

Ahmednagar Jilha Maratha Vidya Prasarak Samaj's
INSTITUTE OF
HOTEL MANAGEMENT AND CATERING TECHNOLOGY AHMEDNAGAR
Lal Taki Road, Ahmednagar – 414001. Ph. / Fax (0241) 2326778

Approved by AICTE, Govt. of Maharashtra, DTE & Affiliated to Uni. of Pune

Criterion 1 – Curricular Aspects (100)		
Key Indicator – 1.3 Curriculum Enrichment (30)		
1.3.1. Institution integrates crosscutting issues relevant to Professional Ethics, Gender, Human Values, Environment and Sustainability into the Curriculum		
Sr. No.	List of Documents	Page No.
1	Ethics as a part of syllabus – Copy of courses highlighting professional ethics	1
2	Appreciation letters received by students during their trainings	72
3	Gender Issues - Photos of girls and boys working together	107
4	Human Values represented in society - News article of our students - Society donation report - Blood Donation report - Birth and death anniversary reports	115
5	Syllabus copies of Environment management issues	132
6	Reports of Activities conducted a. Tree Plantation b. Green Campus/ Swacha Bharat Abhiyan/ Cleaning Campaign	140

**INSTITUTE OF
HOTEL MANAGEMENT AND CATERING TECHNOLOGY AHMEDNAGAR.**

Lal Taki Road, Ahmednagar - 414 001. Ph. / Fax (0241) 2326778

Approved by AICTE, Govt. of Maharashtra, DTE & Affiliated to S.P. Pune University

◀ AICTE No. F 421 / MS - 16 / APR (HM) / ET / 96 ▶ INST.CODE NO. C001863

Ref. No.:

Date : / /20

Key Indicator - 1.3 Curriculum Enrichment

1.3.1 Institution integrates crosscutting issues relevant to Professional Ethics, Gender, Human Values, Environment and Sustainability into the curriculum.

**Institution integrates crosscutting issues relevant to
'Professional Ethics' into the curriculum**

[Signature]

I/c. Principal
Institute of

Hotel Management & Catering Technology
Lal Taki Road, AHMEDNAGAR-414 001





Savitribai Phule Pune University

(Formerly University of Pune)

Three Year B.Sc. Degree Program in Hospitality Studies

(Faculty of Science & Technology)

F.Y.B.Sc. Hospitality Studies

Choice Based Credit System Syllabus

To be implemented from Academic Year 2019-2020



Detailed Syllabus:**SEMESTER –I****Subject : Food Production - I****Subject Code : HS 101****Subject Credits : 04****Course outcomes:**

- 1 Introduction to the art of cookery and the basic cooking techniques.
- 2 Knowledge of food & kitchen safety practices.
- 3 Identify and apply various cooking methods and technique
- 4 Classify kitchen brigade and equipment used

Hours

Chapter – 1	Introduction to cookery	06
1.1	Origin of modern cookery practices	
1.2	Factors influencing eating habits,	
1.3	Sectors of hospitality/ Catering industry.	
1.4	Attitudes and behavior in kitchen	
1.5	Personal hygiene & food safety	
1.6	Kitchen uniform – importance	
1.7	Aims & objective of cooking	
Chapter – 2	Safety practices & procedures	08
2.1	Kitchen accidents, types (cuts, burn, scald & falls) – meaning, types and preventive measures for each type of accident	
2.2	Preventive measures for each type of accident.	
2.3	Care for your own health & safety.	
2.4	First aid- meaning, importance, and basic rules	
2.5	Fire prevention – fire types, types of extinguishers, precautions	
2.6	Food contaminations – types, control	
2.7	Introduction to HACCP- meaning, importance, Principles	
Chapter – 3	Methods of Cooking	14
•	Classification & salient features of various cooking methods	
•	Equipment used, their care & maintenance	
•	Temperature precautions	
3.1	Heat Transfer Principles – Conduction, Convention, Radiation	



3.2 Moist methods of cooking

- 3.2.1 Steaming
- 3.2.1 Braising
- 3.2.3 Poaching
- 3.2.4 Boiling – Blanching, Simmering, Parboiling

3.3 Dry methods of cooking

- 3.3.1 Baking
- 3.3.2 Roasting – Oven, Split, Pot, Tandoor, Barbecue
- 3.3.3 Grilling/Broiling

3.4 Frying

- 3.4.1 Types of frying medium
- 3.4.2 Saut eing
- 3.4.3 Shallow frying
- 3.4.4 Deep frying
- 3.4.5 Pressure frying

3.5 Microwave cooking

- ### 3.5.1 Advantages &disadvantages

Chapter- 4 Equipment and fuel used in kitchen 06

- 4.1 Classification of kitchen equipment – by size or mode of use
- 4.2 Selection criteria for kitchen equipment
- 4.3 Properties, advantages &dis-advantages of various materials used in tools &equipment.
- 4.4 Fuel - classification, types, advantages & disadvantages

Chapter –5 Kitchen organization structure 04

- 5.1 Classical kitchen brigade for 5 star & 3 star hotel
- 5.2 Duties & responsibilities of various chefs
- 5.3 Liaison of kitchen with other department
- 5.4 Kitchen stewarding – Importance, Hierarchy

Chapter –6 Introduction to food commodities 14

- 6.1 **Cereals & Pulses** - Classification and varieties, catering uses, bi-products
- 6.2 **Fats and Oil** –Types, varieties, catering uses, hydrogenation and rendering of fat
- 6.3 **Sweeteners** - Types, stages in sugar cooking, catering uses
- 6.4 **Dairy products:** Milk, Cream, Cheese, Curd-types and uses



Subject : Food and Beverage Service - I

Subject Code : HS 102

Subject Credits : 04

Course outcome-:

1. The course would explore the scope and nature of F & B service operations.
2. It would develop the essential attributes and elementary skills of students in the service procedures.
3. Basics of Food and Beverage Service Department will be covered in the semester.

	Hours
Chapter 1 Food & Beverage Service Industry	12
1.1 Introduction to Food & Beverage Industry	
1.2 Classification of Catering Establishments (Commercial & Non-Commercial)	
1.3 Introduction to F & B outlets – Restaurants, Bars, Cafes, Cafeteria, Coffee Shops, Drive in, Drive through, Fast Food, Food courts, Kiosk, Snack Bars, Banquets, Business Centre, Discotheques, Executive Lounges, Night Clubs, Pubs, Room Service	
1.4 Auxiliary areas – Still Room/Pantry, Silver/Plate room, Hotplate, Wash up/Kitchen Stewarding, Dispense bar, Linen Stores	
Chapter 2 Food & Beverage Service Equipments – Types and Usage	12
2.1 Furniture – tables, chairs, sideboards	
2.2 Chinaware – sizes and capacity	
2.3 Stainless steel and Silverware – cutlery, flatware, service equipments	
2.4 Glassware- capacity & usage	
2.5 Disposables – types, advantage & disadvantage	
2.6 Linen – types & sizes	
2.7 Special equipments	
2.8 Silver cleaning methods – Burnishing, Plate powder, Silver dip, Polivit	
Chapter 3 Chapter 3. Food & Beverage Service Personnel	12
3.1 Food & Beverage Service Organization Structure – 5 star hotel, Standalone Restaurants, Quick Service Restaurants	
3.2 Job Descriptions, Job Specifications and Competencies	
3.3 Attributes (Qualities) of Food & Beverage personnel/Staff	



- 3.4 Etiquettes & mannerisms
- 3.5 Inter-departmental relationship with – Front Office, Housekeeping, Kitchen, Kitchen Stewarding, Engineering, Security, Human Resources, Stores

Chapter 4 Chapter 4. Types of Food & Beverage Service 12

- 4.1 Table Service – Service to customers at a laid cover
(a. English/Silver, b. American/Plate, c. French/Butler, d. Russian, e. Gueridon)
- 4.2 Assisted Service: Combination of Table service and Self-service– (Carvery, Buffet)
- 4.3 Self Service: Self-service of customers – (Cafeteria, Supermarket)
- 4.4. Single Point Service – Service of customers at single point– (Takeaway, Drive-thru, Fast Food, and Vending. Kiosks. Food Court, Bar)
- 4.5 Specialised (or in situ) Service – Service to customers in areas not primarily designed for service(Tray, Trolley, Home delivery, Lounge, Room, and Drive-in)

Chapter 5 Chapter 5. Types of Meals 12

- 5.1 Breakfast – Introduction,
Types – English, American, Continental, Indian Menu and Service procedure
- 5.2 Brunch – Introduction and Menu
- 5.3 Lunch – Introduction and Menu
- 5.4 High Tea – Introduction and Menu
- 5.5 Dinner – Introduction and Menu
- 5.6 Supper – Introduction and Menu

TOTAL 60

Note: Glossary of Terms

Students should be familiar with the glossary of terms pertaining to above mentioned topics

Assignments:

Minimum **three assignments** shall be prepared and submitted by individual student at the end of semester.

1. Identify various food service outlets in your locality
2. Draw and write the sizes / capacities and uses of various food and beverage equipments used in f & b service department – in the form of charts.
3. Prepare any one chart / PPT from the following:
 - a. Organizational hierarchy of Food & Beverage Service personnel for 5 star hotel and QSR
 - b. Job descriptions of any five personnel in the hierarchy



- c. Attributes and attitudes of Food & Beverage Service personnel
- 4. Prepare PPT on different types of service
- 5. Prepare charts for different breakfast menus

REFERENCE BOOKS:

1. Food & Beverage Service – Dennis Lillicrap and John Cousins
2. Food & Beverage Service – R. Sinagaravelavan
3. Food & Beverage Service Training Manual – Sudhir Andrews, Tata McGraw Hill
4. Modern Restaurant Service – John Fuller
5. The Restaurant (from Concept to Operation) – Lipinski
6. Bar and Beverage Book – Chris Katsigris, Chris Thomas
7. Textbook of Food & Beverage Service – Anita Sharma, S. N. Bagchi
8. Textbook of Food & Beverage Service – Bobby George



SEMESTER –I**Subject : Development of Generic Skills****Subject Code : HS 109****Subject Credits : 02****Course outcomes:**

- 1 Introduction to Generic Skills
- 2 Development of self-management skills
- 3 Development of team management skills
- 4 Development of task management skills
- C5 Knowledge of effective problem solving techniques

		Hours
Chapter 1	Introduction to Generic Skill	4
1.1	Concept and importance	
1.2	Local and global scenario	
1.3	Concept of life-long learning (LLL)	
Chapter 2	Self-Management and Development	10
2.1	Concept of Personality Development, Ethics and Moral values	
2.2	Concept of Intelligence and Multiple intelligence Types viz, linguistic, mathematical & Logical reasoning, emotional, and social intelligence (interpersonal & intrapersonal).	
2.3	Concept of Physical Development; significance of health, hygiene, body gestures & kinesics.	
2.4	Time Management concept and its importance	
2.5	Intellectual Development; reading skills (systematic reading, types and SQ5R), speaking, listening skills, writing skills (Note taking, rough draft, revision, editing and final drafting), concept of critical Thinking and problem solving (approaches, steps and cases).	
2.6	Psychological Management; stress, emotions, anxiety and techniques to manage these.	
2.7	ICT & Presentation skills; use of IT tools for good and impressive presentations.	
Chapter 3	Team Management	6
3.1	Concept of Team Dynamics. Team related skills such as; sympathy, empathy, leading, coordination, negotiating and synergy. Managing cultural, social and ethnic diversity.	



- 3.2 Effective group communication and conversations.
- 3.3 Team building and its various stages like forming, storming, norming, performing and adjourning (Bruce Tuckman's five stage Model)

Chapter 4 Task Management 4

- 4.1 Task Initiation, Task Planning, Task execution, Task close out
- 4.2 Exercises/case studies on task planning towards development of skills for task management

Chapter 5 Problem Solving 6

- 5.1 Prerequisites of problem solving- meaningful learning, ability to apply knowledge in problem solving
- 5.2 Different approaches for problem solving
- 5.3 Steps followed in problem solving.
- 5.4 Exercises/case studies on problem solving

Total 30

Assignments:

A minimum of 2 **assignments** based on the following topics to be given to individual student and the marks to be considered in internal marks.

- 1 Problem solving case studies
- 2 Management Games
- 3 Team building exercises

Reference Books:

- 1. Soft Skills for Interpersonal Communication by S.Balasubramaniam; Published by Orient BlackSwan, New Delhi
- 2. Generic skill Development Manual, MSBTE, Mumbai.
- 3. Lifelong learning, Policy Brief (www.oecd.org)
- 4. Lifelong learning in Global Knowledge Economy, Challenge for Developing Countries – World Bank Publication



[Signature]
 I/c. Principal
 Institute of
 Hotel Management & Catering Technology
 Lal Taki Road, AHMEDNAGAR-414 001

SAVITRIBAI PHULE PUNE
UNIVERSITY

REVISED SYLLABUS OF
**Bachelor of Hotel
Management & Catering
Technology (BHMCT)**

Incorporating
*Choice Based Credit System and Grading
System*

(To be implemented from A.Y. 2019-20)



Subject : Food Production - I

Subject Code : C101

Subject Credits : 06

Semester : I

Teaching Scheme per week		
Theory	Practical	Total
02 hours	08 hours	10 hours

Examination Scheme					
Internal Examination Scheme		External Examination Scheme			Total Marks
Concurrent	Total Internal Marks	Practical	Theory	Total External Marks	
50	50	60	40	100	150

Rationale:

Food Production is an integral part of the Hospitality Industry. This course aims to prepare the students to cater to the needs of the industry. It would inculcate in them sound knowledge of the principles of Food Production so that they can be put to use in an efficient & effective way.

	Hours	Marks
Chapter – 1 Introduction to art of cookery	03	04
1.1 Culinary history		
1.2 Origin of modern cookery		
1.3 International, Continental and Pan Asian cuisine-Meaning and characteristics		
1.4 Aims and Objectives of cooking		
1.5 Attributes of culinary professional		
Chapter – 2 Cooking Techniques	08	10

10



2.1	Techniques used in preparation of food		
2.2	Methods of mixing food		
2.3	Methods of Heat Transfer -Conduction, Convention, Radiation, Induction		
2.4	Methods of cooking (moist, dry, medium of fat) – Definition, Classification, Rules to be observed for each type of cooking method, examples		
2.5	Textures and Consistencies-Desirable and non-desirable		
Chapter – 3	Food and Kitchen Safety	03	05
3.1	Personal Hygiene		
3.2	Importance of Kitchen uniform		
3.3	Kitchen accidents (cuts, burn, scald & Falls) -Meaning, types and preventive measures for each type of accident		
3.4	First aid - meaning, importance, and basic rules		
3.5	Fire – Types, types of Extinguishers, Precautions		
Chapter –4	Kitchen Organization Structure	02	04
4.1	Classical kitchen Brigade for 5 star & 3 star hotel		
4.2	Duties of various Chefs		
4.3	Liaison of Kitchen with other department		
Chapter –5	Fuels used in the kitchen	02	03
5.1	Types of fuels used-Gas, electricity, wood, coal/charcoal, solar energy, diesel		
5.2	Advantages & Disadvantages		



Chapter – 6 Kitchen Equipment 02 04

- 6.1 Classification of kitchen equipments- by size and mode of use
- 6.2 Criteria for selection
- 6.3 Care and maintenance

Chapter –7 Food Commodities 10 10

- 7.1 Cereals & Pulses - Classification and varieties, Catering uses
- 7.2 Fats and Oil –Types, varieties, catering uses, hydrogenation and rendering of fat
- 7.3 Sweeteners - Types, stages in sugar cooking, catering uses
- 7.4 Dairy products: Milk, Cream, Cheese, Curd-types and uses
- 7.5 Spices, Herbs, Condiments & Seasonings - used in Western & Indian Cooking, examples and uses
- 7.6 Effect of heat on Carbohydrates, Sugar, Protein, Colour pigment, vitamins and minerals pertaining to above mentioned commodities

Note- Glossary Terms

Students should be familiar with the glossary of terms pertaining to above mentioned topic

Total 30 40



Recommended Assignments:

A minimum of 2 *assignments* based on the following topics to be given to individual student and the marks to be considered in internal marks.

1. Hindi equivalents of major food commodities
2. Chart of presentation of cooking technique
3. Chart of presentation on kitchen brigade.
4. Chart related to food and kitchen safety.
5. Charts of Spice blends- Basic Garam Masala, Curry Powder, Sambar Masala, Chat Masala, Goda Masala, Vindaloo Masala
6. Charts on Basic Indian gravies with 5 preparations of each - white, red, brown and green

Recommended Practicals:

1. Minimum 18 *Individual Practicals* to be conducted during the semester.
2. The practical should comprise of the following:
 - Introduction to various kitchen equipments, tools and their usage. Safety precaution to be taken while handling equipment. Hygiene & Safety practices to be observed in kitchen, introduction to various commodities. – 1 Practical
 - Demonstration of Food pre-preparation and cooking methods – 1 Practical

Preparation Methods –Washing, Peeling, Paring (fruits), Cutting (cuts of vegetables), Grating (Vegetables), Grinding, Mashing, (vegetables & pulses), Sieving (flours), Steeping (cereals, pulses, tamarind, lemon-rind), Evaporation (milk & gravies), Marinating (meat, fish, chicken), Sprouting (pulses & legumes), Blanching, Filleting of fish, Deboning & jointing poultry

Methods of Mixing – Beating, Blending, Cutting in, Rubbing in, Creaming, Folding, Kneading, Rolling in, Pressing, Stirring



- Basic Indian masalas & gravies (Dry & wet) - 2 Practicals
- Indian Breakfast/Snack item. – 2 Practicals

- Continental menu-2 practical consisting of appetizer/soup, main course with starch and vegetables and dessert
- Basic Indian menu consisting of a Meat, Vegetable, Rice, Dal/Raita, Bread and Sweet Preparation. – 11 practicals
- Internal Practical Exam – 1 practical

Practical Examination: (Internal & External)

Exams to be conducted on Indian menus consisting of a Meat, Vegetable, Rice, Dal/Raita, Bread and Sweet Preparation

The internal exams to be assessed by the internal examiner and external exams by the external examiner.

Reference Books

1. Practical Cookery- Victor Ceserani & Ronald Kinton, ELBS
2. Theory of Catering- Victor Ceserani & Ronald Kinton, ELBS
3. Theory of Cookery- Mr. K. Arora, Franck Brothers
4. Modern Cookery for Teaching & Trade Vol I- Ms. Thangam Philip, Orient Longman.
5. The Professional Chef (4th Edition)- Le Rol A. Polsom
6. Success in Principles of Catering - Michael Colleer& Colin Saussams
7. Prashad – Indersingh Kalra and Pradeep das Gupta



Subject : Food & Beverage Service - I

Subject Code : C102

Subject Credits : 04

Semester : I

Teaching Scheme per week		
Theory	Practical	Total
02 hours	04 hours	06 hours

Examination Scheme					
Internal Examination Scheme		External Examination Scheme			Total Marks
Concurrent	Total Internal Marks	Practical	Theory	Total External Marks	
30	30	30	40	70	100

Rationale:

The course would explore the scope and nature of f & b service operations. It would develop the essential attributes and elementary skills in the service procedures of a catering establishment.

	Hours	Marks
Chapter – 1 Introduction to F & B Service	06	08
1.1 Evolution of Food& Beverage industry.		
1.2 Classification of catering establishments - Commercial & Non- commercial,		
1.3 Captive & non-captive.		
1.4 Types of F & B outlets – Restaurants (Fine Dining, Casual, Theme), Fast Food		
1.5 Drive Through, Coffee House, Snack Bar,		



Chapter – 2	Equipment- types and usage	06	08
2.1	Furniture – tables & chairs		
2.2	Chinaware – sizes and capacity		
2.3	Stainless steel and Silverware – cutlery, service equipments		
2.4	Glassware- capacity & usage		
2.5	Disposables – types, advantage & disadvantage		
2.6	Linen – types & sizes		
2.7	Special equipment- care & maintenance		
2.8	New trends in equipments – sizes, colour, and shapes.		
Chapter – 3	F & B service Personnel	06	08
3.1	F & B service organization structure for large hotel		
3.2	Organization structure of individual restaurant- restaurant brigade		
3.3	Attitudes & attributes of F & B personnel, Competencies		
3.4	Basic etiquettes		
3.5	Interdepartmental relationship with – Food Production, HK, Front Office, Stores, HR, Finance, Marketing		
Chapter –4	Types of service	06	08
4.1	Table Service – Silver/English, American		



- 4.2 Self Service - Buffet and Cafeteria Service
- 4.3 Specialized Service – Gueridon, Lounge, Room
- 4.4 Single Point Service- Takeaway, Vending, Kiosks, Food Courts
- 4.5 New trends in service – Clientele centric approach.

Chapter –5	Billing methods & Control methods	06	08
5.1	Importance of control		
5.2	Billing methods – triplicate system, KOT & BOT		
5.3	Types of KOT, Flow chart of KOT		
5.4	List of Software used in billing methods – Micros, IDS, Fidelio, Opera		
5.5	Importance of control		
Total		30	40

Recommended Assignments:

A minimum of 2 assignments based on the following topics to be given to individual student and the marks to be considered in internal marks.

- a. Identify different brands of various F & B service outlets in city.
- b. Various F & B equipments with sizes, capacity, picture – in form of chart paper or PPT presentation.
- c. Identify various outlets providing different types of service.
- d. Various brands and suppliers of equipment.
- e. Making chart with various napkin folds.

Recommended Practical: Minimum 12 practicals to be conducted.



1. Service grooming and Restaurant etiquettes
2. Identification and usage of equipment.
3. Mis-en- place and Mis-en-scene
4. Laying and relaying of tablecloth
5. Receiving a guest, seating and service of water
6. Carrying a salver or tray
7. Rules for laying table - Laying covers as per menus
8. TDH and A la carte cover layout
9. Napkin folds – at least 12 folds
10. Handling service gear
11. Carrying plates, glasses and other equipments
12. Crumbing, clearance and presentation of bill
13. English / Silver service, American service



14. Rules to be observed while waiting at the table

15. Restaurant reservation system, Hostess desk functions

16. Order taking – writing a food KOT, writing a BOT

Practical Examination: (Internal & External)

Practical Exam needs to be conducted on the above listed practical along with standards of grooming, task, performance & Viva.

