



Established by Govt. of Arunachal Pradesh vide Act 9 of 2012, the Arunachal University of Studies Act, 2012 Recognized as per u/s 2(f) of University Grants Commission Act, 1956
NH-52, Namsai, Arunachal Pradesh -792103

FIFTH SEMESTER - BACHELOR OF ARTS (HOSPITALITY MANAGEMENT)

Fifth Semester			
S. No.	Name of Subject	Credits	Total Marks
1	Advanced Food Production & Patisserie	5	100
2	Advanced Food & Beverage Service	5	100
3	Advanced Front Office Operations	5	100
4	Advanced Accommodation Operations	5	100
5	H R Management & Hotel Laws	4	100
Total		24	

Subject Name: ADVANCED FOOD PRODUCTION & PATISSERIE

UNIT-I

Classical Indian National Cookery & Modern Development

Study of Main Regions

North

South

East

West (Indian Staple foods and Indian Spices)

Main dishes used in breakfast cookery

Main meals and snacks

UNIT-II

Specific Equipment used in Quantity food

Indenting

Factors involved in indenting

Difficulties involved in indenting

UNIT III

Quality Food Production

Introduction to Industrial and Institutional Catering

Staff Organization

Kitchen Layout

Preparation

Cookery

UNIT IV

Principles of Menu Planning

Study of Menus for various types of quality food outlets (Industrial, Institutional & Fest food Services) using continental and Indian Dishes in Pallet with Nutrition

PRACTICAL

Method of cooking meat and poultry

Tandoori Chicken

Stewered – Roast on split

Minced

Stewed

Method of cooking fish

Roast on split – stewed – fried

Eggs – Curried

Vegetable accompaniments

Vegetarian Cookery

Paneer

Vegetables

Stews

Purees

Sauces

Basic masalas mixing

Red

White

Brown

Green

Yellow

Rice

Dals

Breads

Chutneys, curds and raitas

Indian Desserts

Kulfi

Halwas etc.

Training in counter service

After the preparation and cooking

Training in Breakfast Cookery

Reference:

1. Cooking with Indian Masters – Prashad
2. Modern Cookery – Vol 1 Thangam Philips

Subject Name: ADVANCED FOOD & BEVERAGE SERVICE

UNIT-I

ROOM SERVICE

Types of room service, centralized, decentralized, and mobile and list of equipments, trolley and tray set up. House rules of room service waiter, room service menus

UNIT-II

BAR

Introduction to bar-types of bar, dispense, cocktail bar counter parts-front, back, under bar equipments, furniture, staffing, linen, location.

Bar stock and bar inventory. Bar control-bar control system, stocktaking, goods received book, off-sale book, cellar stock ledger, bin cards, overage and shortage, cellar control

Tobacco

Important tobacco producing countries of the world. Quality cigars and cigarettes served in the industry, terms used to denote sizes and colour of the wrapper, storage of cigars

UNIT-III

BANQUETS

Types-formal, informal, organization of banquet department. History of banquets, duties and responsibilities of banquet staff, seating arrangements, menu planning facilities available for banquet function. Booking procedures, misc- en-place, types of services, Toasting and sequence of events.

Subject Name: ADVANCED FRONT OFFICE OPERATIONS

UNIT I

1. Registration
2. Systems of Registration
3. Registers and Files Maintained
4. Group arrival
5. Guest History Card
6. Express Check In

7. C'Form

UNIT II

1. Information Service
2. Mail
3. Messages
4. Room Key Control
5. Local Informatin

UNIT III

1. Bell and Service
2. Bell Captain
3. Area Layout and Staff
4. Luggage Handling
5. Paging
6. Files Maintained
7. Door and Car Parking Service

UNIT IV

1. Telephone Operating
2. Telephone Procedures
3. Telephone manners

UNIT V

1. Check out
2. Departure Procedure
3. Methods of settling accounts
4. Cashiers Reports
5. Express Checkout
6. Operating Modes-Manual, Semi automated, Fully automated
7. Types of Accounts ¼ Safety Deposit

PRACTICAL

1. Filling of various proformas
2. Receiving and greeting of guest
3. Proactive and preparation of departure procedure
4. Settlement procedures

REFERENCE BOOKS

1. Front Office Management –S.K.Bhatnagar
2. Front Office Procedures –Michael .L.Kasavana

Subject Name: ADVANCED ACCOMMODATION OPERATIONS

UNIT-I

COMPOSITION,CARE & CLEANING OF DIFFERENT SURFACES

- Floors and Floor coverings
- Walls and wall coverings
- Carpets-Types, construction & selection points
- protective finishes-seals & polishes

UNIT-II

LINEN & LINEN ROOM

- Classification of Linen
- Linen sizes
- Layout of linen room
- Linen selection points
- Linen storage conditions
- Par stock
- Linen control
- Linen Exchange
- Linen Register,Stock taking procedure
- Linen discard
- Linen Hier-advantages and disadvantages

UNIT-III

LAUNDRY

- layout of Laundry
- On premises Laundry(OPL)
- Laundry flow process
- stages on washing
- commercial Laundry
- advantages and disadvantages
- Guest Laundry procedure(Valet Service)
- STAINS & STAIN Removal

UNIT-IV

FIBRES AND FABRICS

- Definition of Fiber
- Classification of fiber
- The origin ,characteristics and use of each in the hotel
- Fibres, Filaments, Yarn & Ply -Types of weaves

-plain, twill, satin, sateen, velvet, velveteen, figures(damask)having bone weaves

Subject Name: H R MANAGEMENT & HOTEL LAWS

UNIT-I

Introduction

Law and society

Need for the knowledge of law

Sources of Indian law

Classifications of law

List of licenses and permits required for operating a Hotel/Restaurant and other catering

Establishments under various local, state and union laws

Procedure for Procurement, Renewal, Suspension and Termination of licenses

UNIT-II

Evaluation of Mercantile law

The Partnership ACT 1932

The Indian companies Act, 1956

The Sale of goods Act 1930

The Negotiable instruments Act 1881

The Insurance Act 1939

The law of Agency

UNIT –III

The Indian contract Act, 1872

Meaning and definition of Contract

Essential elements of contract

Classification of contract

Time and place of performance

Discharge of contract

Contract of Bailment and pledge

UNIT-IV

Evaluation of Industrial law

The Factories Act, 1948

The Industrial Dispute ACT, 1947

The Employment (standing order act) 1976

The Employees State Insurance Act, 1953

The provident fund Ac, 1952

The Payment of Gratuity Act, 1972

The Bonus Act, 1965

UNIT –V

Manager of Hotel and Owner of lodging house

Paying guest-Premises-Tenant-Tenement

Lien of Inn keeper

The Central committee for food standards

Central food laboratory

Food Inspector and their Powers and duties

Procedure followed by the food inspector

REFERENCE BOOKS

Mercantile law- N.D.Kapoor

Industrial law- N.D.Kapoor