

BHM 301: Food Production and Patisserie- I

Credit hours: 3
Lecture Hours: 48

Course Objectives:

This course aims to make students understand both the theoretical knowledge and practical skill of food production operations basically in Western cookery and patisserie practiced in hotel and catering industry. This course also imparts the food knowledge required for food productions.

Course Description:

This course presents a thorough and systematic coverage of theoretical and practical knowledge of overview of catering industry, culinary history and its influences, Kitchen organization, use of equipment, Kitchen hygiene, and methods of cooking, foundation of continental cookery such as stocks, soups and sauces, accompaniments and garnishes. This course will also focus on food commodities such as vegetables, cereals and flours, milks and milk products, sugar, dough and pastes.

Course Details

Unit 1 : Overview of Catering Industry

LH3

Introduction of catering industry, Types of catering establishments, Pioneer of chefs

Unit 2 : Culinary History

LH5

Introduction of culinary history, Egyptian cookery, Greek cookery, Roman cookery, French Cookery, Medieval French cuisine, Classical cuisine, Haute cuisine, Noble cuisine, Fusion cuisine, Influences of Ethnic Cultures

Unit 3 : Kitchen and Bakery Brigade

LH4

Introduction of kitchen and bakery brigade, Kitchen organization charts of small, medium and large scale
hotels, Staffing and their job responsibilities, Kitchen uniform and its care

Unit 4 : Kitchen Equipment

LH3

Introduction of kitchen equipment, Types of kitchen equipment such as large equipment, mechanical equipment, tools and utensils, their examples and uses

Unit 5 : Hygiene

LH4

Introduction of hygiene and sanitation, Kitchen hygiene, Food hygiene, Food poisoning and remedies, Personal hygiene and its rules

Unit 6 : Principles of Cooking

LH6

Introduction of cooking, Objectives of cooking, Methods of cooking including moist heat, dry heat and fat medias, Microwave cooking, Induction cooking, In a packet cooking, Solar cooking, Molecular gastronomy, Heat effects on foods, Advantages and disadvantages of various cooking methods, Suitable ingredients for various cooking methods

Unit 7 : Culinary Terms

LH4

Unit 8 : Food Commodities

LH8

Introduction of food commodities, Introduction, types and uses of vegetables, fruits and nuts, cereals, flours, herbs and spices, eggs, milk and milks heat treatment, milk products and their processing, Cheese and its making process, popular cheese and their origin countries, sugar, jaggery & sugar free sugar, and their functions, fats and oils and their types and processing

Unit 9 : Foundations of Continental Cookery

LH8

Foundation of continental cookery such as:

- Stocks (definition, types, preparation guidelines, recipes, qualities and glazes)
- Sauces (definition, types of mother sauces, derivatives, recipes, preparations and qualities)
- Soups (definition, types, recipes, preparation, and making a good soup)
- Accompaniments (definition, functions, some examples)
- Garnishes (definition, functions, some examples)

Unit 10 : Dough and Pastes/Pastry

LH3

Introduction of dough, types of dough such as straight dough, leavened dough, elastic dough, laminated dough and productions, reasons for faults in dough, Introduction of pastes, types of pastes such as short crust, sweet, puff, choux, and suet pastes, recipes and methods of preparation, products, reasons for faults in pastes

Demonstration

- Identifications of kitchen equipment
- Vegetable cuts
- Stocks preparations
- Soups preparation
- Sauces preparations

Practical

- Three course continental menus 8 nos.

References

Foskett, D. & Ceserani, V. *Theory of Catering*. London: Book Power.

Bali, P. V. *Food Production Operations*. New Delhi: Oxford Press Publication.

Arora, K. *Theory of Cookery*. New Delhi: Franks Bros. & Co. Ltd.

Bali, P. S. *International Cuisine and Food Production Management*. New Delhi: Oxford Press Publication.

Pauli. E. *Classical Cooking the modern way*. New York: Van NostrandReinhold. Gringson, J. *The Book of Ingredients*. Spain: Michel Joshef Ltd.

BHM 311 : Food and Beverage Service –I

Credit Hours: 3

Lecture Hours: 48

Course Objective:

This course aims to make students understand both the theoretical knowledge and practical skill of food and beverage service operation in hotel and catering industry.