Reference Books

1. Food and Beverage Service – Dennis Lillicrap and John Cousins
2. Food and Beverage Service – M N Ahmed
3. Food and Beverage Service- Bobby George
4. Food and Beverage Service- Anil Sagar
5. Food and Beverage Management – Bernard Davis, Andrew Lockwood and Sally Stone
6. Theory of Catering – Kinton and Cesarani
7. Napkin folds by Dr. R. K. Singh



Subject : Basic Rooms Division – I

Subject Code : C103

Subject Credits : 04

Semester : I

Teaching Scheme per week		
Theory	Practical	Total
02 hours	04 hours	6 hours

Examination Scheme					
Internal Examination Scheme		External Examination Scheme			Total Marks
Concurrent	Total Internal Marks	Practical	Theory	Total External Marks	
30	30	30	40	70	100

Rationale: The subject aims to establish the importance of the House Keeping and Front Office department of a hotel and its role in the Hospitality Industry. It also prepares the student to acquire knowledge and skills necessary for various tasks and aspects of Rooms Division.

		Hours	Marks
Chapter – 1	Introduction to the Housekeeping Department	03	05
1.1	Introduction: Meaning and definition		
1.2	Importance of Housekeeping and Responsibility of the department.		
1.3	Inter departmental coordination with more emphasis on Front Office, Maintenance department and Food and Beverage Service.		



1.4	Housekeeping areas- Front of the House and Back of the House		
1.5	Layout and sections of the Housekeeping department		
Chapter – 2	Organizational Framework of the Housekeeping Department	03	04
2.1	Hierarchy and role of personnel in small, medium, large hotels		
2.2	Personality traits of Housekeeping staff		
2.3	Duties and responsibilities of Housekeeping staff (GRA, Supervisor, and Executive Housekeeper)		
Chapter – 3	Cleaning Organization-Cleaning Equipments and Cleaning Agents	05	06
3.1	Principles of cleaning and safety factors in cleaning		
3.2	Classification of cleaning equipment		
3.3	Selection of cleaning equipment		
3.4	Use,Storage and distribution Cleaning Agents		
3.5	General criteria for selection of cleaning agents		
3.6	Classification of cleaning agents		
3.7	Use, Hygiene,care, storage and labelling.		
3.8	Distribution and control.		
3.9	Use of Eco-friendly products in Housekeeping.		



Chapter –4	Guest Rooms	04	05
4.1	Types of guest rooms.		
4.2	Types of Guest Room Status		
4.3	Guest supplies and facilities for standard rooms and VIP guest rooms.		
Chapter – 5	Introduction to Tourism, Hospitality and Hotel Industry	04	05
5.1	Importance of Hospitality and Tourism		
5.2	Hotels, their evolution and growth.		
5.3	Adhering to rules and regulations of Ministry of Tourism, Govt. of India (FHRAI and HRACC).		
5.4	Brief introduction to hotel core areas with special reference to Front Office.		
Chapter –6	Classification of Hotels	03	05
6.1	Star classification		
6.2	Size		
6.3	Location		
6.4	Clientele		
6.5	Duration of stay		
6.6	Level of service		
6.7	Ownership basis		
6.8	Alternative accommodation		



Chapter –7	Organizational Framework of the Front Office Department.	04	05
7.1	Function areas (sections and layout of Front Office)		
7.2	Front Office hierarchy in small, medium, large Hotel		
7.3	Duties and responsibilities (Front Office Manager, Reservation Assistant, Receptionist, GRE, Information Assistant, Cashier, Telephone operator, Door attendant)		
7.4	Personality traits.		
Chapter –8	Front Office Operations	04	05
8.1	Rules of the house (for guest and staff)		
8.2	Bell Desk and Concierge (functions, duties and responsibilities, luggage handling and records)		
8.3	Types of keys and key control		
8.4	Food / Meal plans		
8.5	Types of room rates (Rack, FIT, crew, group, corporate, weekend)		
Total		30	40

Note: Glossary of Terms-Students should be familiar with the glossary of terms pertaining to above-mentioned topics.

Recommended Assignments:



A minimum of 2 assignments based on the abovetopics.

- f. **Preparing or procuring samples of guest supplies and amenities.**
- g. **Duties and Responsibilities of Staff in chart form.**
- h. **Country, Capital and Currencies, Indian States and Capitals.**
- i. **Procuring and presenting of information regarding National and International chain of hotels.**

Recommended Practical:

Minimum **12 Practical** to be conducted from the following topics. The practical should consist of 6 practical for Housekeeping and 6 practical for Front Office.

Sr. No	Topic
--------	-------

1. Introduction to Cleaning equipment and agents (familiarization and function) and setting up of Chambermaid's trolley
2. Cleaning of public areas
 - Brasso and Silvo
 - Wooden surfaces-polished,painted,laminated.
 - Cleaning of glass surfaces
 - Wall cleaning-Dado/skirting
3. Guest room Orientation (Single, Double, Twin and Suite room)
4. Guest room supplies and placement (Standard room and VIP amenities)
5. Use of Mechanical cleaning equipment(scrubbing machines, vacuum



cleaner-dry and wet)

7. Bed making (identifying of linen and step by step procedure for a day bed using traditional and modern methods)
8. Procedure for cleaning bathrooms
9. Front Desk grooming and essentials such as body language and speech modulations (Videos and Presentations)
10. Telephone etiquettes and standard phrases used at the Front Desk.
11. Bell Desk activities such as preparing Errand card, luggage tag, Bell desk register, newspaper distribution record
12. Bell Desk role plays based on rooming of guest, left luggage process, lost luggage and misplacement of luggage.
13. Key handling procedures (key card and key jacket)

Handling guest common queries about information of the property (Travel Desk, recreational areas)

Practical Examination: (Internal & External)

Practical Exam needs to be conducted on the above listed practical along with standards of grooming, task, performance & Viva.

Reference Books

1. Hotel Housekeeping operation- G Raghubalan and Smirtee Raghubalan, Oxford publishing House.
2. Hotel housekeeping Training Manual- Sudhir Andrew, Mc. Graw Publishing House.
3. Hotel Housekeeping – Malini Singh, McGraw publishing house.



4. Professional Housekeeper – Gerogina Tucker.
5. Hotel Front Office Operations and Management – Jatashankar R. Tewari, Oxford University Press Edition- 03
6. Front Office Management- S K Bhatnagar
7. Principles of Hotel Front Office Operations -Sue Baker, P. Bradley, J. Huyton.



I/c. Principal
Institute of
Hotel Management & Catering Technology
Lal Taki Road, AHMEDNAGAR-414 001



SAVITRIBAI PHULE PUNE UNIVERSITY

Revised Syllabus

Bachelor of Hotel Management and Catering Technology (BHMCT)

Choice Based Credit System and Grading System

**FOUR YEAR FULL TIME EIGHT SEMESTER GRADUATE DEGREE
PROGRAMME**

BHMCT Year 1 Curriculum applicable with effect from Academic Year 2016 -2017



Subject : Food Production – I

Subject Code : C 101

Subject Credits : Seven

Semester :First

Teaching Scheme per week		
Theory	Practical	Total
03 hours	08 hours	11 hours

Examination Scheme								
Internal Examination Scheme					External Examination Scheme			Total Marks
Unit Test	Assignments	Continuous Assessment of practical	Internal Practical	Total Internal Marks	Practical	Theory	Total External Marks	
30	10	10	25	75	25	50	75	150

Rationale:

Food Production is an integral part of the Hospitality Industry. This course aims to prepare the students to cater to the needs of the industry. It would inculcate in them sound knowledge of the principles of Food Production so that they can be put to use in an efficient & effective way.

		Hours	Marks
Chapter – 1	Introduction to art of cookery	05	06
	1.1 Culinary history		
	1.2 Origin of modern cookery		
	1.3 International, Continental and Pan Asian cuisine-Meaning and characteristics		
	1.4 Aims and Objectives of cooking		
	1.5 Attributes of culinary professional		
Chapter – 2	Cooking Techniques	10	12
	2.1 Techniques used in preparation of food		
	2.2 Methods of mixing food		
	2.3 Methods of Heat Transfer -Conduction, Convection, Radiation, Induction		
	2.4 Methods of cooking (moist, dry, medium of fat) – Definition, Classification, Rules to be observed for each type of cooking method, examples		
	2.5 Textures and Consistencies-Desirable and non-desirable		



Chapter – 3	Food and Kitchen Safety	07	08
3.1	Personal Hygiene		
3.2	Importance of Kitchen uniform		
3.3	Kitchen accidents (cuts, burn, scald & Falls) - Meaning, types and preventive measures for each type of accident		
3.4	First aid - meaning, importance, and basic rules		
3.5	Fire – Types, types of Extinguishers, Precautions		
Chapter –4	Kitchen Organization Structure	04	05
4.1	Classical kitchen Brigade for 5 star & 3 star hotel		
4.2	Duties of various Chefs		
4.3	Liaison of Kitchen with other department		
Chapter –5	Fuels used in the kitchen	03	03
5.1	Types of fuels used-Gas, electricity, wood, coal/charcoal, solar energy, diesel		
5.2	Advantages & Disadvantages		
Chapter – 6	Kitchen Equipment	04	04
6.1	Classification of kitchen equipments- by size and mode of use		
6.2	Criteria for selection		
6.3	Care and maintenance		
Chapter –7	Food Commodities	12	12
7.1	Cereals & Pulses - Classification and varieties, Catering uses		
7.2	Fats and Oil –Types, varieties, catering uses, hydrogenation and rendering of fat		
7.3	Sweeteners - Types, stages in sugar cooking, catering uses		
7.4	Dairy products: Milk, Cream, Cheese, Curd-types and uses		
7.5	Spices, Herbs, Condiments & Seasonings -used in Western & Indian Cooking, examples and uses		
7.6	Effect of heat on Carbohydrates, Sugar, Protein, Colour pigment, vitamins and minerals pertaining to above mentioned commodities		

Note-

Glossary Terms

Students should be familiar with the glossary of terms pertaining to above mentioned topic

Total 45 50



Subject : F&B Service – I

Subject Code : C 102

Subject Credits : Five

Semester : First

Teaching Scheme per week		
Theory	Practical	Total
03 hours	03 hours	06 hours

Examination Scheme								
Internal Examination Scheme					External Examination Scheme			Total Marks
Unit Test	Assignments	Continuous Assessment of practical	Internal Practical	Total Internal Marks	Practical	Theory	Total External Marks	
30	10	10	25	75	25	50	75	150

Rationale:

The course would explore the scope and nature of f & b service operations. It would develop the essential attributes and elementary skills in the service procedures of a catering establishment.

		Hours	Marks
Chapter – 1	Introduction to F & B Service	11	12
1.1	Evolution of Food& Beverage industry.		
1.2	Classification of catering establishments - Commercial & Non- commercial,		
1.3	Captive & non-captive.		
1.4	Types of F & B outlets – Restaurants (Fine Dining, Casual, Theme), Fast Food		
1.5	Drive Through, Coffee House, Snack Bar, Cafeteria, Kiosks, Vending Machines		
Chapter – 2	Equipment- types and usage	10	10
2.1	Furniture – tables & chairs		
2.2	Chinaware – sizes and capacity		
2.3	Stainless steel and Silverware – cutlery, service equipments		
2.4	Glassware- capacity & usage		
2.5	Disposables – types, advantage & disadvantage		
2.6	Linen – types & sizes		



2.7	Special equipment- care & maintenance		
2.8	New trends in equipments – sizes, colour, and shapes.		
Chapter – 3	F & B service Personnel	08	10
3.1	F & B service organization structure for large hotel		
3.2	Organization structure of individual restaurant-restaurant brigade		
3.3	Attitudes & attributes of F & B personnel, Competencies		
3.4	Basic etiquettes		
3.5	Interdepartmental relationship with – Food Production, HK, Front Office, Stores, HR, Finance, Marketing		
Chapter –4	Types of service	08	10
4.1	Table Service – Silver/English, American		
4.2	Self Service - Buffet and Cafeteria Service		
4.3	Specialized Service – Gueridon, Lounge, Room		
4.4	Single Point Service- Takeaway, Vending, Kiosks, Food Courts		
4.5	New trends in service – Clientele centric approach.		
Chapter –5	Billing methods & Control methods	08	08
5.1	Importance of control		
5.2	Billing methods – triplicate system, KOT & BOT		
5.3	Types of KOT, Flow chart of KOT		
5.4	List of Software used in billing methods –Micros, IDS, Fidelio, Opera		
5.5	Importance of control		
	Total	45	50

Assignments:

A minimum of 2 *assignments* based on the following topics to be given to individual student and the marks to be considered in internal marks.

- Identify different brands of various F & B service outlets in city.
- Various F & B equipments with sizes, capacity, picture – in form of chart paper or PPT presentation.
- Identify various outlets providing different types of service.
- Various brands and suppliers of equipment.
- Making chart with various napkin folds.



Practicals:

1. Service grooming and Restaurant etiquettes
2. Identification and usage of equipments
3. Mis-en- place and Mis-en-scene
4. Laying and relaying of tablecloth
5. Receiving a guest, seating and service of water
6. Carrying a salver or tray
7. Rules for laying table - Laying covers as per menus
8. TDH and A la carte cover layout
9. Napkin folds – at least 12 folds
10. Handling service gear
11. Carrying plates, glasses and other equipments
12. Crumbing, clearance and presentation of bill
13. English / Silver service, American service
14. Rules to be observed while waiting at the table
15. Restaurant reservation system, Hostess desk functions
16. Order taking – writing a food KOT, writing a BOT

Practical Examination: (Internal & External)

Practical Exam needs to be conducted on the above listed practical along with standards of grooming, task, performance & Viva. The internal exams to be assessed by the internal examiner and external exams by the external examiner.

Reference Books

1. Food and Beverage Service – Dennis Lillicrap and John Cousins
2. Food and Beverage Service – M N Ahmed
3. Food and Beverage Service- Bobby George
4. Food and Beverage Service- Anil Sagar
5. Food and Beverage Management – Bernard Davis, Andrew Lockwood and Sally Stone
6. Theory of Catering – Kinton and Cesarani
7. Napkin folds by Dr. R. K. Singh



Subject : Rooms Division – I
 Subject Code : C103
 Subject Credits : Five
 Semester : First

Teaching Scheme per week		
Theory	Practical	Total
03 hours	03 hours	6 hours


Examination Scheme								
Internal Examination Scheme					External Examination Scheme			Total Marks
Unit Test	Assignments	Continuous Assessment of practical	Internal Practical	Total Internal Marks	Practical	Theory	Total External Marks	
30	10	10	25	75	25	50	75	150

Rationale: The subject aims to establish the importance of the House Keeping and Front Office department of a hotel and its role in the Hospitality Industry. It also prepares the student to acquire knowledge and skills necessary for various tasks and aspects of Rooms Division.

SECTION I

		Hours	Marks
Chapter – 1	Introduction to the Housekeeping Department	05	06
1.1	Introduction: Meaning and definition		
1.2	Importance of Housekeeping and Responsibility of the department.		
1.3	Inter departmental coordination with more emphasis on Front Office, Maintenance department and Food and Beverage Service.		
1.4	Housekeeping areas- Front of the House and Back of the House		
1.5	Layout and sections of the Housekeeping department		
Chapter – 2	Organizational Framework of the Housekeeping Department	05	04
2.1	Hierarchy and role of personnel in small, medium, large hotels		
2.2	Personality traits of Housekeeping staff		
2.3	Duties and responsibilities of Housekeeping staff (GRA, Supervisor, and Executive Housekeeper)		




 I/c. Principal
 Institute of
 Hotel Management & Catering Technology
 Lai Taki Road, AHMEDNAGAR-414 001

B.Sc. (Hospitality Studies) First Year Syllabus



Savitribai Phule Pune University

First Year B.Sc. (Hospitality Studies)

Syllabus

with Course Structure

Faculty of Science

w.e.f. Academic Year 2016-17



B.Sc. (Hospitality Studies) First Year Syllabus

Subject–FUNDAMENTALS OF FOOD PRODUCTION PRINCIPLES

Subject Code– HS 101

Teaching and Examination Scheme:

Teaching Scheme/Week		Examination Scheme			
Theory Hrs	Total	Theory Marks	Duration	Internal Marks	Total
3	3	80	3hrs	20	100

Rationale:

Food Production is an integral part of the Hospitality Industry. To prepare the students to cater to the need of the industry, it is important to inculcate in them sound knowledge of the principles of Food Production so that they can be put to use in an efficient & effective way.

		Hours	Marks
Chapter 1	Introduction to Professional Cookery	3	2
1.1	Origin of Modern Cookery practices		
1.2	Factors influencing eating habits, sectors of hospitality/ Catering Industry.		
1.3	Essentials of Continental food preparation.		
1.4	Essentials of Indian food preparation.		
1.5	Hygiene & safe practices in handling food.		
1.6	Aims & objectives of cooking food.		
Chapter 2	Organization Structure in the Kitchen	3	2
2.1	Types of establishments		
2.2	Classical kitchen brigade (English) for a five Star & Three Star Hotel.		
2.3	Duties & Responsibilities of Executive Chef & various Chefs.		
2.4	Co-ordination with other allied departments e.g. Stores, Purchases, Accounts, Service, Housekeeping, etc.		
Chapter 3	Cooking Utensils & Small Equipments	3	2
3.1	Classification - knives, kitchen tools, Electric Food Preparation equipments, Refrigeration equipment, Food Holding Equipments, Hot plates & Heated Cupboards		
3.2	Properties, Advantages & Dis-advantages of various		



B.Sc. (Hospitality Studies) First Year Syllabus

	materials used in tools & equipment.		
3.3	Precautions and Care in handling & maintenance of equipment.		
Chapter 4	Fuels used in the kitchen	3	1
4.1	Heat Transfer Principles		
4.2	Classification, Types, Advantages & Disadvantages		
Chapter 5	Professional Attributes	3	2
5.1	Attitude towards your job.		
5.2	Personal Hygiene.		
5.3	Uniforms		
5.4	Care for your own health & safety.		
5.5	Safety practices & procedures.		
	5.5.a Accidents, types, nature, classification		
	5.5.b Preventive measures for each type of accident.		
	5.5.c Reporting accidents.		
	5.5.d First aid - meaning, importance, and basic rules.		
	5.5.5 Fire Prevention		
Chapter 6	Commodities used in the Catering Industry	16	22
6.1	Relationship of the classification with food groups studied		
6.2	Introduction to commodities in terms of sources, types, nature, uses, processing, by-products, market forms available, modes of packing, local market rate, storage principles & nutritive value for commodities and effect of heat and other factors on cooking. (for the following)		
	6.2.A Cereals & Pulses		
	6.2.A.1 Wheat, Rice & Other millets in the region		
	6.2.A.2 Bengal gram, Green gram, Red gram		
	6.2.A.3 Soya beans, kidney bean, double beans, locally available cereals and pulses.		
	6.2.B Sweeteners		
	Sugar, Honey, Jaggery & Artificial Sweeteners		
	6.2.C Fats & Oils		
	Butter, Oil, Lard, Suet, Tallow, Hydrogenated fat, Bread spreads		



B.Sc. (Hospitality Studies) First Year Syllabus

Subject–FUNDAMENTALS OF FOOD & BEVERAGE SERVICE METHODOLOGY

Subject Code-HS 102

Teaching and Examination Scheme:

Teaching Scheme/Week		Examination Scheme			
Theory Hrs	Total	Theory Marks	Duration	Internal Marks	Total
3	3	80	3hrs	20	100

Rationale:

The course will give the students a comprehensive knowledge and develop technical skills in the basic aspects of food & beverage service operations in the Hotel Industry.

		Hours	Marks
Chapter 1.	The Food & Beverage Service Industry	3	2
1.1	Introduction to the Food & Beverage Industry		
1.2	Classification of Catering Establishments (Commercial & Non-Commercial)		
1.3	Introduction to Food & Beverage Operations (Types of F & B Outlets)		
Chapter 2.	Food & Beverage Service areas in a Hotel	3	2
2.1	Restaurant, Coffee Shop, Room Service, Bars, Banquets, Snack Bar, Executive Lounges, Business Centers, Discotheques & Night Clubs.		
2.2	Auxiliary areas		
Chapter 3.	Food & Beverage Service Equipment Types & Usage of Equipments-	6	2
3.1	Furniture, Chinaware, Silverware & Glassware Disposables,		
3.2	Special Equipment		
3.3	Care & maintenance		
Chapter 4.	Food & Beverage Service Personnel	5	4
4.1.	Food & Beverage Service Organization Structure- Job Descriptions & Job Specifications		
4.2.	Attitudes & Attributes of Food & Beverage personnel, competencies.		
4.3.	Basic Etiquettes		



B.Sc. (Hospitality Studies) First Year Syllabus

4.4. Interdepartmental relationship

Chapter 5.	Types of Food & Beverage Service	14	15
5.1	Mis-en-place & Mis-en-scene		
5.2	Table Service—English/Silver, American, French, Russian		
5.3	Self Service—Buffet & Cafeteria		
5.4	Specialized Service—Gueridon, Tray, Trolley, Lounge, Room etc.		
5.5	Single Point Service—Take Away, Vending Kiosks, Food Courts & Bars, Automats		
Chapter 6.	Types of Meals	5	5
6.1.	Breakfast—Introduction, Types, Service Methods,		
6.2.	Brunch		
6.3.	Lunch		
6.4.	Hi-Tea		
6.5.	Dinner		
6.6.	Supper		
Chapter 7.	Menu knowledge	11	10
7.1.	Introduction		
7.2.	Types—Ala Carte & Table d'hôte		
7.3.	Menu Planning, considerations and constraints		
7.4.	Menu Terms.		
7.5.	Classical French Menu.		
7.6.	Classical Foods & its Accompaniments with Cover.		
Chapter 8	Room Service/In Room Dining Service	9	6
8.1	Introduction, general principles		
8.2	Cycle of Service, scheduling and staffing		
8.3	Forms and Formats		
8.4	Order Taking, Suggestive Selling, breakfast cards		
8.5	Time management—lead time from order taking to clearance		
Chapter 9	Buffets	9	8
9.1	Definition		
9.2	Types of buffets		
9.3	Buffet equipment and table set-up.		



B.Sc. (Hospitality Studies) First Year Syllabus

Subject-ROOMSDIVISION TECHNIQUES

SubjectCode-HS 103

TeachingandExaminationScheme:

TeachingScheme/per week		ExaminationScheme			
Theory Hrs	Total	Theory Marks	Duration	Internal Marks	Total
3	3	80	3hrs	20	100

Rationale:

The subject aims to establish the importance of House Keeping and Front Office and its role in the hospitality industry. It also prepares the student to acquire basic knowledge and skill necessary for different tasks and aspects of the above.

