the carpet crew, window cleaners and polishers
4. Cleaning and maintenance of different types of floors in public area
5. Cleaning of various types of surfaces in public area
6. Methods of stain removal from surfaces
7. Inspection and checking of public area by supervisor

8. Importance of Banquets Function Prospectus (BFP)
9. Maintenance Order/ Work order procedure
10. Fire prevention and safety systems
11. Coordination with Lobby Manager, Security and other departments
12. Pest control procedures and their frequency
13. Equipment and operating supplies used the procedure for its procurement
14. Policy and procedures followed for various cleaning procedures
15. Work of Horticulture and Florist room

**LINEN& UNIFORM ROOM & LAUNDRY – Observe the following:**

1. Layout of linen room & laundry
2. Types of linen & uniforms
3. Storage of linen & uniforms
4. Exchange/ issue of linen & uniforms
5. Maintenance of Par stock
6. Inventory & discard procedure
7. Records & files maintained in linen room, uniform room & laundry
8. Hierarchy of the laundry
9. Various types of equipment in laundry
10. Chemicals used in laundry
11. Procedure to check for hardness in water
12. Laundering of bed linen, bath linen & F&B linen
13. Laundering of uniforms
14. Finishing of linen & uniforms
15. Procedure of Dry-cleaning
16. Handling of guest laundry