Course Description:

This course presents the overview of catering industry, Hotel and its types, various departments of food and beverage service department of hotel, duties and responsibilities of various staff working in F&B service department, Menu knowledge and its types, hygiene knowledge required for Food service personnel, dining Etiquettes, Different terms and terminologies used in service department.

Course Details

Unit 1: Catering and Hotel Industry

LH 8

Introduction and Classification of Catering Industry, Primary Catering Establishment, Secondary Catering Establishment, Introduction to hotel Industry, Classification of Hotel Industry.

Unit 2: Food and Beverage Service Department

LH 4

Introduction of F&B service Department, Various outlets of F&B service Department and their Functions. Ancillary Departments; Stillroom, Silver or Plate room, Wash-up section, Hot plate, Linen store

Unit 3: Food and Beverage Organization

LH 8

Organization chart of Food and Beverage service Department of Hotel, Duties and responsibilities of F & B staff; F&B manager, Assistant F & B Manager, Outlet Manager, Supervisors, Waiter/ess, Apprentice, Interdepartmental Relationships; Front office, Housekeeping, Food production department, Personal department

Unit 4: Identification of Service Equipments

LH 4

Furniture; Chairs, Tables, Side Board, Trolley
Linens; Moulton, Table Cloth, Slip Cloth, Serviette, Waiters Cloth
Tablewares; Cutleries, Crockeries, Glasswares, Hallowares

Unit 5: Competencies of Service personnel

LH 8

Grooming, Personal Hygiene and Sanitation, Dining Etiquettes; Do's and Don'ts, Team Work, Attitude, Discipline, Courtesy.

Unit 6: Menu and Its Types

LH 6

Introduction, Definition, Origin and Types of Menu, Courses of a Classical French Menu

Unit 7: Food & Beverage Terminologies **LH 6**

F&B service Terms

Unit 8: Table Laying **LH 2**

Rules of Laying Table, A La Carte, Table D'hote

Unit 9: Methods of service **LH 2**

American, English, French, Russian

Unit 10: Demonstration + Practical **LH32**

Still room/Pantry works (Demonstration)

Mise-en-scène, Mise-en-place and Briefing

Restaurant Mise en scène, Mise en place (Demonstration + Practical)

Service sequence of pre-plated (Demonstration + Practical)

Service of pre plated (8 continental menus)

References

Singaravelavan, R. *Food and Beverage Service*. New Delhi: Oxford University Press Publication.

Lillicrap, D. & Cousins, J. *Food & Beverage Service*. London: ELBS Publishers.

Andrews, S. *Food & Beverage Management*. New Delhi: Tata McGraw Hill.

Magris, M. & McCreery. *Introduction to Food & Beverage Services*. Cathy.

Cichy, R. & Philip Hickey. *Managing Service in Food and Beverage Operations*. New York: AH&LA.

Ninemeier, J. D. *Management of Food and Beverage Operations*. New York: AH&LA.

BHM 321 : House Keeping Operations

Credit Hours: 3
Lecture Hours: 48

Course Objectives:

This course aims to impart knowledge and skill in the basic Housekeeping functions and systems and to acquaint the students with general responsibilities of the Housekeeping department in a hotel.

Course Description :

This course presents a thorough and systematic coverage of theoretical and practical knowledge and skill of hotel housekeeping and its roles, housekeeping organization chart, rooms and its safety management, cleaning, house keeping control desk, and forms and format used in housekeeping department of a hotel.

Course Details:

Unit 1 : Introduction to Hotel Housekeeping **LH8**

Introduction to hotel industry, Meaning of housekeeping, importance of housekeeping
Role of housekeeping, Function of housekeeping

Unit 2 : Housekeeping Organization **LH10**

Introduction, Layout of housekeeping department, Organizational structure of the housekeeping department (Small, Medium and Large Hotel), Duties, responsibilities and attributes of housekeeping staff, Inter departmental relationship

Unit 3 : Rooms **LH6**

Introduction, Layout of rooms, Types of rooms, Types of beds and bedrooms, Room keys, Keys security and control

Unit 4 : Safety Measure & Security **LH4**

Introduction, Safety rules for housekeeping department, Security

Unit 5 : Cleaning **LH8**

Introduction, Meaning of Cleaning, Cleaning methods and principles of cleaning, Type of cleaning, cleaning equipment (Selection, Care & Maintenance), Cleaning agents