SECTION I

Hours Marks

Chapter 1	Introduction to House Keeping		
1.1	Importance & Functions of Housekeeping	3	2
1.2	Guest satisfaction and repeat business		
1.3	House Keeping Areas – Front-of-the-house and Back-of-the-house areas, Guest Rooms, Public Areas, Maids Room, Indoor and Outdoor Areas		
Chapter 2	Co-ordination with other Departments Departments like Front Office, Engineering, Security, Purchase, HRD, Accounts.	2	2
Chapter 3	Layout of House Keeping Department Sections of the housekeeping department, their functions and layout	3	2
Chapter 4	Organization of Housekeeping Department 4.1 Hierarchy in large, medium & small hotels 4.2 Attributes of staff. 4.3 Job Descriptions and Job Specifications	5	4
Chapter 5	Guest Rooms 5.1. Types 5.2. Amenities & facilities for Standard & VIP guest rooms.	3	4



UNIVERSITY OF PUNE

Faculty of Management

Revised Syllabus

for

Bachelor in Hotel Management & Catering Technology (BHMCT)

w.e.f Academic Year 2008/2009

BHMCT Part I (Consisting of Semester I, II, III and IV)

**BHMCT Part II (Consisting of Semester V, VI, VII and
VIII)**



Subject - FOOD PRODUCTION - I

Subject Code - 101

Semester - First

Teaching and Examination Scheme:

Teaching Scheme/ Week				Examination Scheme			
Theory Hrs	Practical Hrs	Tutorial Hrs	Total	Theory Marks / Duration	Practical Marks	Internal Marks	Total
02	08	01	11	40 / 2 hrs	30 / 4 hrs	30	100

Rationale:

Food Production is an integral part of the Hospitality Industry. To prepare the students to cater to the need of the industry, it is important to inculcate in them sound knowledge of the principles of Food Production so that they can be put to use in an efficient & effective way.

		<u>Hrs</u>	<u>Mks</u>
Chapter 1	Introduction to Professional Cookery	03	02
1.1	Origin of Modern Cookery practices		
1.2	Factors influencing eating habits, sectors of hospitality/ Catering Industry.		
1.3	Essentials of Continental food preparation.		
1.4	Essentials of Indian food preparation.		
1.5	Hygiene & safe practices in handling food.		
1.6	Aims & objectives of cooking food.		
Chapter 2	Professional Attributes	02	02
2.1	Attitude towards your job.		
2.2	Personal Hygiene.		
2.3	Uniforms		
2.4	Care for your own health & safety.		
2.5	Safety practices & procedures.		
2.5.1	Accidents, types, nature, classification		
2.5.2	Preventive measures for each type of accident.		
2.5.3	Reporting accidents.		
2.5.4	First aid - meaning, importance, and basic rules.		
2.5.5	Fire Prevention		
Chapter 3	Organization Structure in the Kitchen	02	04
3.1	Types of establishments		
3.2	Classical kitchen brigade (English) for a five Star & Three Star Hotel.		
3.3	Duties & Responsibilities of Executive Chef & various Chefs.		



Subject - **FOOD & BEVERAGE SERVICE – I**

Subject Code - **102**

Semester - **First**

Teaching and Examination Scheme:

Teaching Scheme/ Week				Examination Scheme			
Theory Hrs	Practical Hrs	Tutorial Hrs	Total	Theory Marks / Duration	Practical Marks	Internal Marks	Total
02	03	01	06	40 / 2 hrs	30 / 2 hrs	30	100

Rationale:

The course will give the students a comprehensive knowledge and develop technical skills in the basic aspects of food & beverage service operations in the Hotel Industry.

		Hrs	Mks
Chapter 1.	The Food & Beverage Service Industry	04	04
1.1	Introduction to the Food & Beverage Industry		
1.2	Classification of Catering Establishments (Commercial & Non-Commercial)		
1.3	Introduction to Food & Beverage Operations (Types of F&B Outlets)		
Chapter 2.	Food & Beverage Service areas in a Hotel	04	06
2.1	Restaurant, Coffee Shop, Room Service, Bars, Banquets, Snack Bar, Executive Lounges, Business Centers, Discotheques & Night Clubs.		
2.2	Auxiliary areas		
Chapter 3.	Food & Beverage Service Equipment	06	08
3.1	Types & Usage of Equipments- Furniture, Chinaware, Silverware & Glassware, Linen, Disposables,		
3.2	Special Equipment		
3.3	Care & maintenance		
Chapter 4.	Food & Beverage Service Personnel	06	08
4.1.	Food & Beverage Service Organization Structure -Job Descriptions & Job Specifications		
4.2.	Attitudes & Attributes of Food & Beverage personnel, competencies.		
4.3.	Basic Etiquettes		
4.4.	Interdepartmental relationship		



BHMCT- 13

Chapter 5.	Types of Food & Beverage Service	12	14
5.1	Table Service –English / Silver, American, French, Russian		
5.2	Self Service – Buffet & Cafeteria		
5.3	Specialized Service – Gueridon, Tray, Trolley, Lounge, Room etc.		
5.4	Single Point Service – Take Away, Vending Kiosks, Food Courts & Bars, Automats		
5.5	Mis-en-place & Mis-en-scene		

Note : **Glossary of Terms**
Students should be familiar with the glossary of terms pertaining to above mentioned topics

	Total	32	40
--	--------------	-----------	-----------

Practicals:

1. Restaurant Etiquettes
2. Restaurant Hygiene practices
3. Mis-En-Palce & Mis-En-Scene
4. Identification of Equipments
5. Laying & Relaying of Table cloth
6. Napkin Folds
7. Rules for laying a table
8. Carrying a Salver / Tray
9. Service of Water
10. Handling the Service Gear
11. Carrying Plates, Glasses & other Equipments
12. Clearing an Ashtray
13. Situations like spillage
14. Setting of Table d'hote & A La Carte covers.
15. Service of Hot & Cold Non Alcoholic Beverages
16. Indian Cuisine- Accompaniments & Service

Reference books:

1. Food & Beverage Service – Lillicrap & Cousins, ELBS
2. Modern Restaurant Service – John Fuller, Hutchinson
3. Food & Beverage Service Training Manual – Sudhir Andrews, Tata McGraw Hill



BHMCT- 14

Subject - HOUSEKEEPING OPERATIONS – I

Subject Code - 103

Semester - First

Teaching and Examination Scheme:

Teaching Scheme/ Week				Examination Scheme			
Theory Hrs	Practical Hrs	Tutorial Hrs	Total	Theory Marks / Duration	Practical Marks	Internal Marks	Total
02	02	01	05	40 / 2 hrs	30 / 2 hrs	30	100

Rationale:

The subject aims to establish the importance of House Keeping and its role in the hospitality Industry. It also prepares the student to acquire basic knowledge and skills necessary for different tasks and aspects of housekeeping.

		Hrs	Mks
Chapter 1	Introduction to House Keeping	04	04
1.1	Importance & Functions of Housekeeping		
1.2	Guest satisfaction and repeat business		
1.3	House Keeping Areas – Front-of-the-house and Back-of-the-house areas, Guest Rooms, Public Areas, Maids Room, Indoor and Outdoor Areas		
Chapter 2	Co-ordination with other Departments	02	02
	Departments like Front Office, Engineering, F & B, Kitchen, Security, Purchase, HRD, Accounts.		
Chapter 3	Layout of House Keeping Department	04	04
	Sections of the housekeeping department, their functions and layout		
Chapter 4	Organization of Housekeeping Department	06	10
4.1	Hierarchy in large, medium & small hotels		
4.2	Attributes of staff.		
4.3	Job Descriptions and Job Specifications		



BHMCT- 15

Subject - FRONT OFFICE OPERATIONS - I

Subject Code - 104

Semester - First

Teaching and Examination Scheme: -

Teaching Scheme/ Week				Examination Scheme			
Theory Hrs	Practical Hrs	Tutorial Hrs	Total	Theory Marks / Duration	Practical Marks	Internal Marks	Total
02	02	01	05	40 / 2 hrs	30 / 2 hrs	30	100

Rationale:

This course aims to establish the importance of Front Office within the hospitality industry. It also prepares the student to acquire basic skills and knowledge necessary to identify the required standards.

Hrs Mks

Chapter 1. Introduction To Hospitality Industry

04 04

The term 'Hotel', evolution & development of hospitality industry and tourism, famous hotels worldwide.

Classification of hotels. (based on various categories like size, location, clientele, length of stay, facilities, ownership)

Organizational chart of hotels (Large, Medium, Small)

Chapter 2. Front Office Department

08 08

- 2.1 Sections and layout of Front Office
- 2.2 Organizational chart of front office department (small, medium and large hotels)
- 2.3 Duties and responsibilities of various staff.
- 2.4 Attributes of front office personnel
- 2.5 Co-ordination of front office with other departments of the hotel
- 2.6 Equipments used (Manual and Automated)

Chapter 3 Room Types & Tariffs

06 08

- 3.1 Types of rooms.
- 3.2 Food / Meal plans.
- 3.3 Types of room rates . (Rack, FIT, crew, group, corporate, weekend etc.)

BHMCT- 17



UNIVERSITY OF PUNE

Faculty of Management

**Syllabus for Bachelor of Science - Hospitality Studies (BSc-HS)
w.e.f Academic Year 2008/2009**

BScHS - First Year

BScHS - Second Year

BScHS -Third Year

I. Introduction:

The basic idea is to revise the curriculum of the Three years Degree Course in Hospitality Studies (BScHS) with a view to keep abreast with the current changing trends in the hospitality industry.

II. Objectives and Framework of the curriculum of BScHS programme

1. The basic objective of the BScHS programme is to provide to the country a steady stream of competent young men and women with the necessary knowledge, skills, values and attitudes to occupy positions of management and administration in the Hospitality Industry.
2. The course structure of the given BScHS programme is designed keeping in view the basic objective stated above. Consequently certain essential features of such model programme structures would be
 - a. To impart to the students latest and relevant knowledge from the field of management theory and practice.
 - b. Providing opportunities to the participants, within and outside the institutions, for developing necessary operating skills and
 - c. Imparting / developing the right kind of attitudes to function effectively in operational, managerial / administrative positions.
3. Certain other essential considerations:
 - a. The knowledge inputs and opportunities for skill development have been offered in an evenly distributed and logically sequenced manner.
 - b. The design is simple and logical.
4. Imparting / developing suitable attitudes understandably is a very difficult and delicate task, and is to be done by the faculty as inconspicuously as possible.
5. The relative importance of skills development and attitudinal orientation in management education suggests that the Institution offering the program should have some freedom on course development in choosing methods of instruction, and internal assessment within a broad framework of objectives and curriculum structure.



BSc-HS -1

Subject - BASIC FOOD PRODUCTION

Subject Code - 101

Semester - First

Teaching and Examination Scheme:

Teaching Scheme/ Week				Examination Scheme			
Theory Hrs	Practical Hrs	Tutorial Hrs	Total	Theory Marks / Duration	Practical Marks	Internal Marks	Total
2	8	1	11	40 / 2 hrs	30/4 hrs	30	100

Rationale:

Food Production is an integral part of the Hospitality Industry. To prepare the students to cater to the need of the industry, it is important to inculcate in them sound knowledge of the principles of Food Production so that they can be put to use in an efficient & effective way.

		Hrs	Mks
Chapter 1	Introduction to Professional Cookery	02	02
1.1	Origin of Modern Cookery practices		
1.2	Factors influencing eating habits, sectors of hospitality/ Catering Industry.		
1.3	Essentials of Continental food preparation.		
1.4	Essentials of Indian food preparation.		
1.5	Hygiene & safe practices in handling food.		
1.6	Aims & objectives of cooking food.		
Chapter 2	Organization Structure in the Kitchen	02	02
2.1	Types of establishments		
2.2	Classical kitchen brigade (English) for a five Star & Three Star Hotel.		
2.3	Duties & Responsibilities of Executive Chef & various Chefs.		
2.4	Co-ordination with other allied departments e.g. Stores, Purchases, Accounts, Service, Housekeeping, etc.		
Chapter 3	Cooking Utensils & Small Equipments	02	02
3.1	Classification - knives, kitchen tools, Electric Food Pre-Preparation equipments, Refrigeration equipment, Food Holding Equipments, Hot plates & Heated Cupboards		
3.2	Properties, Advantages & Dis-advantages of various materials used in tools & equipment.		
3.3	Precautions and Care in handling & maintenance of equipment..		
Chapter 4	Fuels used in the kitchen	01	01

BSc-HS -9



4.1	Heat Transfer Principles		
4.2	Classification, Types, Advantages & Disadvantages		
Chapter 5	Professional Attributes	02	02
5.1	Attitude towards your job.		
5.2	Personal Hygiene.		
5.3	Uniforms		
5.4	Care for your own health & safety.		
5.5	Safety practices & procedures.		
5.5.1	Accidents, types, nature, classification		
5.5.2	Preventive measures for each type of accident.		
5.5.3	Reporting accidents.		
5.5.4	First aid - meaning, importance, and basic rules.		
5.5.5	Fire Prevention		
Chapter 6	Commodities used in the Catering Industry	02	--
6.1	Relationship of the classification with food groups studied		
6.2	Introduction to commodities in terms of sources, types, nature, uses, processing, by-products, market forms available, modes of packing, local market rate, storage principles & nutritive value for commodities and effect of heat and other factors on cooking. (for the following)		
6.2.1	Cereals & Pulses	02	04
6.2.1.1	Wheat , Rice & Other millets in the region		
6.2.1.2	Bengal gram, Green gram, Red gram		
6.2.1.3	Soya beans, kidney bean, double beans, locally available cereals and pulses.		
6.2.2	Sweeteners	02	02
	Sugar, Honey , Jaggery & Artificial Sweeteners		
6.2.3	Fats & Oils	02	04
	Butter, Oil, Lard, Suet, Tallow, Hydrogenated fat, Bread spreads		
6.2.4	Dairy products	02	02
	Milk, Cream, Cheese, Curd		
6.2.5	Vegetables	03	04
	Types of Vegetables- Root , Stem , Leafy, Flowery, Fruity		
6.2.6	Fruits	02	02
	Types of Fruits - Fresh , Dried, Canned		
6.2.7	Eggs	01	02
6.2.8	Spices, Herbs, Condiments & Seasonings	02	02
	(Used in Western & Indian Cooking)		
Chapter 7	Pigments in foods	01	01



BSc-HS -10

Subject - FOOD & BEVERAGE SERVICE

Subject Code - 102

Semester - First

Teaching and Examination Scheme:

Teaching Scheme / Week				Examination Scheme			
Theory Hrs	Practical Hrs	Tutorial Hrs	Total	Theory Marks / Duration	Practical Marks	Internal Marks	Total
2	3	1	6	40 / 2 hrs	30 / 2 hrs	30	100

Rationale:

The course will give the students a comprehensive knowledge and develop technical skills in the basic aspects of food & beverage service operations in the Hotel Industry.

		Hrs	Mks
Chapter 1.	The Food & Beverage Service Industry	02	02
1.1	Introduction to the Food & Beverage Industry		
1.2	Classification of Catering Establishments (Commercial & Non-Commercial)		
1.3	Introduction to Food & Beverage Operations (Types of F&B Outlets)		
Chapter 2.	Food & Beverage Service areas in a Hotel	02	02
2.1	Restaurant, Coffee Shop, Room Service, Bars, Banquets, Snack Bar, Executive Lounges, Business Centers, Discotheques & Night Clubs.		
2.2	Auxiliary areas		
Chapter 3.	Food & Beverage Service Equipment	04	02
3.1	Types & Usage of Equipments- Furniture, Chinaware, Silverware & Glassware, Linen, Disposables,		
3.2	Special Equipment		
3.3	Care & maintenance		
Chapter 4.	Food & Beverage Service Personnel	03	04
4.1.	Food & Beverage Service Organization Structure - Job Descriptions & Job Specifications		
4.2.	Attitudes & Attributes of Food & Beverage personnel, competencies.		
4.3.	Basic Etiquettes		
4.4.	Interdepartmental relationship		



BSc-HS -12

Subject - BASIC ROOMS DIVISION

Subject Code - 103

Semester - First

Teaching and Examination Scheme:

Teaching Scheme/ Week				Examination Scheme			
Theory Hrs	Practical Hrs	Tutorial Hrs	Total	Theory Marks / Duration	Practical Marks / Duration	Internal Marks	Total
2	3	1	6	40 / 2 hrs	30 / 2 hrs	30	100

Rationale:

The subject aims to establish the importance of House Keeping and Front Office and its role in the hospitality Industry. It also prepares the student to acquire basic knowledge and skills necessary for different tasks and aspects of the above.

Hrs Mks

SECTION I

Chapter 1 Introduction to House Keeping 02 02

- 1.1 Importance & Functions of Housekeeping
- 1.2 Guest satisfaction and repeat business
- 1.3 House Keeping Areas – Front-of-the-house and Back-of-the-house areas, Guest Rooms, Public Areas, Maids Room, Indoor and Outdoor Areas

Chapter 2 Co-ordination with other Departments 01 02

Departments like Front Office, Engineering, F & B, Kitchen, Security, Purchase, HRD, Accounts.

Chapter 3 Layout of House Keeping Department 02 02

Sections of the housekeeping department, their functions and layout

Chapter 4 Organization of Housekeeping Department 04 04

- 4.1 Hierarchy in large, medium & small hotels
- 4.2 Attributes of staff.
- 4.3 Job Descriptions and Job Specifications

Chapter 5 Guest Rooms 02 04

- 5.1. Types
- 5.2. Amenities & facilities for Standard & VIP guest rooms.

Chapter 6. Cleaning Equipments 02 02



BSc-HS -15

Chapter 5.	Types of Food & Beverage Service	10	15
5.1	Mis-en-place & Mis-en-scene		
5.2	Table Service –English / Silver, American, French, Russian		
5.3	Self Service – Buffet & Cafeteria		
5.4	Specialized Service – Gueridon, Tray, Trolley, Lounge, Room etc.		
5.5	Single Point Service – Take Away, Vending Kiosks, Food Courts & Bars, Automats		
Chapter 6.	Types of Meals	03	05
6.1.	Breakfast – Introduction, Types, Service Methods,		
6.2.	Brunch		
6.3.	Lunch		
6.4.	Hi – Tea		
6.5.	Dinner		
6.6.	Supper		
Chapter 7.	Menu knowledge	08	10
7.1.	Introduction		
7.2.	Types –Ala Carte & Table D’hote		
7.3.	Menu Planning, considerations and constraints		
7.4.	Menu Terms.		
7.5.	Classical French Menu.		
7.6.	Classical Foods & its Accompaniments with Cover.		

Note : Glossary of Terms

Students should be familiar with the glossary of terms pertaining to above mentioned topics

	Total	32	40
--	--------------	-----------	-----------

Practicals:

1. Restaurant Etiquettes
2. Restaurant Hygiene practices
3. Mis-En-Palce & Mis-En-Scene
4. Identification of Equipments
5. Laying & Relaying of Table cloth
6. Rules for laying a table
7. Carrying a Salver / Tray
8. Service of Water
9. Handling the Service Gear
10. Carrying Plates, Glasses & other Equipments
11. Clearing an Ashtray
12. Situations like spillage
13. Setting of Table d’hote & A La Carte covers.
14. Breakfast Table Lay – out & Service (Indian, American, English, Continental)
15. Crumbing, Clearing, Presenting the bill



BSc-HS -13

[Signature]
I/c. Principal
Institute of
Hotel Management & Catering Technology
Lal Taki Road, AHMEDNAGAR-414 001
Page No. 0052

Oxford
HIGHER EDUCATION

HOTEL HOUSEKEEPING

Operations and Management



3215

G. RAGHUBALAN
SMRITEE RAGHUBALAN

Duties and responsibilities The washer is expected to

- spot stained fabrics before loading them into the washing machines.
- load soiled linen into washing machines, feed in the right amount of detergent and other laundering chemicals, and run the machines.
- load washed linen into dryers.
- clean all equipment after use.

Laundry Workers

They are the lower rung of staff in the laundry, carrying out a variety of duties. Proper training is essential to ensure they function smoothly and efficiently.

Duties and responsibilities A laundry worker is expected to

- sort soiled linen according to fabric types, colours, and degree of soiling.
- load soiled linen into washing machines and to load washed linen into dryers.
- transport soiled linen from the linen room to the laundry and fresh linen from the laundry to the linen room.
- keep the laundry clean.

Pressmen

Pressmen are responsible for ironing linen, uniforms, and guest clothing using hand irons, calendering machines, steam presses, and so on.

Valets/Runners

'Valet service' means that the hotel will take care of the guest's laundry. Valets report to the linen room supervisor. They are responsible for collecting soiled guest laundry and delivering fresh guest laundry. In many hotels, a valet is not charged with the task of delivering guest laundry only. Here the valet shares a service room with the GRAs; the room is complete with iron and ironing board, needles, cotton and string, shoe-cleaning necessities, and so on. He may also perform the less tedious functions of a houseman.

PERSONAL ATTRIBUTES OF HOUSEKEEPING STAFF

The housekeeping department in a hotel may easily have the largest workforce. No matter how luxurious the décor or how aesthetic the guestroom may be, grumpy, poorly trained, and unhelpful staff can destroy any potential customer satisfaction with the hospitality product. Being a service industry, the personal projection of staff to guests enhances the image of the hotel. It is also essential to know the qualities that a housekeeping staff must possess for the purpose of recruitment, induction, training, and self-development programmes. These attributes sometimes override the importance of skill, as skills can be taught but these personal traits (Figure 2.4) should be inherent in a member of the staff.

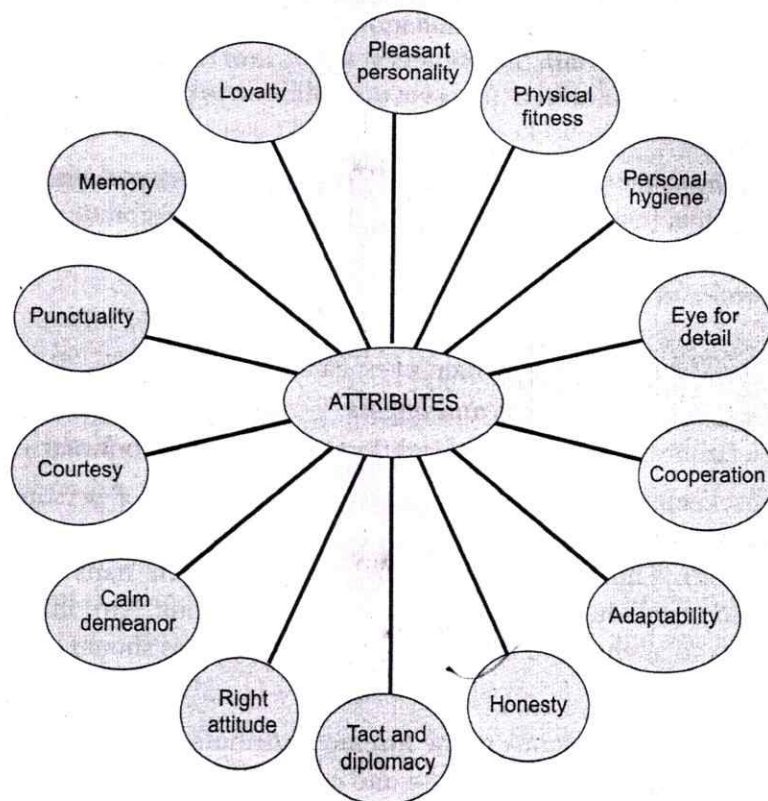


Fig. 2.4 Personal attributes of housekeeping staff

Pleasant personality A pleasant personality is the result of good grooming and good presentation in front of guests. The way a staff looks is the first impression he/she creates, and this reflects on the quality of service and standards in an establishment. It is good to remember that 'your last look in the mirror will be the guest's first look'. All the supervisory housekeeping staff and the guestroom attendants (GRAs) should be especially well groomed, as they come into close contact with the guests. The staff should be turned out in clean and crisp uniforms. Aftershaves and perfumes used should not be too strong; mild deodorants should be preferred. Most establishments follow a minimum jewellery and light make-up policy for female housekeeping staff. Hair must always be clean and, in case of long hair, should be tied up or back. Many hotels have a maid's cap for attendants. Because of the long hours involved, housekeeping staff should wear comfortable, light, low-heeled box shoes and keep them looking clean at all times. Unclean mannerisms such as scratching of the face or scalp and chewing gum in front of guests should be avoided. It should always be remembered that a ready smile on the face wins many a battle.

Physical fitness housekeeping is a $24 \times 7 \times 365$ operation and the staff work long hours on their feet. Most of their work is manual and may require them to handle heavy equipment. Hence physical fitness is a must to cope with the nature of this



work. A thorough medical examination and a medical history of candidates can be used as tools to ascertain their fitness at the time of recruitment. Housekeeping staff must maintain their level of fitness at the optimum to perform to required standards. It is said that ideal housekeeping staff should possess a 'strong heart and good feet'.

Personal hygiene Personal hygiene deals with matters pertaining to the health of the individual for the maintenance of which the responsibilities lie with him alone. Elements of personal hygiene include:

- Good and healthy habits
- Cleanliness of the skin
- Cleanliness and care of hair, eyes, ears, teeth, and nose
- Cleanliness of the nails and fingers
- Cleanliness, tidiness, and condition of clothes and footwear

Housekeeping staff must maintain a high standard of personal hygiene, as it reflects on the hygiene standards of the hotel. They must take a bath daily to avoid body odour. Their hair must be well combed, their nails clean and clipped. Their mouths should be free of any offensive odour. Any infections should be reported and attended to immediately. Cuts and burns should be covered with the correct dressings.

Eye for detail This is one of the foremost attributes that housekeeping staff must possess. They must be able to take into consideration minute details that a layman may let go unobserved. The power of critical observation is what distinguishes good service from average. Room attendants need to have an eye for detail in order to make up a flawless guestroom and housekeeping supervisors need to have a keen sense of observation to inspect these rooms for perfection. Furthermore, the whole property must be continually scrutinized by the housekeeping department for proper care and maintenance.

Cooperation Housekeeping staff must cooperate not only with each other, but also with the staff of other departments. This is absolutely essential, since housekeeping involves a lot of team-work for efficient functioning. If there is any lack of cooperation and coordination, it indirectly affects the guests and hampers efficiency.

Adaptability This is an important quality in housekeeping staff. They should be willing to try out and experiment with new ideas. The entry of foreign hotel chains into India has brought about an immense sense of competition, due to which hotels in India are now trying out more innovative methods and materials in housekeeping. The staff should accept and adapt to change willingly and should welcome such innovations.

Honesty This quality is all-important to the staff in dealings with both guests and the management. Housekeeping staff have direct access to guestrooms. Guests' belongings are often left lying around the room and temptations are great. Housekeeping staff also deal with various kinds of guest amenities that may also



tempt them. It is inherent discipline and integrity that checks these temptations. If there is trust and respect across the triangle of staff, guests, and management relationships, then there will be a work atmosphere that encourages efficiency and a good team spirit.

✓ **Tact and diplomacy** Housekeeping staff come into close contact with various kinds of guests. Some guests may make unusual requests or complaints. Sometimes guests may be fussy and demand services that override the management's policies. It requires a lot of tact and diplomacy on the part of housekeeping staff to handle such guests at their level, since under no circumstances can they be rude to a guest or hurt his/her sentiments. Staff need to be trained in handling guests who make such requests.

✓ **Right attitude** Most managers agree that a candidate with the right attitude is more of an asset to them than a candidate who has the skills but the wrong attitude. The candidate with good attitude displays an even temper, courtesy, and good humour, and does not betray displeasure even in the most difficult of times. They learn from their mistakes and are always optimistic. The employee with the right attitude is proactive and anticipates the guest's needs and wishes.

✓ **Calm demeanour** Housekeeping staff may be faced with various kinds of emergency situations, and it is essential that they remain calm so as to do their best in coping with the problem in hand. If they panic during an emergency, their anxious demeanour could become contagious and be passed on to guests and colleagues. A calm demeanour helps employees to think rationally themselves and to display their presence of mind.

✓ **Courtesy** A housekeeping employee should extend courtesy to both guests and colleagues. It is essential that while dealing with guests, the staff be humble and polite. Housekeeping staff should never argue with a guest and, if they cannot deal with the situation, it should be referred immediately to a senior member of the team. Guests will always remember pleasant and charming staff, as this adds to the guest's positive experience in a hotel.

✓ **Punctuality** This too is crucially important. If an employee is continually late for duty, it shows lack of interest in the work and a lack of respect for the management and guests. Respect for time during working hours will reflect on the employee's work and help to create an impression worthy of appreciation.

✓ **Good memory** This is an essential asset in housekeeping staff, particularly when dealing with regular guests and repeat customers. A staff member who remembers a guest's likes, dislikes, needs, and wishes will be a tremendous asset to the hotel.

✓ **Loyalty** An employee's first obligation and loyalty are to the establishment in which they are employed and to its management. A situation should never arise when employees use guests as their sounding board. They should respect the policies and decisions of the management.



OXFORD
HIGHER EDUCATION

HOTEL FRONT OFFICE

OPERATIONS AND MANAGEMENT



JATASHANKAR R. TEWARI

the luggage tag at the time of the arrival of a guest.

- Escort guests to their rooms and familiarize them with the use of in-house telephone directory, weather control, and functions of all other equipment installed in the room.
- When collecting luggage at the time of check-out, take a cursory look inside the room to ensure that everything is intact.
- Keep the records of the left luggage rooms.
- Inform about the scanty baggage guest at the time of check-in.
- Perform sundry guest services like posting of guest mails, making purchases from outside the hotel premises like flowers, etc.
- Help in locating guests in a specified area within the hotel premises.
- Deliver mail, packages, and messages to guests in their rooms.

Door Attendant

A door attendant is among the first people to see and greet guests. A door attendant (see Fig. 4.8) is the person who opens the door of the guests' vehicles on their arrival in the hotel portico. He greets the guests and opens the hotel's main entrance for them.

Duties and Responsibilities of Door Attendant Major duties and responsibilities of a door attendant are as under:

- Open the doors of guests' vehicles on their arrival in the hotel portico.
- Help bell boys in lifting luggage.
- Open the hotel's entrance door for guests.
- Coordinate with parking attendants for parking guests' vehicles in the hotel's parking area.

QUALITIES OF FRONT OFFICE PERSONNEL

Guests remain in direct contact with the front office staff throughout their stay at the hotel. As the front office personnel are the first and the last point of contact with the guests, they reflect the image of the hotel, and hence should carry themselves and behave in a way befitting the vision of the organization. The front office personnel must possess various qualities to discharge their duties efficiently, which are illustrated in Fig. 4.9.

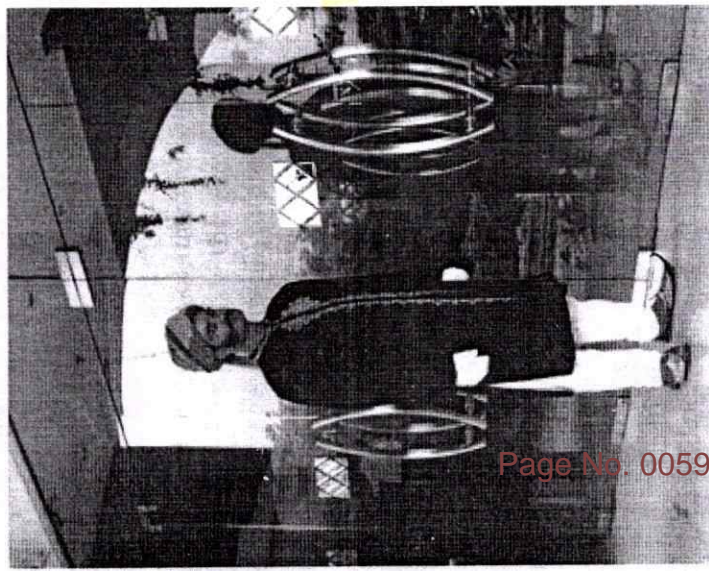


Fig. 4.8 The Door Attendant

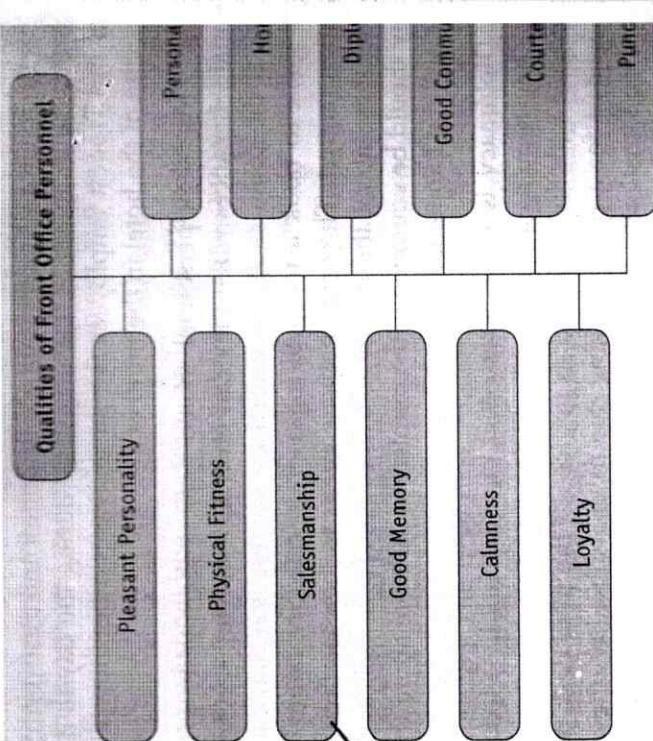


Fig. 4.9 Qualities of front office personnel

Pleasant personality Most often, a front desk employee is the first a guest comes in contact. The guest starts building the image of the physical appearance and personality of the front office personnel in leaving a good impression in the mind of the guest. The employee should be well turned out; they should have a pleasant person with a smiling face and showing interest in their concerns.

Personal hygiene The front desk employees should follow the rules of personal hygiene. They are in direct contact with guests of the hotel. A good sense of personal hygiene is imperative for front desk employees. A good appearance influences the image of the hotel in the eyes of guests. The employee should be in touch with the front desk at all times and would be in touch with the front desk at all times. The staff need to look their best at all times.

Physical fitness It is important for front desk personnel to be physically fit. They have to be constantly on their feet during their long working hours. In case of business time or shortage of staff, they may have to work at long hours. Front desk personnel and sometimes the front desk staff too have to lift and shifting guest luggage and parcels etc.

Honesty The front office employees should be honest and trustworthy. They should not succumb to the temptations that may arise during the day-to-day working of the department. Honest employees are an asset to an organization and leave a good impression of the hotel in the mind of guests.

Salesmanship Front desk personnel should possess the quality of salesmanship. There are many instances when they can push slow-moving services or products of the hotel. If the room category desired by a guest is not available, they can suggest the guest to book a room of higher rate category rather than rejecting the reservation request. They can motivate guests to increase their length of stay by informing them about the nearby places of interest or upcoming events and shows. They should be equipped with complete knowledge about the hotel and its facilities, as well as the happenings in the city.

Diplomacy Diplomacy is the quintessential characteristic needed in front desk personnel. They should be diplomatic while attending to any problem that a guest might have with the hotel and its services. If the front desk personnel have to reject a request for a room booking due to unavailability, they should do so cordially and diplomatically. There may be situations when due to overbooking the hotel may not be in a position to assign rooms to guests in spite of them having a confirmed reservation; the front desk employees should deal with such situations diplomatically, without upsetting or offending the guests.

Good memory It is important for the front desk employees to have a good memory as guests like to be recognized by the hotel staff and addressed by their names on their repeat visits to the hotel. A sharp memory will help the front office staff remember and respond to the reservation requests and special preferences of guests. Guests appreciate it if their preferences are kept in mind while extending them various services, like allotting a room of their choice (in non-smoking area, away from elevator, on a quiet floor, etc.). This gives a personalized touch and establishes a lasting relationship with the guest.

Good communication skills The front office personnel must possess excellent communication skills as they interact with guests at the time of their arrival, stay, and departure. They should be confident and polite, and clear and precise in their communication. They should be proficient in English (or any other widely-spoken language); the knowledge of a foreign language is an added advantage.

Calmness The front office personnel should be able to remain calm and composed in high-pressure situations. There will be many situations when a guest might be

reservation could be lower than the rate being charged. The calmness and patience of the front desk personnel in to diffuse the tension, resolve the problem, and win the guest.

Courteousness It is important that while interacting with personnel should be courteous and polite. They should not. In case they are unable to resolve any guest problem, the immediate supervisor. A smooth resolution of problems (a behaviour of the hotel staff will lead to goodwill among guests.

Loyalty The front desk personnel should be loyal to the management and the organization. Loyalty instils a sense of employees, which reflects in their interactions with guests.

Punctuality The front desk employees should be punctual shifts, as well as in the discharge of their duties and responsibilities of employees reflects their commitment to their work.

In a nutshell, front office employees are pleasant, professional, honest, diplomatic, calm, courteous, loyal, punctual, and communicators and salesmen, with a good memory, an eye for knowledge, and general knowledge. They are the ambassadors need to be at their best at all times of the day.

SUMMARY

The front office department is the central point of the activities that take place between guests and a hotel. The employees of the department are among the first employees of the hotel to interact with the guest. This interaction starts with the processing of the reservation request and continues through the stages of arrival, stay, departure, and even after departure (when the hotel forwards mails received for the guest).

The department is organized on the principles of division of labour and span of control. It is organized into sections on the basis of the tasks performed by the employees of each section. Sections like reception, information, cash and bills, bell desk, travel desk etc. are located in the lobby in the close

which do not require direct located at the back of the hotel. The organization structure of the department depends on the hotel will have a complete and positions, while a single structure. For the efficiency of the department, it is divided into individual duties and responsibilities of office staff.

The front office personnel should be confident and polite, and clear and precise in their communication. They should be proficient in English (or any other widely-spoken language); the knowledge of a foreign language is an added advantage.

Subject - ENVIRONMENTAL MANAGEMENT

Subject Code - 705

Semester - Seventh

XI Teaching and
Examination
Scheme: -

Teaching Scheme / week				Examination Scheme			
<u>Theor</u> <u>y Hrs</u>	<u>Practic</u> <u>al Hrs</u>	<u>Tutori</u> <u>al Hrs</u>	<u>Total</u>	<u>Theory</u> <u>Marks/</u> <u>Durati</u> <u>on</u>	<u>Practi</u> <u>cal</u> <u>Marks</u>	<u>Intern</u> <u>al</u> <u>Marks</u>	<u>Total</u>
<u>4</u>	<u>=</u>	<u>1</u>	<u>5</u>	<u>70 /3</u>	<u>=</u>	<u>30</u>	<u>100</u>

Rationale:

The course aims to establish the importance of environmental issues and the role of the Hospitality Industry in propagating conservation measures.

		Hrs	Mks
Chapter 1	Introduction and development of environmental message	04	06
1.1	Staff – Raise awareness build commitment, provide support, reward efforts, celebrate success		
1.2	Business partners coordination		
1.3	Guests participation		
1.4	Community – sponsorship, urban beautification, alternate energy sources		
Chapter 2	Waste Management	06	06
2.1	Why manage waste		
2.2	Recycling		
2.3	Non-hazardous energy separation		
Chapter 3	Energy and waste conversion	06	06
3.1	Introduction		
3.2	Energy efficiency action plan		
3.3	Assessing current performance		
3.4	Energy conservation measures		
3.5	Guidelines for major use areas		
3.6	Making decision about investments		



3.7	Evaluation of new technology		
Chapter 4	Water	06	06
4.1	Water and the environment		
4.2	Improving water quality		
4.3	Case studies		
Chapter 5	Product purchase	06	06
5.1	Principles of responsible purchasing		
5.2	Implementation of Eco friendly purchasing		
5.3	Products: recycled paper, future products		
Chapter 6	Indoors air quality	06	06
6.1	Potential sources of air pollution		
6.2	Improving indoor air quality		
6.3	Costs		
Chapter 7	External air emissions	06	06
7.1	Sources		
7.2	Effects		
7.3	Hotels and air pollution		
Chapter 8	Noise	06	06
8.1	Introduction		
8.2	Problems of noise & program for tackling it		
Chapter 9	Hazardous materials	06	06
9.1	Definition & Sources		
9.2	Hazards & dealing with hazardous materials		
Chapter 10	Ecotels	06	06
9.1	What are ecotels		
9.2	Case studies India, abroad		
Chapter 11	Building of the future	06	10
10.1	Building materials – cement, bricks, wall panels		
10.2	Paints		
10.3	Smart buildings		
10.4	Current technology		
	Total	64	70

Reference Books

1. Environmental Management for Hotels - Butterworth & Heinemann

Note:

Glossary of Terms

Students should be familiar with the glossary of terms pertaining to above-mentioned topics



Subject : Environment Science

Subject Code : AE 305

Subject Credits : Four

Semester : Third

Teaching Scheme per week		
Theory	Practical	Total
04 hours	---	04 hours

Examination Scheme					
Internal Examination Scheme			External Examination Scheme		Total Marks
Unit Test	Assignments (Theory based)	Total Internal Marks	Theory	Total External Marks	
20	30	50	50	50	100

Rationale:

The course aims to establish the importance of environmental issues. It provides insight on Environment Management in Hospitality Industry. It also helps students to understand the benefits of Eco-friendly practices to have a sustainable environment in daily operations of hotel.

		Hours	Marks
Chapter – 1	Environmental studies	04	03
1.1	Introduction – Definition		
1.2	Importance of environment with respect to Hospitality Industry		
1.3	Concepts – Global warming, Greenhouse gases, Carbon foot print, Acid rain, Sustainability, Food-mile, LEED, TERI, ISO (14,004,14010, 14011,14012), IGBC		
1.4	Disaster Natural and Man made		
1.5	Ecotel – Definition, Scope and Importance		
1.6	Environmental practices as part of Corporate Social Responsibility in the Hospitality Industry		
Chapter – 2	Environment Commitment	04	03
2.1	Environmental Systems		
2.2	Environmental policies, strategies and implementation		
	<ul style="list-style-type: none"> Fitting into organizational culture Environmental Policy Legislation (List at-least 5 Acts related to environment) 		
2.3	Environmental impact assessment (Targeting &		



monitoring, Key performance measures)

Chapter – 3	Water Management	10	08
3.1	Sources of Water for hotels (Supply by govt. bodies, Rainwater harvesting, Bore-well, Grey water , Sewage Treatment Plant)		
3.2	Sources of water pollution by hotels(Sources- Laundry, Kitchen, Cleaning agents, Polishing machines, Sewage)		
3.3	Water quality (Filtration , Boiling, Chlorination, Reverse Osmosis, Ultra-violet , Ozonation)		
3.4	Control of water consumption (Kitchen, Housekeeping, Guest room, Rest room)		
3.5	Benefits of water conservation		
Chapter –4	Energy Management	10	08
4.1	Principles of energy management		
4.2	Types of energy sources – (Renewable, non-renewable)		
4.3	Energy Management Program (Role of Energy Manager and Energy Audit) by hotel		
4.4	Assessing Current Performance		
4.5	Energy - conservation measures (Investment and Decision making process)		
4.6	Monitoring and targeting		
4.7	Alternative energy sources for hospitality industry		
Chapter –5	Solid Waste Management and Hazardous Waste	10	08
5.1	The need for materials and waste management		
5.2	Waste management hierarchy		
5.3	Types of wastes (dry/wet, organic / inorganic, biodegradable / non bio-degradable)		
5.4	Sources of solid waste found in hotels (e- waste & paper waste, organic-waste, glass, plastic, metals)		
5.5	3R's principle (Reduce, Reuse, Recycle)		
5.6	Product purchasing & Purchasing Principles		
Chapter – 6	Air and Noise Pollution	06	06
6.1	Air Pollution		
	<ul style="list-style-type: none">Air Pollution (Indoor)– Definition, causes, effects and control measures taken by hotelsAir Pollution (outdoor)– Definition, causes, effects and control measures taken by hotels		



6.2	Noise Pollution		
	• Noise Pollution - Definition, causes, effects and control measures taken by hotels		
Chapter –7	Employee Education and Community Involvement	05	04
7.1	Employee Education		
	• Creating awareness, providing support, rewarding efforts and celebrating success		
	• Training and communication		
7.2	Hotel and Community Involvement		
	• Guest Participation		
	• Business Partners		
	• Local Community		
Chapter –8	Guidelines and best eco-practices implemented by following departments of hotels	08	06
8.1	Housekeeping (Linen, Laundry, Guest rooms, Horticulture)		
8.2	Front Office		
8.3	Kitchen		
8.4	Restaurants and Banquets		
8.5	Maintenance		
8.6	Swimming Pool and Health Club		
Chapter –9	Building Materials	03	04
9.1	New technology used in construction		
9.2	Eco construction materials and their benefits		
9.3	Green building – Concepts and benefits		
	Total	60	50

Assignments: Minimum of *03 assignments* to be submitted by students by the end of the semester.

1. Case studies related to hospitality
2. List of recycled products purchased by any two hotels
3. List of eco-friendly products used by any two hotels
4. List of organizations working for environment issues.