Unit 6 : Housekeeping Control Desk **LH6**

Introduction, Role of the control desk, Types of registers and file maintained

Unit 7 : Miscellaneous **LH6**

Forms and Formats (Code used)

- Pest Control
- Lost & Found
- Guest Complain
- Dead Guest
- Sick Guest
- Big Don'ts
- Customer Relation

- Fire

Practical and Demonstration

- Maid Cart and Setting up of a maid cart
- Room Cleaning (Departure, Occupied, Vacant, Bathroom Cleaning)
- Care and Cleaning of Different Floor and Furniture (Types of Floor and Types of Furniture)
- Mopping
- Dusting
- Metal Polishing
- Telephone Cleaning
- Carpet Shampooing
- Window and Door Cleaning
- Evening Service
- Second Service

References

Raghubalan, G. & Raghuballa, S. *Hotel Housekeeping Operation and Management*. India: Oxford University Press

Andrews, S. *Hotel Housekeeping Management and Operations, Training Manual*. New Delhi: Tata McGraw

Iris Jones Cynthia Phillips – *Commercial Housekeeping and Maintenance* – Stanley Thomes Ltd.

8. The Human Condition

The Lunatic; How Sane Are We?; Gaia
Interactions (relating to the selected texts) and Spotlights

9. Natural Science

The Making of a Scientist; Scientific Inquiry: Invention and Test;
Interactions (relating to the selected texts) and Spotlights

10. Humor and Satire

King John and the Abhor of Canterbury; Thir Thoughts; The Clock Tower;
Interactions (relating to the selected texts) and Spotlights

11. Critical and Creative Thinking

The Stub Book; Mr. Know-All; Keeping Errors at Bay; What Is Intelligence, Anyway;
Interactions (relating to the selected texts) and Spotlights

12. Love

To His Coy Mistress; The Telegram on the Table; Piano;
Interactions (relating to the selected texts) and Spotlights

13. Life and Death

The Great Answer; Stopping by Woods on a Snowy Evening; A Tale; Ethics; "Where the Mind is
without Fear"; New Year;
Interactions (relating to the selected texts) and Spotlights

Appendix I. Sounds of English

Appendix II. 99 Lousy Sentences

Appendix III. Deloused 99 Sentences

Appendix IV. Documenting Scholarly Essays and Books

Appendix V. Speaking English in Chicago and London

Appendix VI. Speaking in Public

Appendix VII. Answers to Selected Questions

Prescribed Book

Nissani, M, and S. Lohani, *Flax-Golden Tales: An Interdisciplinary Approach to Learning English*.
Shorter Third Edition. Kathmandu; Ekta, 2013. (Sounds of English and Stories and
Poems on CD)

Unit 2 : The following pieces carry 30% of the weightage of this course:

LH 19

1. Paragraph to Short Essay

The Paragraph

Unity and Coherence

From Paragraph to Short Essay

Editing Your Writing

Putting It All Together

2. **Descriptive Essays**
3. **Narrative Essays**
4. **Opinion Essays**
5. **Comparison and Contrast Essays**
6. **Cause and Effect Essays**

(subtopics for all the different essay types):

- Stimulating Ideas
- Brainstorming and Outlining
- Developing Your Ideas
- Editing Your Writing
- Putting It All Together

7. **The Writing Process**
8. **Punctuation**
9. **Connectors**
10. **Grammar Terms**

Prescribed Book

Savage, Alice, and Patricia Mayer. *Effective Academic Writing 2: The Short Essay*. Oxford: OUP 2005.

Teaching Method

The suggested teaching method is to introduce the theme and the writing task and then guide the students to practice specific skills and put language knowledge to produce their own writings. The recommended approach is to view the books not as mere language texts but to introduce students to many disciplines, to expand their intellectual and spiritual horizons, to underscore the nobility of humanity's never-ending search for truth, beauty, and compassion. The goal is, therefore, to teach language skills along with insight and wisdom. The specific methods are also suggested in the course books and teacher manuals, and it will prove valuable for teachers to follow them.

Evaluation

The examinations will cover the language skills and include a range of tasks which assess students' ability to use English in a variety of contexts. Above all, the examinations will assess the students' ability to communicate effectively in English, especially in reading and writing activities.