Suggested group Activities

1. Activities under Swach Bharat Abhiyan.
2. Visit to water treatment plant.
3. Visit to Engineering and Maintenance department of Hotels (To observe the environmental practices).
4. Competition on converting waste to reuse products
5. Students encouraged to follow Green practices in college campus



Food and beverage service

Training Manual



TATA MCGRAW-HILL
EDITION

SUDHIR ANDREWS

LESSON**2****Basic Etiquette for Restaurant Staff**

The hotel and restaurant business is an admixture of showmanship, diplomacy and sociability. All front line personnel are required to have an ability to communicate effectively coupled with certain manners and the etiquette associated with genteelness. The etiquette that a waiter exhibits in a restaurant should comprise the following:

1. Attend to guests as soon as they enter the restaurant.
2. Assist guests to remove warm, heavy coats in winter and help put them on when they leave.
3. Wish guests the time of the day and welcome them to the restaurant.
4. Preferably address them by their name which requires remembering them.
5. Be polite to guests.
6. Help to seat ladies.
7. Provide extra cushions or special chairs for children.
8. When speaking to a guest, do not interrupt him if he is speaking to another guest.
9. Do not overhear conversation.
10. Avoid mannerisms such as touching hair or nose picking, etc.
11. Stand erect at all times. A gentle bow at the time of service is permissible.
12. Remember a guest's special dish and remind him that you know it. Ascertain whether he would like to order it again.
13. Be attentive to guest calls.
14. Talk softly.
15. Strike a match to enable a guest to light his cigarette.
16. Avoid arguing with service staff and guests in the restaurant.
17. Carry pencils in the pockets and not behind ears or clipped in front of the jacket.
18. Desist from chewing gum or beetle nut.
19. Present the bill/check to the host discreetly in order to avoid embarrassing him.
20. Avoid soliciting for tips.



FREE

ONLINE RESOURCES
For Teachers and Students

OXFORD
HIGHER EDUCATION

SECOND EDITION

Food and Beverage Service

R. Singaravelavan

4326

(Contd.)

Restaurants/bar/banquets/room service

Verifies bills and KOTs of all service areas, receipts of stores, closing stock record of all bottled drinks, tobacco, alcoholic beverages, and so on

Repairs faulty service equipment, air conditioners, water cooler, and so on, against job order

Inform security department about any articles misplaced by guests, suspicious behaviour of guests, unclaimed baggage, drunken guests, function catering so that they are aware of that many guests would be coming in at a particular time and organize themselves accordingly. Verifies movement of staff.

Coordinates with this department for recruiting, training, performance appraisal, and so on.

Designs sales promotional activities and discusses methods of implementation. Briefs on competitors' strengths and weaknesses and their market share, briefs on consumers' expectations and perceptions, shares composition, market segmentation.

Kitchen

Verifies KOT, closing stock record, spoilage report, receipts from stores
Receives staff meals

Repairs faulty kitchen equipment, exhaust system, water taps, gas supply, and so on, against job order
Receives staff meals

Briefs security department about any theft or major pilferage
Receives staff meals
Verifies staff movement

Coordinates with this department for recruiting, training, performance appraisal, and so on
Personnel policy on staff meals, shares staff meal cost with personnel department

Briefs consumers' preferences, competitors' menu, shares composition, market segmentation

Kitchen stewarding

Verifies record of recurring expenditure.

Assists maintenance department in cleaning and moving equipment during repair work.

Discusses security issues and verifies staff movement.

Coordinates with this department for recruiting, training, performance appraisal, and so on.

47

Food and Beverage Staff of Hotel

QUALITIES REQUIRED FOR FOOD SERVICE STAFF

The success of any food service business depends to a great extent on the quality and behaviour of the staff working there (see Fig. 2.11). The important qualities required for food service staff are as follows:

Personal Hygiene This is the most important quality for the service staff as they are constantly handling food and beverages, and often go near the guests. No guests will patronize a restaurant if the food and drinks are handled by staff who are unhygienic or with bad breath and body odour. The efforts gone into making good quality dishes will certainly not be appreciated by guests if served by staff with poor personal hygiene.

(Contd.)

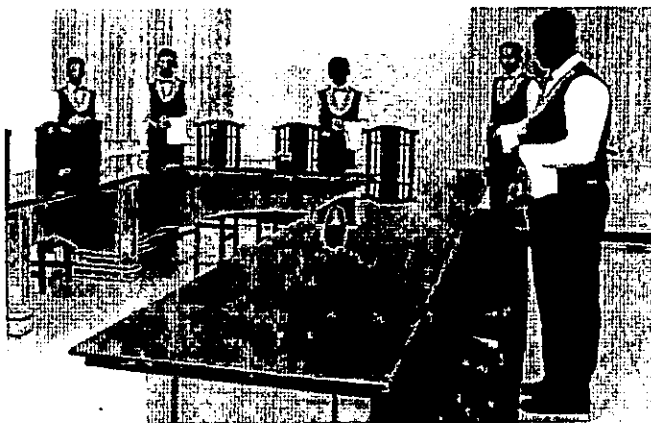


Figure 2.11 Well-groomed service staff

To ensure proper personal hygiene, all staff should adhere to the following guidelines:

- Bathe twice a day or at least once, to avoid body odour.
- Brush teeth and use mouthwash daily.
- Have regular dental check-up for good dental care.
- Wash hands frequently, especially after the use of toilet.
- Do not touch any of the facial parts or touch the blemishes as our skin carries disease causing bacteria.
- Do not sneeze, cough, or blow nose near food and in the work area.
- Do not bite nails.

- Do not use handkerchief in the restaurant.
- Keep shoes well-polished.
- Wear clean and well-laundered uniform.

For male staff

- They should shave every day.
- Hair must be short and well-groomed.
- Nails should be clean and well-trimmed.
- Beard and moustache should be trimmed.
- They should not use excessive or strong body spray or perfume.

For female staff

- Hair should be short or tied up.
- Excessive make-up should be avoided.
- Nails should be clean and well-trimmed.
- Jewellery should not be worn, however, wedding or engagement ring and simple ear stud is allowed.
- Stockings should be clean.
- Sandals, high heels, slippers, open-back shoes, and slip on are not acceptable and are unsafe.
- Shoes with laces should be worn.

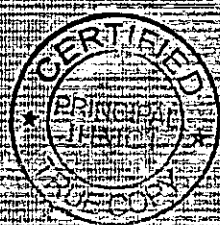
A high level of stamina and good health is required for both male and female F&B service staff as they have to be on their feet throughout the operation hours. This can be achieved by practising the following:

- Regular exercise
- Healthy eating habits
- Adequate sleep

Checking personal hygiene is important and it starts from oneself. It is the responsibility of the head waiter to check the personal appearance and health condition of staff during briefing.

Punctuality Staff must report to work on time with proper uniform and good personal appearance. Punctuality reflects the interest the staff have towards their work. If the staff do not report to duty on time on regular basis, it shows lack of interest in the job.

Honesty It is of paramount importance as it reflects the character of a person. The service staff may be tempted to eat guests' food, steal establishment's and guests' property, say lies to colleagues and guests, pass on vital information to competitors, and so on. It is important to remain honest in the face of such temptation.



Loyalty The staff should be loyal to their organization. They should not bad mouth the organization or colleagues to anyone, or promote the competitors' business.

Conduct The conduct of the staff is very important, especially in front of guests. Rude behaviour towards guests or arguing will quickly damage the reputation of the establishment that has been built over the years. Rules and regulations of the establishment must be followed and the senior staff must be given due respect.

Personality The staff should be diplomatic, tactful, courteous, even-tempered, and be not controlled by emotions. During service, wait staff may come across various challenging and demanding situations that should be handled diplomatically, satisfying both customers and management. They must converse with guests in a pleasing manner and have the ability to smile at the right times.

Attitude towards guests The attitude of a person determines whether he/she is successful or is a failure. Positive attitude towards guests will make the service staff successful in their career. Staff with good attitude will

- anticipate the guests' needs and wishes
- be attentive to guests at all times during service
- not argue with guests
- not ignore guests' requests
- listen to guests' complaints carefully and immediately solve whatever he/she can or refer to superior in authority
- be proud of his/her work
- take up additional responsibility
- show interest in learning new ideas and developments relevant to his field
- not indulge in preferential treatment of customers according to the amount of tips he/she receives
- extend all possible help to his/her colleagues
- report for duty on time regularly, stay back till all the guests leave the restaurant, and obey the instructions of seniors

Sense of urgency It is very important to increase seat turnover and revenue during business hours. Slow service will lead to low seat turnover and lower revenue. The wait staff should be quick in getting food from kitchen, serving dish, presenting bill when completed, and relaying cover for the next arrival. All these tasks must be done quickly and effectively, without running around and shouting.

Product knowledge The service staff are salespersons in restaurants and must know the products they are selling to customers. It is not possible to sell a product without having adequate knowledge about it. Waiters must know how each dish is prepared, its portion size, taste, colour of the dish, garnish, waiting time required in the case of à la carte menu, accompaniments, correct cover, service procedure, various types of drinks on offer, drink size, correct glassware to be used, temperature at which served, and so on. The knowledge makes the staff more competent in answering and/or offering suggestions on food and drinks. A waiter with sound product knowledge will always be successful in his work.

Local knowledge The service staff must have sound knowledge of the area where they work. This will enable them to answer any queries of guests on entertainment, places of interest, shopping area, transport facilities, and so on.

To,
Mr. Ankush Ghodke
Industrial Trainee,
Radisson Blu Hotel Pune,
Kharadi.

Date: 26-06-2018

EXPRESSION FOR EXCELLENCE

Dear Ankush,

We would like to thank you for your brilliant performance shown at the Heart of the House during your Training at the Housekeeping Department. You were found exceptionally good in operations with everlasting enthusiasm keeping our Brand Promise of 100% Guest Satisfaction. This Certificate represents our profound appreciation on your exemplary hard work and sheer commitment displayed with a Yes I Can! Approach.

We would like to acknowledge our sincere appreciation on your outstanding efforts and continue the good job with sincerity and integrity.

Congratulations for your significant contribution and accomplishment!!
We are proud of you!!



Arti Chokshi
(Associate Director L&D)



Virendra Singh Thakuri
(Executive Housekeeper)



18 October 2018

Shubham Ture,
Industrial Trainee
Period 1 June 2018 to 1 July 2018

Dear Shubham,

Le MERIDIEN

Our team is pleased to offer you a **letter of appreciation** for an excellent performance in the **Food and Service** department. You have made notable contribution and demonstrated high level of performance including punctuality, good quality and quantity of work. You have been a good team player and were found to be very hard working as well.

We wish you success in your entire future endeavor.

Hemant

Hemant Surve
Assistant Food and Service Manager
Le Meridien Mahabaleshwar Resort & Spa
(A Unit of BramhaCorp Ltd.)

LE MERIDIEN MAHABALESHWAR
RESORT & SPA

211 / 212, Mahabaleshwar - Medha Road
Mahabaleshwar 412806
Maharashtra
India
T: +91 (2168) 262222
F: +91 (2168) 270011
lemeridien.com/mahabaleshwar



N 17° 55' E 73° 40'
DESTINATION UNLOCKED

18 October 2018

Shubham Ture,
Industrial Trainee
Period 2 July 2018 to 1 August 2018

Dear Shubham,

Le MERIDIEN

Our team is pleased to offer you a **letter of appreciation** for an excellent performance in the **Front Office** department. You have made notable contribution and demonstrated high level of performance including punctuality, good quality and quantity of work. You have been a good team player and were found to be very hard working as well.

We wish you success in your entire future endeavor.


Akashy Angre
Assistant Front Desk Manager
Le Meridien Mahabaleshwar Resort & Spa
(A Unit of BramhaCorp Ltd.)



18 October 2018

Shubham Ture,
Industrial Trainee
Period 2 August 2018 to 18 October 2018

Dear Shubham,

Le MERIDIEN

Our team is pleased to offer you a **letter of appreciation** for an excellent performance in the **Housekeeping** department. You have made notable contribution and demonstrated high level of performance including punctuality, good quality and quantity of work. You have been a good team player and were found to be very hard working as well.

We wish you success in your entire future endeavor.



Prasoon S N
Assistant Housekeeping Manager
Le Meridien Mahabaleshwar Resort & Spa

(A Unit of BramhaCorp Ltd.)

LE MERIDIEN MAHABALESHWAR
RESORT & SPA

211 / 212, Mahabaleshwar - Medha Road
Mahabaleshwar 412806
Maharashtra
India
T: +91 (2168) 262222
F: +91 (2168) 270011
lemeridien.com/mahabaleshwar



N 17° 55' E 73° 40'
DESTINATION UNLOCKED

**THE WESTIN PUNE
KOREGAON PARK**

36/3-B, Koregaon Park Annexe,
Mundhwa Road, Ghorpadi,
Pune 411001, India

T 020.6721.0000
F 020.6721.0021

westin.com/punekoregaonpark

18th October 2018

APPRECIATION LETTER

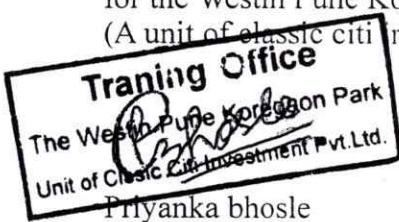
Dear Tushar,

On behalf of Housekeeping team, I would like to congratulate you non excellent performance showcased by you.

We sincerely appreciate your efforts and the professionalism that you have portrayed which has impressed the immensely. We deem ourselves honored to have had you

we wish you the best in your future endeavors.

for the Westin Pune Koregaon Park
(A unit of classic city investment pvt.ltd)



Priyanka bhosle

training manager



**THE WESTIN PUNE
KOREGAON PARK**

36/3-B, Koregaon Park Annexe,
Mundhwa Road, Ghorpadi,
Pune 411001, India

T 020.6721.0000
F 020.6721.0021

westin.com/punekoregaonpark

18th October 2018

APPRECIATION LETTER

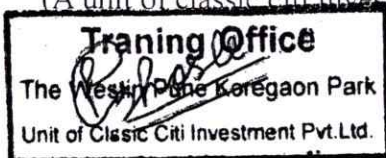
Dear Tushar,

On behalf of Kitchen team, I would like to congratulate you on ~~non~~ excellent performance showcased by you.

We sincerely appreciate your efforts and the professionalism that you have portrayed which has impressed the immensely. We deem ourselves honored to have ~~in~~ you

we wish you the best in your future endeavors.

for the Westin Pune Koregaon Park
(A unit of classic citi investment pvt.ltd)



Priyanka bhosle

training manager



**THE WESTIN PUNE
KOREGAON PARK**

36/3-B, Koregaon Park Annexe,
Mundhwa Road, Ghorpadi,
Pune 411001, India

T 020.6721.0000
F 020.6721.0021

westin.com/punekoregaonpark

18th October 2018

APPRECIATION LETTER

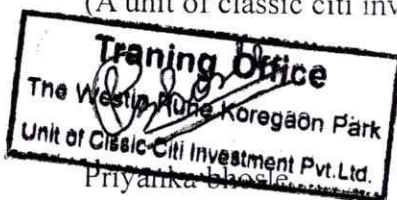
Dear Tushar,

On behalf of Laundry team, I would like to congratulate you non excellent performance showcased by you.

We sincerely appreciate your efforts and the professionalism that you have portrayed which has impressed the immensely. We deem ourselves honored to have had you

we wish you the best in your future endeavors.

for the Westin Pune Koregaon Park
(A unit of classic citi investment pvt.ltd)



training manager



**THE WESTIN PUNE
KOREGAON PARK**

36/3-B, Koregaon Park Annexe,
Mundhwa Road, Ghorpadi,
Pune 411001, India

T 020.6721.0000
F 020.6721.0021

westin.com/punekoregaonpark

18th October 2018

APPRECIATION LETTER

Dear Tushar,

On behalf of F & B Service team. I would like to congratulate you non excellent performance showcased by you.

We sincerely appreciate your efforts and the professionalism that you have portrayed which has impressed the immensely. We deem ourselves honored to have had you

we wish you the best in your future endeavors.

for the Westin Pune Koregaon Park
(A unit of classic citi investment pvt.ltd)

Training Office
The Westin Pune Koregaon Park
Unit of Classic Citi Investment Pvt. Ltd.
training manager

I/c. Principal
Institute of
Hotel Management & Catering Technology
Lal Taki Road, AHMEDNAGAR-414 001



CERTIFICATE OF RECOGNITION

Filling the earth with
the light and warmth
of Hospitality.
—Conrad N. Hilton

In Recognition of

GANESH KARDILE

We admire your sincerity, honesty and hard work shown during your industrial training.
You are a good team player and owner of your action.
Congratulations on your Success!!!


PRADEEP PANWAR
Human Resources Manager

10/10/17

DATE

 **HILTON**
WORLDWIDE



I/c. Principal
Institute of
Hotel Management & Catering Technology
Lal Taki Road, AHMEDNAGAR-414 001

Appreciation

This certificate is proudly presented to

MR. GIRGAS KUNAL

of

AJMVPS THMCT AHMED NAGAR

For being a contributing member towards

HUMAN RESOURCE DEPARTMENT

from 01 / 07 / 2017 **to** 31 / 08 2017





Amit Pachauri



Ashutosh Chhibba



Savio Devasia

Excellent

Good

Needs
Improvement

Would you rate your check-out experience?



Speed & Efficiency of Check-out



Billing Accuracy



Luggage Assistance



YES

Would you like to review us on TripAdvisor?



We have a "Service Associate" Recognition program. We would be delighted if you would care to mention

Name of the Associate/s

Mr Khem, Mr Ashok, Ms Bhisnu, **Mr Kunal**, Mr Shabad, Mr Shery and Chef Harpreet

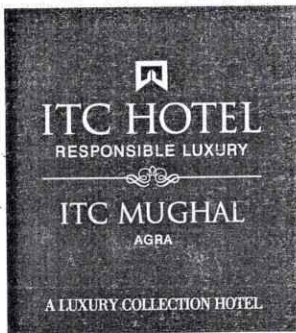
Work Area

housekeeping, spa, restaurant, **trainee**, Front office, restaurant

Comments and Suggestions

It was one of the best stays our family has had. The hotels have always delivered to our expectations and comfortable, this hotel in particular is a beautiful property in itself. Thanks to all the associates for making





October 4, 2017

Sub.: Appreciation Letter

Mr. Kunal Girgas
AJMVPS,
IHMCT
Ahmednagar

Dear Kunal,

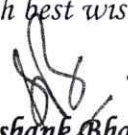
We are pleased to place on record our sincere appreciation for the excellent performance, dedication and hard work shown by you during your industrial training in F&B Service department.

It is attitude and efforts like these that will take you a long way in your career.

We once again compliment you and hope that you will continue to perform your duties with such dedication and commitment in the organization that you may become part of.

All the best.

With best wishes


Shashank Bhargava
Assistant Manager - Food & Beverage



+91 91 562 402 1700 • +91 562 233 1730
Taj Ganj, Agra 282001, Uttar Pradesh, India
itchohels.in/itcmughal

Registered Office: ITC Limited, Virginia House, 37 J. L. Nehru Road, Kolkata 700 071, India
Visit us at: www.itcportal.com • Corporate Identity Number: L16005WB1910PLC001985 • e-mail: reservations.itcmughal@itchohels.in

ITC Mughal, Agra - A Luxury Collection Hotel is independently owned and operated by ITC Limited under license from Sheraton International Inc.




I/c. Principal
Institute of
Hotel Management & Catering Technology
Lal Taki Road, AHMEDNAGAR-414 001



ITC HOTEL
RESPONSIBLE LUXURY



ITC MUGHAL
AGRA

A LUXURY COLLECTION HOTEL

CERTIFICATE OF .

Appreciation

This certificate is proudly presented to

MR. GIRGHAS KUNAL

of

ASIMVPS THMCT AHMED NAGIAB

For being a contributing member towards

HUMAN RESOURCE DEPARTMENT

from 01 / 07 / 2017 **to** 31 / 08 2017

Amit

Amit Pachauri



Ashutosh Chhibba

Ashutosh Chhibba

General Manager

Savio

Savio Devasia

Learning Services Manager

**THE WESTIN PUNE
KOREGAON PARK**

36/3-B, Koregaon Park Annexe,
Mundhwa Road, Ghorpadi,
Pune 411001, India

T 020.6721.0000
F 020.6721.0021

westin.com/punekoregaonpark

March 19, 2019

APPRECIATION LETTER

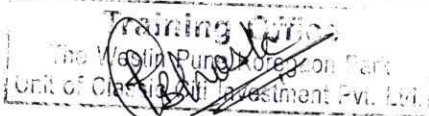
Dear Shubhangi,

On behalf of Food & Beverage Service Team, I would like to congratulate you on excellent performance showcased by you.

We sincerely appreciate your efforts and the professionalism that you have portrayed which has impressed the entire team immensely. We deem ourselves honored to have had you.

We wish you the very best in your future endeavors.

**for The Westin Pune Koregaon Park
(A unit of Classic Citi Investment Pvt. Ltd.)**



**Priyanka Bhosle
Training Manager- Human Resources**



2 Mar 2019

Amit Kale,
Industrial Trainee
Period 1 Feb 2019 to 28 Feb 2019


Dear Amit,

Le MERIDIEN

Our team is pleased to offer you a **letter of appreciation** for an excellent performance in the Housekeeping department. You have made notable contribution and demonstrated high level of performance including punctuality, good quality and quantity of work. You have been a good team player and were found to be very hard working as well.

We wish you success in your entire future endeavor.

Rahul Chivate
28/03/2019
Rahul Chivate
Assistant Housekeeping Manager
Le Meridien Mahabaleshwar Resort & Spa
(A Unit of BramhaCorp Ltd.)



LE MERIDIEN MAHABALESHWAR
RESORT & SPA

211 / 212, Mahabaleshwar - Medha Road
Mahabaleshwar 412806
Maharashtra
India
T: +91 (2168) 262222
F: +91 (2168) 270011
lemeridien.com/mahabaleshwar

N 17° 55' E 73° 40'
DESTINATION UNLOCKED



02nd Mar 2019

Amit Kale,
Industrial Trainee
Period 24th Feb 2019 to 28th Feb2019

Dear Amit,

Le MERIDIEN

Our team is pleased to offer you a **letter of appreciation** for an excellent performance in the Front Office department. You have made notable contribution and demonstrated high level of performance including punctuality, good quality and quantity of work. You have been a good team player and were found to be very hard working as well.

We wish you success in your entire future endeavor.

Sneha Bhosale
Front Desk Manager
Le Meridien Mahabaleshwar Resort & Spa
(A Unit of BramhaCorp Ltd.)



**LE MERIDIEN MAHABALESHWAR
RESORT & SPA**

211 / 212, Mahabaleshwar - Medha Road
Mahabaleshwar 412806
Maharashtra
India
T: +91 (2168) 262222
F: +91 (2168) 270011
lemeridien.com/mahabaleshwar

N 17° 55' E 73° 40'
DESTINATION UNLOCKED



To,
Mr. Ganesh Darade,

Date: 23.4.18

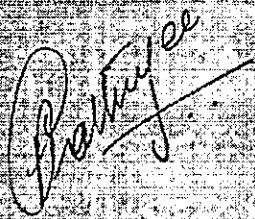
CERTIFICATE OF EXCELLENCE

Dear Ganesh,

We would like to thank you for your brilliant performance executed throughout the tenure of your Industrial Training here at our Organisation **Four Points By Sheraton, Pune**. You were found exceptionally good and excelled in all areas of your Training exposure ensuring 100% Commitment at all time with a Delight Factor.

This Certificate represents our profound appreciation in recognition of your outstanding work. Congratulations for your significant contribution and accomplishment!!

For M/s. DUET India Hotels (Pune) Pvt Ltd.,



Preeti Chatterjee
Asst. Training Manager



Duet India Hotels (Pune) Private Limited

The Four Points by Sheraton, Nagar Road, Pune is independently owned by Duet India Hotels (Pune) Pvt Ltd. and Operated under a license agreement with The Sheraton LLC

Address : 197/3, 5th Milestone, Viman Nagar, Nagar Road, Pune - 411 001, Phone : +91 20 39406699 Fax : +91 20 30930930
Registered Office : #1, Unitech Trade Centre, Sector 49, Gurgaon

To,
Mr. Ganesh Darade,

Date: 23.4.18

CERTIFICATE OF APPRECIATION

Dear Ganesh,

We would like to thank you for your brilliant performance, dedication and helpful gesture executed during the need of Food & Beverage Banqueting functions here at **Four Points By Sheraton, Pune**. You were found exceptionally good and excelled in Food & Beverage Department ensuring **Commitment** at all time with a **Delight Factor**.

This Certificate represents our profound appreciation in recognition of your outstanding work.

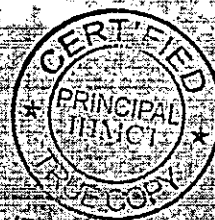
Congratulations for your significant contribution and accomplishment!!

For M/s. **DUET India Hotels (Pune) Pvt Ltd.,**



Ankit Sharan

Food & Beverage Manager.



Duet India Hotels (Pune) Private Limited

The Four Points by Sheraton, Nagar Road, Pune is independently owned by Duet India Hotels (Pune) Pvt. Ltd. and Operated under a license agreement with The Sheraton LLC.

Address: 197/3, 5th Milestone, Viman Nagar, Nagar Road, Pune - 411 001. Phone: +91 20 30406600 Fax: +91 20 30406600

Registered Office: 197/3, 5th Milestone, Viman Nagar, Nagar Road, Pune - 411 001. Phone: +91 20 30406600 Fax: +91 20 30406600

FOOD & BEVERAGE



We Are **HILTON** We Are **HOSPITALITY**

DATTATRAYA RAJENDRA SALVE

Dear Dattatraya, I want to thank you personally for all your support and efforts to make our busy breakfast & dinner successful. You have contributed a lot in success of daily operation in all aspects and this makes you very special.

Thank you so much for all your efforts & hard work.

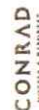
Rajendra Salve

Sumant Mishra, Food & Beverage Manager

12.02.18

Presented by

Date





12 February 2018

Amol Urmude
IHMCT, Ahmednagar

Dear Amol,

We are pleased to place on record our sincere appreciation for your commitment and enthusiasm shown during your training in Kitchen.

We sincerely appreciate your role and hope that you would keep up the good work and continue to earn laurels in the future also.

Keep up the good work!


Somnath Deb
Chef de Cuisine




I/c. Principal
Institute of
Hotel Management & Catering Technology
Lal Taki Road, AHMEDNAGAR-414 001

HILTON JAIPUR

Plot Number 42 | Ganga House | Hawa Sadak | Jaipur 302005 | Rajasthan | India
T: +91 141 417 0000 | F: +91 141 417 0001 | E: info.jaipur@hilton.com
www.jaipur.hilton.com

HOTEL OWNER : FRUITFUL BUILDCON PVT. LTD.

SA, Karota Bagh | Kastiya Lane | Takhte Shah Road | Jaipur 302024 | Rajasthan | India

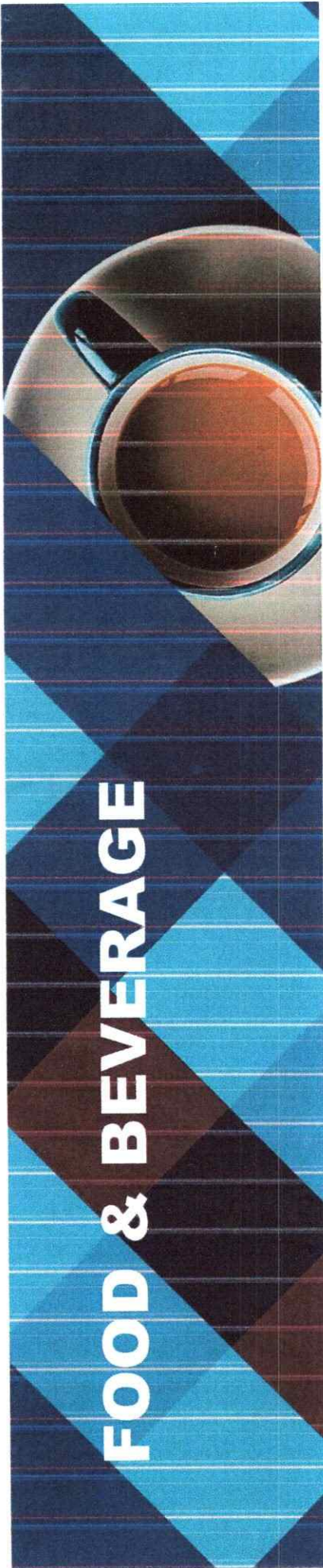
CIN : U70106RJ2001PTC016927

Page No. 0091



AMERICAS • EUROPE • MIDDLE EAST • AFRICA • ASIA • AUSTRALASIA

FOOD & BEVERAGE



We Are **HILTON** We Are **HOSPITALITY**

AMOL URMUDE

Dear Amol, I want to thank you personally for all your support and efforts to make our operation successful during busy time. You have contributed a lot in success of daily operation in all aspects and this makes you very special.

Thank you so much for all your efforts & hard work.

Sumant Mishra
12/2/18

Sumant Mishra, Food & Beverage Manager

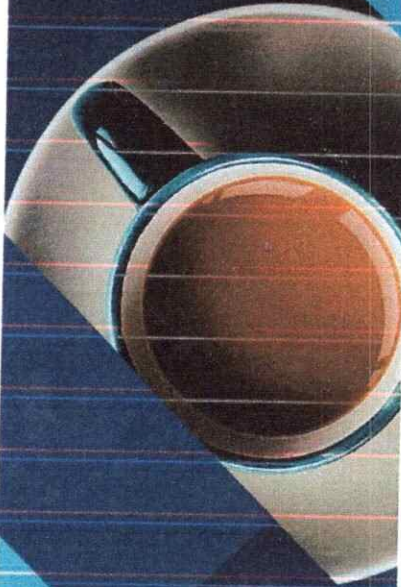
12.02.18

Presented by

Date



FOOD & BEVERAGE



We Are **HILTON** We Are **HOSPITALITY**

PRAVEEN DEEPAK BORKAR

Dear Praveen, I want to thank you personally for all your support and efforts to make our operation successful during busy time. You have contributed a lot in success of every day in all aspects and this makes you very special.

Thank you so much for all your efforts & hard work.

Sumant Mishra, Food & Beverage Manager

Presented by

12.02.18

Date



I/c. Principal
Institute of
Hotel Management & Catering Technology
Lal Taki Road, AHMEDNAGAR-414 001

Keep Going!

*Awarded to
Nikhil Sadaphal*

*of
Culinary Art*

Best Trainee - January 2018



Asst Manager - L & D



Departmental Manager



General Manager



RADISSON BLU PLAZA HOTEL MYSORE

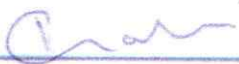
1 MG Road, Mysore 570 010, India. T: +91 821 7101234 F: +91 821 7101235. radissonblu.com/hotel-mysore

Keep Going!

Awarded to
Shahir Rushikesh Vishnu

of
Culinary Art

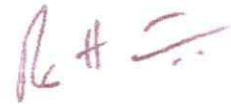
Best Trainee - January 2018



Asst Manager - L & D



Departmental Manager



General Manager



RADISSON BLU PLAZA HOTEL MYSORE


1 MG Road, Mysore 570 010, India. T: +91 821 7101234 F: +91 821 7101235 radissonblu.com/hotel-mysore

Keep Going!

Awarded to
Khakal Gaurav Mahadeo

of
Culinary Art

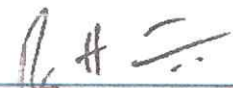
Best Trainee - January 2018



Asst Manager - L & D



Departmental Manager

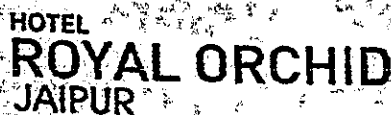


General Manager



RADISSON BLU PLAZA HOTEL MYSORE

1 MG Road, Mysore 570 010, India. T: +91 821 7101234 F: +91 821 7101235. radissonblu.com/hotel-mysore



Hotel Royal Orchid
Tonk Road,
Durgapura,
Jaipur, Rajasthan,
India-302 018
Tel : 91-141-7191919
Fax : 91-141-7191920

CERTIFICATE

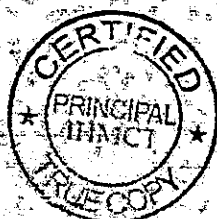
“TRAINEE OF THE MONTH”

In the honour of an outstanding performance and dedication,
we gladly present Mr. Nikhil Deshmukh from Front Office
Department. with this certificate to recognize high standards of
dedication & commitment towards work for the month of
December 2017.

Issued on - 22nd January 2018

For Hotel Royal Orchid,

Chirantan Chatterjee
General Manager

[illegible]

Thursday, 21st Dec 2017
FPSJ – HR/LD/APCTL /IT. -2017/001

Letter of Appreciation

Hi...!! Akshay,

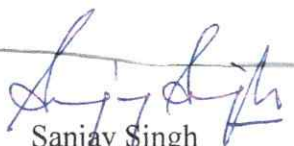
As a valued member of our team we wanted to take this opportunity to thank you for unwavering support as a team member.


However, you stand out as a member who has never wavered in terms of commitment towards excellence. I have admired to your strong work ethic and personal integrity.

I appreciated your work in the department which ever you have assigned through dedication. Team Members like you, make our work more rewarding and enjoyable.

Again, thank you for all you do as a part of Four Points by Sheraton, Jaipur City Square.

For & on Behalf of
Four Points by Sheraton – Jaipur


Sanjay Singh
Training Manager,
Human Resources


Mumtaz Khan
Associate Director,
Human Resource


Rahul Sharma
General Manager



**Four Points by Sheraton
Jaipur, City Square**

Tonk Road
Jaipur -302018
India

T 141 300 4600 F 141 300 4699

FOURPOINTS.COM/JAIPUR

The Four Points by Sheraton Jaipur, City Square is independently owned by Duet India Hotels (Jaipur) Pvt. Ltd. and operated under a license Issued by Starwood Asia Pacific Hotels & Resorts Pte. Ltd.

Thursday, 21st Dec 2017
FPSJ – HR/LD/APCTL /IT. -2017/004

Letter of Appreciation

Hi...!! Jawed,

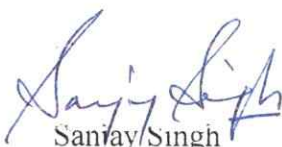
As a valued member of my team, we wanted to take this opportunity to thank you for unwavering support as a team member.

However, you stand out as an member who has never wavered in terms of commitment towards excellence. I have admired to your strong work ethic and personal integrity.


I appreciated your work in the department which ever you have assigned through dedication. Team Members like you, make our work more rewarding and enjoyable.

Again, thank you for all you do as a part of Four Points by Sheraton, Jaipur City Square.

For & on Behalf of
Four Points by Sheraton – Jaipur


Sanjay Singh
Training Manager,
Human Resources


Mumtaz Khan
Associate Director,
Human Resources


Rahul Sharma
General Manager



**Four Points by Sheraton
Jaipur, City Square**

Tonk Road
Jaipur -302018
India

T 141 300 4600 F 141 300 4699

FOURPOINTS.COM/JAIPUR

The Four Points by Sheraton Jaipur, City Square is independently owned by Duet India Hotels (Jaipur) Pvt. Ltd. and operated under a license Issued by Starwood Asia Pacific Hotels & Resorts Pte. Ltd.

To,
Mr. Shaukat Inamdar
Industrial Trainee,
Radisson Blu Hotel Pune,
Kharadi.

Date: 21-04-2016

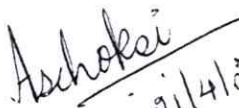
EXPRESSION FOR EXCELLENCE


Dear Shaukat,

We would like to thank you for your brilliant performance shown at the Heart of the House during your Training at the Housekeeping Department. You were found exceptionally good in operations while serving the guests with a delight factor and everlasting enthusiasm keeping our Brand Promise of 100% Guest Satisfaction. This Certificate represents our profound appreciation on your exemplary hard work and sheer commitment displayed with a **Yes I Can! Approach**.

We would like you to acknowledge our sincere appreciation on your outstanding efforts and continue the good job with sincerity and integrity.

Congratulations for your significant contribution and accomplishment!!
We are proud of you!!


Arti Choksi
(Training Manager)


Virendra Singh Thakuri
(Housekeeping Manager)



Radisson Blu Hotel Pune Kharadi

Nagar Bypass Road, Kharadi, 411014 Pune, Maharashtra, India

T : +91 20 2706 0606 F : +91 20 2706 0607

reservations@rdpune.com

radissonblu.com/hotel-pune



THE LEELA

KOVALAM

A RAVIZ HOTEL

CERTIFICATE OF ACHIEVEMENT



*The Leela Kovalam takes great pleasure in
awarding this certificate to*

*Mr / ~~Mrs~~ **ROKADE BAJIRAO BALKRISHNA** Of **AJMVPS, MAHARASHTRA***

*department on being selected as **BEST TRAINEE** for the quarter **OCT 2015 - DEC 2015***

N C Somaiah

N C Somaiah
General Manager



Nishad Khan A

Nishad Khan A
Head- Human Resources

Best Trainee

20th June, 2018

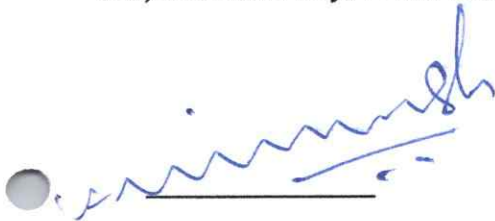
Dear Harish,

Your achievement is a reflection of your exemplary service during your training tenure with our resort. Your dedication, sincerity and perseverance is worthy of emulation by others and we are indeed proud in recognizing your achievement.

We are confident that you will continue to strive and scale greater heights in our collective objective in future as well.

Warm regards,

For, Evershine Keys Prima Resort, Mahabaleshwar,



Avinash Nikam

Manager Human Resource



BRAVO

RECOGNITION PROGRAM

Name Attar Parvej Yunus
Department Facility Care
Supervisor Rekha Kumari
Date 09.12.2017
From Preethi Chakrasali

You have **EXCEEDED THE EXPECTATIONS**
by enlivening the Carlson Credo & Vision 20 / 20
In the following ways:

- | | | |
|---|--|---|
| <input type="checkbox"/> Caring | <input checked="" type="checkbox"/> Creating BRIGHT SPOT for customers | <input type="checkbox"/> Delivering great results |
| <input checked="" type="checkbox"/> Developing talent | <input type="checkbox"/> Fostering culture of innovation & collaboration | <input type="checkbox"/> Integrity |
| <input type="checkbox"/> Leadership | <input type="checkbox"/> Never ever give up attitude | |

Specially

For "Creating magical moments for the owner's family by doing flash mob "

Bravo! What a Carlsonian!




**CARLSON
REZIDOR**
HOTEL GROUP


I/c. Principal
Institute of
Hotel Management & Catering Technology
Lal Taki Lal Pathak
Page No. 00103



gokul sonawane <gtsonawane@gmail.com>

INR 50000 FOUND IN GUEST ROOM.

1 message

HR Evershine <hr.evershine@keyshotels.com>

Sat, Jun 30, 2018 at 1:18 PM

To: principal@ihmct.in

Cc: gtsonawane@gmail.com

Happy Morning,

Fyi,

I cannot resist to share this story personally.


Mr. Sudam Borane 26 years of age, working as a room boy at Evershine Keys Prima Resort along with Mr. Harish Alhat (TR) had found INR 50,000 in the locker of a room number 202 on Sat 9th June. Both of them immediately informed this to his superior and Asst. FOM who then got in touch with the guest. The guest Mr. Shivaji Jhadav, Supreme Court advocate who had already travelled more than 50kms came back to the hotel. The management handed over the INR 50,000 to the guest, who expressed his appreciation for the act of honesty shown by Sudam and Harish and handed both of them Rs. 1000 each as a reward.

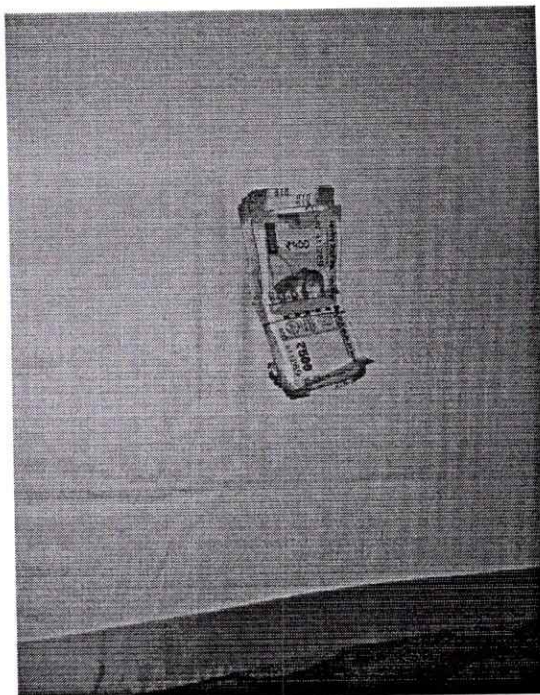
Happy Regards,

Avinash Nikam | Human Resource Manager | Evershine Keys Prima Resort

T.S No 182, Gautam Road, Mahabaleshwar - 4128068 | +91 7588686002 /+91 2168
26/07/2009 | hr.evershine@keyshotels.com




I/c. Principal
Institute of
Hotel Management & Catering Technology
Lal Taki Road, AHMEDNAGAR-414 001



हॉटेल कर्मचाऱ्याचा असाही प्रामाणिकपणा



सुदाम बोरणे

महाबलेश्वर,
ता. २५ : येथील
हॉटेल किजच्या
खोलीमध्ये
पर्यटकांची

विसरलेली रक्कम
प्रामाणिकपणे परत
केल्याने कर्मचारी सुदाम बोरणे याचे
हॉटेलच्या वतीने व पर्यटकांकडून
कौतुक होत आहे.

येथील हॉटेलच्या कर्मचाऱ्यांच्या
प्रामाणिकपणामुळे येथे राहिलेल्या एका
दिल्ली येथील सर्वोच्च न्यायालयाच्या
वकिलांना चांगला अनुभव आला.
येथील किज हॉटेलमध्ये दोन दिवस
वास्तव्य केल्यानंतर त्यांच्याकडून
गडबडीत रुममध्ये लॉकरमध्ये

पन्नास हजार रुपयांचा बंडल तसाच
विसरला. त्यांनी रुम चेकआउट करून
सुमारे पन्नास किलोमीटरचा प्रवास
देखील केल्यावर त्यांना अचानक
हॉटेलमधून फोन आला. त्यानंतर
त्यांना रक्कम राहिल्याचे लक्षात
आले. संबंधितांनी रुम सोडल्यानंतर
तो स्वच्छ करण्यासाठी गेलेले सुदाम
बोरणे व त्याचे सहकारी **हरीश**
अल्हाद यांना लॉकरमध्ये पन्नास हजार
रुपयांचा बंडल आढळला. त्यांनी
त्वरित हॉटेलच्या व्यवस्थापकाला तो
आणून दिला. या रुममध्ये दोन दिवस
वास्तव्यास असलेले अॅड. शिवाजी
जाधव यांच्याशी संपर्क करून त्यांना
ही माहिती देऊन तो रक्कम त्यांना
सुपूर्त करण्यात आली.



INSTITUTE OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY AHMEDNAGAR.

Lal Taki Road, Ahmednagar - 414 001. Ph. / Fax (0241) 2326778

Approved by AICTE, Govt. of Maharashtra, DTE & Affiliated to S.P. Pune University

◀ AICTE No. F 421 / MS - 16 / APR (HM) / ET / 96 ▶ INST.CODE NO. C001863

Ref. No.:

Date : / /20

Key Indicator - 1.3 Curriculum Enrichment

1.3.1 Institution integrates crosscutting issues relevant to Professional Ethics, Gender, Human Values, Environment and Sustainability into the curriculum.