Reference Books

Oxford Advanced Learner's Dictionary of Current English. Eighth Edition. Oxford: OUP, 2010.
Crystal, David, ed. *The Penguin Encyclopedia*. 3rd rev. ed. Penguin Books, 2006.
Carter, Ronald, and Michael McCarthy. *Cambridge Grammar of English*. Cambridge: CUP, 2006.
Thomson, Anne, *Critical Reasoning: a practical introduction*. Third Edition. London and New York: Routledge, 2009.

MGT - 311 : Principles of Management

Credit Hours: 3
Lecture Hours: 48

Course Objectives:

This module aims to impart the basic management knowledge, and skills to the students so as to enhance their managerial capabilities and enable them to apply in the practical field.

Course Description:

Concepts and functions of management. Management perspective. Planning: meaning, classification, meaning, process, principles, and architecture. Authority and responsibility. Centralization, delegation and decentralization. Staffing. Emerging issues in organizing. Leading: meaning, qualities and styles. Individual differences and psychological contract. Introduction to groups. Concept of managerial ethics. Motivation: concept and techniques. Communication: meaning, process, types and barriers. Controlling: meaning, process and techniques. Quality. Organizational change and development and Operation and technology management. .

Course Details

Unit 1: Introduction

LH 4

Management: concepts, meaning, essence, levels and functions. Types of managers. Managerial roles and skills. Becoming a manager: role of education, experience and situation. Business environment and society-external environment, corporate social responsibility, ethics, corporate governance and ethical standards.

Unit 2: Perspectives and Evaluation of Management

LH 8

Early development. Classical Perspective: scientific management, administrative management and bureaucracy. Behavioral Perspective: Hawthorne studies, human relations movement, and emergence of organizational behavior. Quantitative Perspective: management science and operations management. Integrating perspectives: systems and contingency perspectives.

Unit 3: Planning

LH 7

Meaning. Levels of Planning: Strategic, Tactical and operational. Steps in Planning. Tools for planning. Planning premises. Pitfalls of planning. Improving planning. Decision Making: meaning, types and process. Decision making conditions – certainty, risk and uncertainty. Practical exercises on taking decisions including decision making using indicators.

Unit 4: Organizing

LH 8

Meaning, process and principles of organizing. Organization Architecture: vertical differentiation – tall versus flat hierarchies, horizontal differentiation – functional structure, multidivisional structure, geographic structure, and matrix structure. Responsibility: establishing task and reporting relationships, creating accountability. Authority: line authority and staff authority. Delegation of authority. Centralization, Decentralization and Devolution: meaning, reasons, advantages and disadvantages. Emerging issues in organization design. Staffing: concept and importance.

Unit 5: Leading

LH 7

Meaning and qualities of leadership. Understanding Individual differences and psychological contract. Concept and types of groups. Leadership Styles: autocratic, democratic, and participative. Concept of managerial ethics. Motivation: concept, importance, and techniques. Communication: meaning, process, and networks. Concept of active listening. Types of communication, Barriers to effective communication.

Unit 6: Controlling

LH 10

Meaning, purpose, Process and types of controls. Essentials of effective control systems. Control tools and techniques. Quality: Concept and importance. Total Quality Management: concept, components, principles, tools and techniques. Emerging issues in quality management. Production and operation management, supply chain management, Kaizen, six sigma, The Japanese 5S practice, Technology management, Management information system and IT.

Unit 7: Organizational Change and Development

LH 4

Nature, forces, paradigm shifts and areas (structure, technology, business process and behaviors) of organizational change. Resistance to change. Overcoming resistance to change. Concept of Organizational Development, OD intervention.

Unit :8 Emerging Concept in Management

Stress Management, Time Management, Business process Re- engineering, Conflict Management, Work Force Diversity.

Addendum: At least one case will be administered at the end of each chapter. The students will also complete a project work and a few other assignments as specified by the faculty member.

Charles W.L. Hill and Steven L. McShane, *Principles of Management*, Tata Mc-Graw-Hill Company, New Delhi.

Griffin, Ricky W., *Management*. AITBS Publishers and Distributors, New Delhi.

Hitt, M.A., J.S. Black and Porter, L.W., *Management*, Pearson Education, New Delhi

Pant, Prem Raj, *Principles of Management*, Buddha Academic Publishers and Distributors Pvt. Ltd

Adhikari, Dev Raj. *Principles of Management*, Sunrise Publication, Kathmandu