**Institution integrates crosscutting issues relevant to
'Gender' into the curriculum**




I/c. Principal
Institute of
Hotel Management & Catering Technology
Lal Taki Road, AHMEDNAGAR-414 001

Ahmednagar Jilha Maratha Vidya Prasarak Samaj's
INSTITUTE OF
HOTEL MANAGEMENT AND CATERING TECHNOLOGY AHMEDNAGAR
Lal Taki Road, Ahmednagar – 414001. Ph. / Fax (0241) 2326778
Approved by AICTE, Govt. of Maharashtra, DTE & Affiliated to Uni. of Pune

Institute Practicing Equal Opportunities without Being Bias about Gender in its Day To Day Activities and Events

Evidences of Gender Equity

Sr. No.	Name of Activity	Duties Perform
1	Food Festival	Reception, F & B Service
2	Chef Competition	Equally Contributed
3	Teacher-Parents Meet	Reception Counter and Escorting to the Guest
4	Theme Lunch/ Dinner	Food Production and Accommodation Department
5	Tree Plantation	Equally Participated
6	Drawing Competition	Co-participation of Students
7	Mehendi Competition	Co-participation of Students
8	Grooming Standards Session	Attending Grooming Standards Session
9	Hotel Visit	Yearly Visit by first years to a 5 Star hotel
10	Book Exhibition	Book Exhibition Organized by Students
11	Fresher's Party	Fresher's Party organized by Second Years
12	Blood Donation	Voluntary Participated

Food Festivals (2020)



3-4
I/c. Principal
Institute of
Hotel Management & Catering Technology
Lal Taki Road, AHMEDNAGAR-414 001

Chef Competition (2020)



Registration Counter for Teacher-Parents Meet (2018)




I/c. Principal
Institute of
Hotel Management & Catering Technology
Lal Taki Road, AHMEDNAGAR-414 001

Theme Lunch (2019)



Tree Plantation (2017)




I/c. Principal
Institute of
Hotel Management & Catering Technology
Taki Road, AHMEDNAGAR-414 001

Drawing Competition (2018)



Mehendi Competition (2018)




I/c. Principal
Institute of
Hotel Management & Catering Technology
Lal Taki Road, AHMEDNAGAR-414 001

Grooming Standards Session by Gillette (2019)



Hotel Visit (2019)




I/c. Principal
Institute of
Hotel Management & Catering Technology
Lal Taki Road, AHMEDNAGAR-414 001

Participation in Book Exhibition (2019)



Participation in Fresher party (2019)




I/c. Principal
Institute of
Hotel Management & Catering Technology
Lal Taki Road, AHMEDNAGAR-414 001

Blood Donation (2019)




I/c. Principal
Institute of
Hotel Management & Catering Technology
Lal Taki Road, AHMEDNAGAR-414 001

**INSTITUTE OF
HOTEL MANAGEMENT AND CATERING TECHNOLOGY AHMEDNAGAR.**

Lal Taki Road, Ahmednagar - 414 001. Ph. / Fax (0241) 2326778

Approved by AICTE, Govt. of Maharashtra, DTE & Affiliated to S.P. Pune University

◀ AICTE No. F 421 / MS - 16 / APR (HM) / ET / 96 ◀ INST.CODE NO. C001863

Ref. No.:

Date : / /20

Key Indicator - 1.3 Curriculum Enrichment

1.3.1 Institution integrates crosscutting issues relevant to Professional Ethics, Gender, Human Values, Environment and Sustainability into the curriculum.

**Institution integrates crosscutting issues relevant to
'Human Values' into the curriculum**




I/c. Principal
Institute of
Hotel Management & Catering Technology
Lal Taki Road, AHMEDNAGAR-414 001

हे लोकमत

दि १० सप्टेंबर २०१५

अ. नगर

माउलीला मिळाला 'माउली'चा आधार

विद्यार्थ्यांची माणुसकी : निराधार वृद्धांचे वाचविले प्राण

अहमदनगर : वयाची सत्तरी ओलांडलेली निराधार वृद्धा, भर पावसात रस्त्याकडेला बेवारस पडलेली, रस्त्याने येणारे-जाणारे फक्त हळहळ करून पुढे निघून जायचे, मदतीला मात्र कोणीच येईना. माणुसकीच जणू मेलेली. परंतु वृद्धांच्या सुदैवाने तेथून जाणारे तिथे महाविद्यालयीन तरुण देवकपाने तिच्या मदतीला धावले अन् वृद्धांचे प्राण वाचले. शिंगवे नाईक येथील माउली सेवा प्रतिष्ठानमध्ये सध्या या वृद्धांवर उपचार सुरू आहेत.

जिल्हा मराठा शिक्षण संस्थेच्या हॉटेल मॅनेजमेंट शाखेचे हे तरुण, गौरव सूर्यवंशी, सुमीत रायजडे आणि पराग पाठक. बुधवारी सायंकाळी पाचच्या दरम्यान हे तरुण घरी जात असताना न्यू आर्ट्स महाविद्यालयासमोर रस्त्याकडेला एक सत्तरी ओलांडलेली, निराधार वृद्धा भर पावसात बेवारस पडलेली त्यांना आढळली. भिकारी, निराधार समजून येणारे-जाणारेही तिच्याकडे दुर्लक्ष करून पुढे निघून जात होते, परंतु या तिचा संवेदनशील तरुणांना वृद्धांचे हाल बघवतेनात. तिला कसल्याही परिस्थितीत मदत करावी, यासाठी ते तिथेच पावसात धडपड करू लागले. बरेच प्रयत्न करून त्यांना अखेर शिंगवे नाईक (ता. नगर) येथील माउली सेवा प्रतिष्ठानचा पत्ता मिळाला. बेवारस, निराधार, मनोरुग्ण, रस्त्यावरचे जिणे जाणणाऱ्यांना हक्काचा निवारा देणारी ही संस्था. लागलीच या तरुणांनी रिक्षा करून

त्या असहाय वृद्धेला उपचारासाठी रवाना केले. माउली संस्थेत पोहोचताच त्वरित वृद्धेला दाखल करून घेण्यात आले. पोटात काहीच नसल्याने व पावसामुळे वृद्धेचे प्राण निघून जातील, अशी अवस्था झाली

होती. परंतु आता ती हक्काच्या घरात विसावली असल्याचे पाहून तिचा तरुणांच्या चेहऱ्यावर स्मित फुलले होते. आत्मिक समाधान घेऊन हे तिथेही पुन्हा पावसात भिजत घराकडे रवाना झाले. (प्रतिनिधी)

आमच्या दृष्टीने ते हिरोच

♦ वृद्धेला भर पावसात मदत करताना या त्रिपांजी धडपड पाहून येणारेही थांबले होते. कोणीतरी पुढे येऊन या वृद्धेला मदत करी असल्याने सर्वांच्याच चेहऱ्यावर समाधान होते. यात काही महाविद्यालयीन तरुणांनी होत्या. माणुसकीचे हे दृश्य पाहून काही तरुणांनी या चक्क त्यांचा ऑटोग्राफ मागितला. आमच्या दृष्टीने हे खरे हिरोच अशी त्या तरुणांची बोलकी प्रतिक्रिया होती.

IE-1

n



Ahmednagar Jilha Maratha Vidya Prasarak Samaj's
INSTITUTE OF
HOTEL MANAGEMENT AND CATERING TECHNOLOGY AHMEDNAGAR
Lal Taki Road, Ahmednagar – 414001. Ph. / Fax (0241) 2326778
Approved by AICTE, Govt. of Maharashtra, DTE & Affiliated to S.P. Pune University

Name of Activity	Donation for Society
Date:	25th February 2020
Donation by:	Third Year Students
Faculty In-charge	Prof. N.S. Sancheti
Outcome:	Human values inculcated in students are followed by the students in their life. Students have generously donated footwear to the people in deprived section during summer time.



Students have generously donated footwear to the people in deprived section during summer time.



Ahmednagar Jilha Maratha Vidya Prasarak Samaj's
INSTITUTE OF
HOTEL MANAGEMENT AND CATERING TECHNOLOGY AHMEDNAGAR
Lal Taki Road, Ahmednagar – 414001. Ph. / Fax (0241) 2326778

Approved by AICTE, Govt. of Maharashtra, DTE & Affiliated to Uni. of Pune

Name of Activity	Diwali Donation
Year	24 th October 2019 (2019-20)
Donated to:	Snehalaya, Ahmednagar, Balgruha, Navodaya trust, MIDC, Ahmednagar, Apang Sanjeevani soc. Muka Badhir Vidyalaya, Ahmednagar
Donated by	All teaching, non-teaching staff, students of IHMCT, Ahmednagar
Faculty In-Charge	Prof. N.S. Sancheti
Purpose of Event	<ul style="list-style-type: none"> To inculcate social values among the students. To depict support, kindness and empathy for needy people
Outcome	<ul style="list-style-type: none"> This activity helps to take social responsibility by the students. It help to inculcate the value of sensitivity and charity to the needy section of the society



Act of contribution towards society- Diwali gifts distributed to Snehalaya, Balgruha and Muka Badhir Vidyalaya by IHMCT, Ahmednagar




I/c. Principal
Institute of
Hotel Management & Catering Technology
Lal Taki Road, AHMEDNAGAR-414 001

Ahmednagar Jilha Maratha Vidya Prasarak Samaj's
INSTITUTE OF
HOTEL MANAGEMENT AND CATERING TECHNOLOGY AHMEDNAGAR
Lal Taki Road, Ahmednagar – 414001. Ph. / Fax (0241) 2326778

Approved by AICTE, Govt. of Maharashtra, DTE & Affiliated to Uni. of Pune

Name of Activity	Diwali Donation
Year	13 th October 2017 (2017-18)
Donated to:	Savli, Ahmednagar, Balgruha, Navodaya trust, MIDC, Ahmednagar,
Donated by	All teaching, non-teaching staff, students of IHMCT, Ahmednagar
Faculty In-Charge	Prof. V.U Maniyar
Purpose of Event	<ul style="list-style-type: none"> To inculcate social values among the students. To depict support, kindness and empathy for needy people
Outcome	<ul style="list-style-type: none"> This activity helps to take social responsibility by the students. It help to inculcate the value of sensitivity and charity to the needy section of the society



Act of contribution towards society- Diwali gifts distributed to Savli and Balgruha by IHMCT, Ahmednagar




I/c. Principal
Institute of
Hotel Management & Catering Technology
Lal Taki Road, Ahmednagar - 414001
Page No. 001/19

Ahmednagar Jilha Maratha Vidya Prasarak Samaj's
INSTITUTE OF
HOTEL MANAGEMENT AND CATERING TECHNOLOGY AHMEDNAGAR
Lal Taki Road, Ahmednagar – 414001. Ph. / Fax (0241) 2326778

Approved by AICTE, Govt. of Maharashtra, DTE & Affiliated to Uni. of Pune

Name of Activity	Diwali Donation
Year	6 th November 2015 (2015-16)
Donated to:	Snehalaya, Ahmednagar,
Donated by	All teaching, non-teaching staff, students of IHMCT, Ahmednagar
Faculty In-Charge	Prof. H.N Kambale
Purpose of Event	<ul style="list-style-type: none"> To inculcate social values among the students. To depict support, kindness and empathy for needy people
Outcome	<ul style="list-style-type: none"> This activity helps to take social responsibility by the students. It help to inculcate the value of sensitivity and charity to the needy section of the society



सनेहालय | Snehalaya

आ.सो. 8001/2008 Certified

दिनांक : 06/11/2015

नंबर : 1865

गा. पाचार्य, स्नेहालय ऑफ होटेल मॅनेजमेंट & कॅटरिंग

लेखणी, अहमदनगर

वस्तुस्थिती देणारी घटना

दिनांक : 06/11/2015

क्र.	वस्तु	नं.	वर्ग	मूल्य (अंदाजे) रु.
1	दिवाली किट	87 नं.		
		32		26/11/2015

आपल्या सहयोगाबद्दल सनेहालय जिल्हा मराठा विद्या प्रसारक समिती आणि सनेहालय बद्दल धन्यवाद देते.

सनेहालय, अहमदनगर, लाल ताकी रोड, अहमदनगर - 414001

सनेहालय, अहमदनगर, लाल ताकी रोड, अहमदनगर - 414001

सनेहालय, अहमदनगर, लाल ताकी रोड, अहमदनगर - 414001

Hygiene kit Donated to Snehalaya by IHMCT, Ahmednagar




I/c. Principal
Institute of
Hotel Management & Catering Technology
Lal Taki Road, AHMEDNAGAR-414 001
Page No. 00120

Ahmednagar Jilha Maratha Vidya Prasarak Samaj's
INSTITUTE OF
HOTEL MANAGEMENT AND CATERING TECHNOLOGY AHMEDNAGAR
Lal Taki Road, Ahmednagar – 414001. Ph. / Fax (0241) 2326778

Approved by AICTE, Govt. of Maharashtra, DTE & Affiliated to S.P. Pune University

Name of Activity	Blood Donation
Year	1 st February 2019 (2018-19)
Donated to:	Jankalyan Blood Bank, Ahmednagar
No of Participants	50 Students + 2 Faculties
Faculty In-Charge	Prof. B.R. Shendage
Purpose of Event	<ul style="list-style-type: none"> It is the noble act through which youth of nation will take as a social responsibility To depict support, kindness and empathy for needy people
Outcome	<ul style="list-style-type: none"> This activity helps to take social responsibility by the students. It helps to inculcate the value of gentleness and donations to the needy.



**Registration, Certificate Distribution and Students Participation in Blood Donation Camp
Organized by IHMCT Ahmednagar.**




I/c. Principal
Institute of
Hotel Management & Catering Technology
Lal Taki Road, AHMEDNAGAR-414 001

Ahmednagar Jilha Maratha Vidya Prasarak Samaj's
INSTITUTE OF
HOTEL MANAGEMENT AND CATERING TECHNOLOGY AHMEDNAGAR
Lal Taki Road, Ahmednagar – 414001. Ph. / Fax (0241) 2326778

Approved by AICTE, Govt. of Maharashtra, DTE & Affiliated to S.P. Pune University

Name of Activity	Blood Donation
Year	22 nd February 2017 (2016-17)
Donated to:	Jankalyan Blood Bank, Ahmednagar
No of Participants	32 Students + 1 (Faculty)
Faculty In-Charge	Prof. B.R. Shendage
Purpose of Event	<ul style="list-style-type: none"> It is the noble act through which youth of nation will take as a social responsibility To depict support, kindness and empathy for needy people
Outcome	<ul style="list-style-type: none"> This activity helps to take social responsibility by the students. It helps to inculcate the value of gentleness and donations to the needy.



**Registration, Certificate Distribution and Students Participation in Blood Donation Camp
Organized by IHMCT Ahmednagar.**




I/c. Principal
Institute of
Hotel Management & Catering Technology
Lal Taki Road, AHMEDNAGAR-414 001

Ahmednagar Jilha Maratha Vidya Prasarak Samaj's
INSTITUTE OF
HOTEL MANAGEMENT AND CATERING TECHNOLOGY AHMEDNAGAR
Lal Taki Road, Ahmednagar – 414001. Ph. / Fax (0241) 2326778

Approved by AICTE, Govt. of Maharashtra, DTE & Affiliated to S.P. Pune University

Name of Activity	Blood Donation
Year	5 th February 2016 (2015-16)
Donated to:	Jankalyan Blood Bank, Ahmednagar
No of Participants	30 Students + 1 Faculty
Faculty In-Charge	Prof. B.R. Shendage
Purpose of Event	<ul style="list-style-type: none"> It is the noble act through which youth of nation will take as a social responsibility To depict support, kindness and empathy for needy people
Outcome	<ul style="list-style-type: none"> This activity helps to take social responsibility by the students. It helps to inculcate the value of gentleness and donations to the needy.



Registration, Certificate Distribution and Students Participation in Blood Donation Camp
 Organized by IHMCT Ahmednagar.



/ I/c. Principal
 Institute of
 Hotel Management & Catering Technology
 Lal Taki Road, AHMEDNAGAR-414 001

Ahmednagar Jilha Maratha Vidya Prasarak Samaj's
INSTITUTE OF
HOTEL MANAGEMENT AND CATERING TECHNOLOGY AHMEDNAGAR
Lal Taki Road, Ahmednagar – 414001. Ph. / Fax (0241) 2326778

Approved by AICTE, Govt. of Maharashtra, DTE & Affiliated to S.P. Pune University

Name of Activity	Blood Donation
Year	23 rd January 2020 (2019-20)
Donated to:	Jankalyan Blood Bank, Ahmednagar
No of Participants	61 Students+ 03 Staff
Faculty In-Charge	Prof. B.R. Shendage
Purpose of Event	<ul style="list-style-type: none"> It is the noble act through which youth of nation will take as a social responsibility To depict support, kindness and empathy for needy people
Outcome	<ul style="list-style-type: none"> This activity helps to take social responsibility by the students. It helps to inculcate the value of gentleness and donations to the needy.



**Registration, Certificate Distribution and Students Participation in Blood Donation Camp
Organized by IHMCT Ahmednagar.**




I/c. Principal
Institute of
Hotel Management & Catering Technology
Lal Taki Road, AHMEDNAGAR-414 001

REPORT ON
“Ekta Diwas: Sardar Vallabh Bhai Patel Jayanti”
Indira Gandhi (Death Anniversary)



“By common endeavor we can raise the country to new greatness while a lack of unity will expose us to fresh calamities” Ekta Diwas organized by IHMCT Ahmednagar.

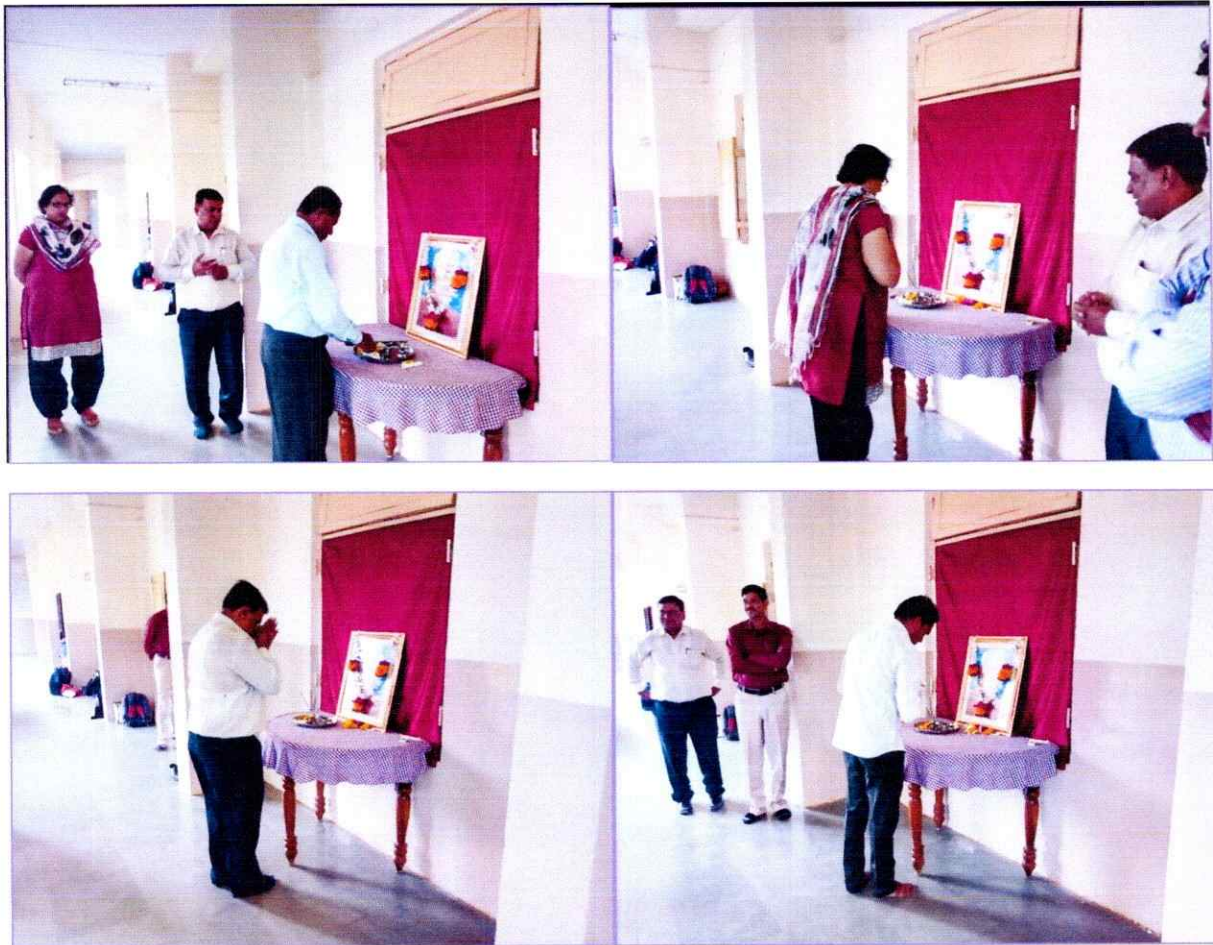
Date: - 31st Oct 2017

Principal




I/c. Principal
Institute of
Hotel Management & Catering Technology
Lal Taki Road, AHMEDNAGAR-414 001
Page No. 00125

REPORT ON
“Pandit Javaharlal Nehru Jayanti”



“Manpower without unity is not strength” Ekta diwas organized by IHMCT Ahmednagar.

Date: - 14th Nov 2017

Principal




I/c. Principal
Institute of
Hotel Management & Catering Technology
Lal Taki Road, AHMEDNAGAR-414 001
Page No. 00126

REPORT ON

“RaajMata Jijabai Bhosale & Swami Vivekanand Jayanti”



Tribute paid to the founder of Swarajya and impressive orator organized by IHMCT Ahmednagar.

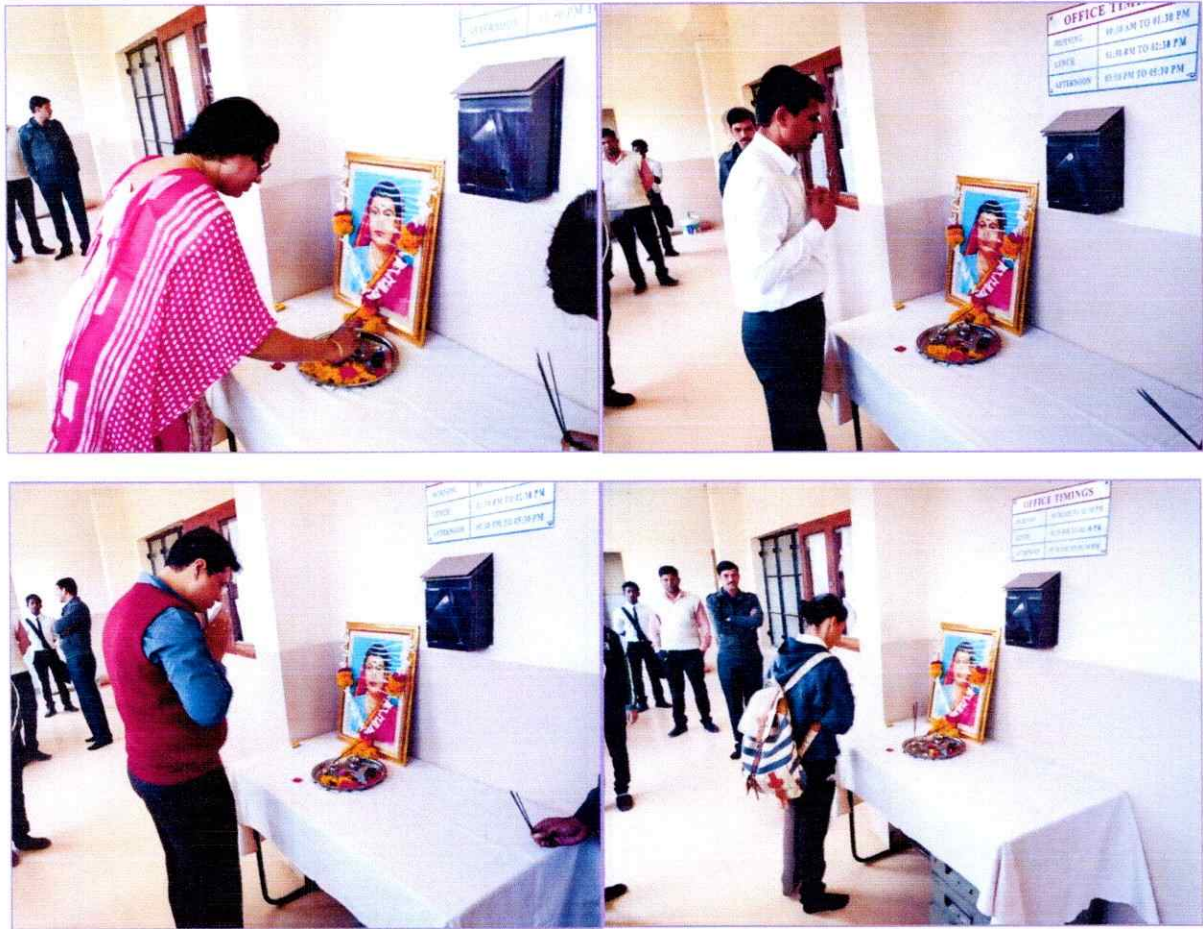
Date: - 12th January 2018

Principal



I/c. Principal
Institute of
Hotel Management & Catering Technology
Lal Taki Road, AHMEDNAGAR-414 001
Page No. 00127

REPORT ON
“Savitri Bai Phule Jayanti”



Tribute paid to the Pioneer of women education system at IHMCT Ahmednagar inculcating
the human value of giving reverence to the great leader.

Date: - 3rd Jan 2018

Principal




I/c. Principal
Institute of
Hotel Management & Catering Technology
Lal Taki Road, AHMEDNAGAR-414001
Page No. 00128

REPORT ON
“Shiv Jayanti-2020”



Students and faculties participating in Rally on the occasion of Shiv-Jayanti Utsav

Date: - 19th February 2020

Principal



**I/c. Principal
Institute of**

**Hotel Management & Catering Technology
Lal Taki Road, AHMEDNAGAR-414 001**



REPORT ON
“Shiv Jayanti-2019”



Team of IHMCT participating in Celebration of Shiv- Jayanti Utsav

Date: - 19th February 2019



Principal

I/c. Principal
Institute of
Hotel Management & Catering Technology
Lal Taki Road, AHMEDNAGAR-414 001

REPORT ON

“Shiv Jayanti”



Tribute paid to the leader and founder of Swarajya- (Shiv-Jayanti) Team of IHMCT
participating in the event organized by AJMVPS Trust Ahmednagar.

Date: - 19th February 2018



Principal



I/c. Principal
Institute of

Hotel Management & Catering Technology
Lal Taki Road, AHMEDNAGAR-414 001

Page No. 00131

Ahmednagar Jilha Maratha Vidya Prasarak Samaj's
INSTITUTE OF
HOTEL MANAGEMENT AND CATERING TECHNOLOGY AHMEDNAGAR.

Lal Taki Road, Ahmednagar - 414 001. Ph. / Fax (0241) 2326778

Approved by AICTE, Govt. of Maharashtra, DTE & Affiliated to S.P. Pune University

◀ AICTE No. F 421 / MS - 16 / APR (HM) / ET / 96 ▶ INST.CODE NO. C001863

Ref. No.:

Date : / /20

Key Indicator - 1.3 Curriculum Enrichment

1.3.1 Institution integrates crosscutting issues relevant to Professional Ethics, Gender, Human Values, Environment and Sustainability into the curriculum.

**Institution integrates crosscutting issues relevant to
'Environment and Sustainability' into the curriculum**




I/c. Principal
Institute of
Hotel Management & Catering Technology
Lal Taki Road, AHMEDNAGAR-414 001

Subject - ENVIRONMENTAL MANAGEMENT

Subject Code - 705

Semester - Seventh

XI Teaching and
Examination
Scheme: -

<u>Teaching Scheme / week</u>				<u>Examination Scheme</u>			
<u>Theor</u> <u>y Hrs</u>	<u>Practic</u> <u>al Hrs</u>	<u>Tutori</u> <u>al Hrs</u>	<u>Total</u>	<u>Theory</u> <u>Marks/</u> <u>Durati</u> <u>on</u>	<u>Practi</u> <u>cal</u> <u>Marks</u>	<u>Intern</u> <u>al</u> <u>Marks</u>	<u>Total</u>
<u>4</u>	<u>=</u>	<u>1</u>	<u>5</u>	<u>70 /3</u>	<u>=</u>	<u>30</u>	<u>100</u>

Rationale:

The course aims to establish the importance of environmental issues and the role of the Hospitality Industry in propagating conservation measures.

		Hrs	Mks
✓ Chapter 1	Introduction and development of environmental message	04	06
1.1	Staff – Raise awareness build commitment, provide support, reward efforts, celebrate success		
1.2	Business partners coordination		
1.3	Guests participation		
1.4	Community – sponsorship, urban beautification, alternate energy sources		
✓ Chapter 2	Waste Management	06	06
2.1	Why manage waste		
2.2	Recycling		
2.3	Non-hazardous energy separation		
Chapter 3	Energy and waste conversion	06	06
3.1	Introduction		
3.2	Energy efficiency action plan		
3.3	Assessing current performance		
3.4	Energy conservation measures		
3.5	Guidelines for major use areas		
3.6	Making decision about investments		



Subject : Environment Science

Subject Code : AE 305

Subject Credits : Four

Semester : Third

Teaching Scheme per week		
Theory	Practical	Total
04 hours	---	04 hours

Examination Scheme					
Internal Examination Scheme			External Examination Scheme		Total Marks
Unit Test	Assignments (Theory based)	Total Internal Marks	Theory	Total External Marks	
20	30	50	50	50	100

Rationale:

The course aims to establish the importance of environmental issues. It provides insight on Environment Management in Hospitality Industry. It also helps students to understand the benefits of Eco-friendly practices to have a sustainable environment in daily operations of hotel.

		Hours	Marks
Chapter – 1	Environmental studies	04	03
1.1	Introduction – Definition		
1.2	Importance of environment with respect to Hospitality Industry		
1.3	Concepts – Global warming, Greenhouse gases, Carbon foot print, Acid rain, Sustainability, Food-mile, LEED, TERI, ISO (14,004,14010, 14011,14012), IGBC		
1.4	Disaster Natural and Man made		
1.5	Ecotel – Definition, Scope and Importance		
1.6	Environmental practices as part of Corporate Social Responsibility in the Hospitality Industry		
Chapter – 2	Environment Commitment	04	03
2.1	Environmental Systems		
2.2	Environmental policies, strategies and implementation		
	<ul style="list-style-type: none">Fitting into organizational cultureEnvironmental PolicyLegislation (List at-least 5 Acts related to environment)		
2.3	Environmental impact assessment (Targeting &		



6.2	Noise Pollution		
	<ul style="list-style-type: none"> Noise Pollution - Definition, causes, effects and control measures taken by hotels 		
Chapter –7	Employee Education and Community Involvement	05	04
7.1	Employee Education		
	<ul style="list-style-type: none"> Creating awareness, providing support, rewarding efforts and celebrating success Training and communication 		
7.2	Hotel and Community Involvement		
	<ul style="list-style-type: none"> Guest Participation Business Partners Local Community 		
Chapter –8	Guidelines and best eco-practices implemented by following departments of hotels	08	06
8.1	Housekeeping (Linen, Laundry, Guest rooms, Horticulture)		
8.2	Front Office		
8.3	Kitchen		
8.4	Restaurants and Banquets		
8.5	Maintenance		
8.6	Swimming Pool and Health Club		
Chapter –9	Building Materials	03	04
9.1	New technology used in construction		
9.2	Eco construction materials and their benefits		
9.3	Green building – Concepts and benefits		
	Total	60	50

Assignments: Minimum of *03 assignments* to be submitted by students by the end of the semester.

- Case studies related to hospitality
- List of recycled products purchased by any two hotels
- List of eco-friendly products used by any two hotels
- List of organizations working for environment issues.

Suggested group Activities

- Activities under Swach Bharat Abhiyan.
- Visit to water treatment plant.
- Visit to Engineering and Maintenance department of Hotels (To observe the environmental practices).
- Competition on converting waste to reuse products
- Students encouraged to follow Green practices in college campus



SUBJECT – SPECIALIZED ACCOMMODATION MANAGEMENT (HS)**Subject Code - 403****(Semester- IV)****Teaching & Examination Scheme:**

Teaching Scheme/ Week Examination Scheme

Teaching Scheme per week			Examination Scheme			
Theory hours	Tutorial	Total	Theory Marks	Duration	Internal Marks	Total Marks
3	1	4	40	2Hours	10	50

Rationale:

The subject aims to establish the importance of accommodation management with in the hospitality industry. It equips the student to acquire knowledge & skills with respect to planning & designing aspects.

No. of Lectures
03**Chapter 1 Colour**

- 1.1 Colour Wheel
- 1.2 Colour Schemes
- 1.3 Psychological effects of colour

02**Chapter 2 Lighting**

- 2.1 Classification / type
- 2.2 Lighting for the guest rooms & public areas

03**Chapter 3 Windows & window treatment**

- 3.1 Different types of windows
- 3.2 Curtains & draperies , valances, swag, blinds
- 3.3 Window cleaning – Equipment and Agents

03**Chapter 4 Soft furnishing & Accessories**

- 4.1 Types, use & care of soft furnishing
- 4.2 Role of accessories

06**Chapter 5 Floor, Floor finishes & Wall Coverings**

- 5.1 Classification / types
- 5.2 Characteristics
- 5.1 Selection criteria
 - 5.1.1 Cleaning Procedures – care & maintenance
 - 5.1.2 Agents used, polishing / buffing
 - 5.1.3 Floor seals
 - 5.1.4 Carpets
 - 5.1.5 Types – selection care & maintenance
 - 5.1.6 Types of wall coverings
 - 5.1.7 Functions of wall coverings



Subject : Specialization in Housekeeping Management – I
 Subject Code : CEC 601
 Subject Credits : Eight
 Semester : Sixth

Teaching Scheme per week		
Theory	Practical	Total
04 hours	08 hours	12 hours

Examination Scheme								
Internal Examination Scheme					External Examination Scheme			Total Marks
Unit Test	Assignments	Continuous Assessment of practical	Internal Practical	Total Internal Marks	Practical	Theory	Total External Marks	
20	20	20	40	100	40	60	100	200

Rationale:

The subject aims to establish the importance of Housekeeping Management within the Hospitality Industry. It equips the student to acquire knowledge and skills with respect to the various aspects of Housekeeping Operations.

		Hours	Marks
Chapter – 1	Revision of semester I-V	06	08
Chapter – 2	Purchasing and Store	08	06
	2.1 Purchasing system-Principles, Stages, Types		
	2.2 Operational Procedures with regard to Cleaning Supplies, Guest Supplies, Linen		
	2.3 Store requisition, Issuing from Stores to Floors and Public areas		
	2.4 Stocktaking and Control of Store		
Chapter – 3	Textiles	08	09
	3.1 Classification and Identification of textile fibers		
	3.2 Characteristics		
	3.3 Fabric Construction in brief		
	3.4 Finishes		
	3.5 Selection and use of textiles in hotels		



Subject - SPECIALISED ACCOMMODATION MANAGEMENT
 Subject Code - 801-C
 Semester - Eighth

XIX Teaching & Examination Scheme:

<u>Teaching Scheme/ Week</u>				<u>Examination Scheme</u>			
<u>Theory</u> <u>Hrs</u>	<u>Practical</u> <u>Hrs</u>	<u>Tutorial</u> <u>Hrs</u>	<u>Total</u> <u>Hrs</u>	<u>Theory</u> <u>Marks /</u> <u>Duration</u> <u>n</u>	<u>Practical</u> <u>Marks</u>	<u>Internal</u> <u>Marks</u>	<u>Total</u>
<u>3</u>	<u>8</u>	<u>2</u>	<u>13</u>	<u>70 / 3 hrs</u>	<u>70 /</u> <u>hrs</u>	<u>60</u>	<u>200</u>

Rationale:

The subject aims to establish the importance of accommodation management within the hospitality industry. It equips the student to acquire knowledge & skills with respect to various management aspects of housekeeping Division.

		Hrs	Mks
Chapter 1	Operations Management	06	10
1.1	Effective use of cleaning practices and Front Office Operations – SOP's at housekeeping and front office department.		
1.2	Effective use and control of supplies & equipment.		
1.3	Establishing standards, monitoring performance, corrective action in Rooms Division.		
Chapter 2	Personnel Management in Accommodations Operations	12	10
2.1	Calculating Staff Requirement, Duty Rotas		
2.2	Selection & Requirement of employees – Attributes for staff at various levels of hierarchy		
2.3	Time & Motion study, work study & work measurements		
Chapter 3	Financial Management & cost control	06	10
3.1	Preparation of Budget		
3.1.1	Revenue Budget for Front Office		
3.1.2	Expense Budget for House keeping Department.		
3.2	Budgets : Types – fixed, flexible, zero base		
3.3	Measures to reduce operating cost & labour cost		



[Signature]
 I/c. Principal
 Institute of

Hotel Management & Catering Technology
 Lal Taki Road, AHMEDNAGAR-414 001

Ahmednagar Jilha Maratha Vidya Prasarak Samaj's
INSTITUTE OF
HOTEL MANAGEMENT AND CATERING TECHNOLOGY AHMEDNAGAR
Lal Taki Road, Ahmednagar – 414001. Ph. / Fax (0241) 2326778
Approved by AICTE, Govt. of Maharashtra, DTE & Affiliated to Uni. of Pune

Environment and Sustainability into the Curriculum



Green landscaping with trees and plants giving serene and calming surroundings




I/c. Principal
Institute of
Hotel Management & Catering Technology
Lal Taki Road, AHMEDNAGAR-414 001

Ahmednagar Jilha Maratha Vidya Prasarak Samaj's
INSTITUTE OF
HOTEL MANAGEMENT AND CATERING TECHNOLOGY AHMEDNAGAR
Lal Taki Road, Ahmednagar – 414001. Ph. / Fax (0241) 2326778

Approved by AICTE, Govt. of Maharashtra, DTE & Affiliated to Uni. of Pune

Name of Activity	Tree Plantation
Year	10th August 2019 (2019-20)
Venue	Meherbaba Trust
No. of Students	45
Faculty In-Charge	Prof. B.R. Shendage
Purpose of Event	<ul style="list-style-type: none"> • To take initiatives towards pollution free Environment. • To contribute to overcome from problem of global warming and another environmental-related issue.
Outcome	<ul style="list-style-type: none"> • Actively Participation of students made the event a big success. As a responsible citizen students worked hard and planted the sapling to develop the healthy environment.



Hon. G.D. Khandeshe Secretary of Trust and Students planting sapling at Meherbaba Trust




I/c. Principal
Institute of
Hotel Management & Catering Technology
Lal Taki Road, AHMEDNAGAR-414 001
Page No. 00140

Ahmednagar Jilha Maratha Vidya Prasarak Samaj's
INSTITUTE OF
HOTEL MANAGEMENT AND CATERING TECHNOLOGY AHMEDNAGAR
Lal Taki Road, Ahmednagar – 414001. Ph. / Fax (0241) 2326778

Approved by AICTE, Govt. of Maharashtra, DTE & Affiliated to Uni. of Pune

Name of Activity	Tree Plantation
Year	14th July 2018 (2018-19)
Venue	Ahilyabai Holkar Ground
No. of Students	60
Faculty In-Charge	Prof. B.R. Shendage
Purpose of Event	<ul style="list-style-type: none"> • To take initiatives towards pollution free Environment. • To contribute to overcome from problem of global warming and another environmental-related issue.
Outcome	<ul style="list-style-type: none"> • Actively Participation of students made the event a big success. As a responsible citizen students worked hard and planted the sapling to develop the healthy environment.



Students planting Sapling at Ahilyabai Holkar Ground



7/1

**I/c. Principal
Institute of**

**Hotel Management & Catering Technology
Lal Taki Road, AHMEDNAGAR-414 001**

Page No. 00401

Ahmednagar Jilha Maratha Vidya Prasarak Samaj's
INSTITUTE OF
HOTEL MANAGEMENT AND CATERING TECHNOLOGY AHMEDNAGAR
Lal Taki Road, Ahmednagar – 414001. Ph. / Fax (0241) 2326778

Approved by AICTE, Govt. of Maharashtra, DTE & Affiliated to Uni. of Pune

Name of Activity	Tree Plantation
Year	24 th August 2017 (2017-18)
Venue	Shendi Bypass
No. of Students	69
Faculty In-Charge	Prof. B.R. Shendage
Purpose of Event	<ul style="list-style-type: none"> To take initiatives towards pollution free Environment. To overcome from problem of global warming and another environmental-related issue.
Outcome	<ul style="list-style-type: none"> Actively Participation of students makes the event a big success. As a responsible citizen students work hard and plant the sapling for developed the healthy environment.



Students planting Sapling at Shendi Government Nursery, Ahmednagar



71

I/c. Principal
Institute of
Hotel Management & Catering Technology
Lal Taki Road, Ahmednagar - 414001
Page No. 00142

Ahmednagar Jilha Maratha Vidya Prasarak Samaj's
INSTITUTE OF
HOTEL MANAGEMENT AND CATERING TECHNOLOGY AHMEDNAGAR
Lal Taki Road, Ahmednagar – 414001. Ph. / Fax (0241) 2326778

Approved by AICTE, Govt. of Maharashtra, DTE & Affiliated to Uni. of Pune

Name of Activity	Tree Plantation
Year	1st July 2016 (2016-17)
Venue	IHMCT Ahmednagar
No. of Students & faculty	15+9=24
Faculty In Charge	Prof. B.R. Shendage
Purpose of Event	<ul style="list-style-type: none"> To take initiatives towards pollution free Environment. To overcome from problem of global warming and another environmental-related issue.
Outcome	<ul style="list-style-type: none"> Actively Participation of students makes the event a big success. As a responsible citizen students work hard and plant the sapling for developed the healthy environment.



Dr. N.R. Jagtap planting sapling and Prof. Mane watering the sapling



[Signature]

I/c. Principal
Institute of
Hotel Management & Catering Technology
Lal Taki Road, AHMEDNAGAR-414 001

Ahmednagar Jilha Maratha Vidya Prasarak Samaj's
INSTITUTE OF
HOTEL MANAGEMENT AND CATERING TECHNOLOGY AHMEDNAGAR
Lal Taki Road, Ahmednagar – 414001. Ph. / Fax (0241) 2326778
Approved by AICTE, Govt. of Maharashtra, DTE & Affiliated to Uni. of Pune

Name of Activity	Tree Plantation
Year	10th September 2015 (2015-16)
Venue	KK Range, Dehere, Ahmednagar
No. of Students	47
Faculty In-Charge	Prof. B.R. Shendage
Purpose of Event	<ul style="list-style-type: none"> To take initiatives towards pollution free Environment. To overcome from problem of global warming and another environmental-related issue.
Outcome	<ul style="list-style-type: none"> Actively Participation of students makes the event a big success. As a responsible citizen students work hard and plant the sapling for developed the healthy environment.



Girls Students Participated in Tree Plantation

Forest officer helping students for planting sapling




I/c. Principal
Institute of
Hotel Management & Catering Technology
Lal Taki Road, AHMEDNAGAR-414 001

Ahmednagar Jilha Maratha Vidya Prasarak Samaj's
INSTITUTE OF
HOTEL MANAGEMENT AND CATERING TECHNOLOGY AHMEDNAGAR
Lal Taki Road, Ahmednagar – 414001. Ph. / Fax (0241) 2326778

Approved by AICTE, Govt. of Maharashtra, DTE & Affiliated to Uni. of Pune

Name of Activity	Cleanliness Drive
Year	27/01/2019 (2018-19)
Venue	Ahmednagar Fort
Students Involved	Second Year Students of IHMCT, Ahmednagar
No. of Students	25
Faculty In-Charge	Prof. Anubhav P. Bajpai
Purpose of Event	<ul style="list-style-type: none"> • To educating and nurturing students about their social responsibility • To make students about importance of cleanliness
Outcome	<ul style="list-style-type: none"> • Students understood their social responsibility. • Made aware a local population about importance of cleaning.



“Clean City-Healthy Citizens” - Cleanliness Drive organized by IHMCT, Ahmednagar post Republic Day.




I/c. Principal
Institute of
Hotel Management & Catering Technology
Lal Taki Road, AHMEDNAGAR-414 001
Page No. 00145

Ahmednagar Jilha Maratha Vidya Prasarak Samaj's
INSTITUTE OF
HOTEL MANAGEMENT AND CATERING TECHNOLOGY AHMEDNAGAR
Lal Taki Road, Ahmednagar – 414001. Ph. / Fax (0241) 2326778


Approved by AICTE, Govt. of Maharashtra, DTE & Affiliated to Uni. of Pune

Name of Activity	Awareness of Cleaning Campaign
Year	26/01/2019 (2018-19)
Venue	Fariyabagh, Ahmednagar
Students Involved	Final Year Students of IHMCT, Ahmednagar
No. of Students	25
Faculty In-Charge	Prof. Vahid Maniyar
Purpose of Event	<ul style="list-style-type: none"> • To educating and nurturing students about their social responsibility • To make students about importance of cleanliness
Outcome	<ul style="list-style-type: none"> • Students understood their social responsibility. • Made aware a local population about importance of cleaning.



“Well begin is half done” Cleanliness awareness campaign organized by IHMCT, Ahmednagar on Republic Day.




I/c. Principal
Institute of
Hotel Management & Catering Technology
Lal Taki Road, AHMEDNAGAR-414 001
Page No. 00146

Ahmednagar Jilha Maratha Vidya Prasarak Samaj's
INSTITUTE OF
HOTEL MANAGEMENT AND CATERING TECHNOLOGY AHMEDNAGAR
Lal Taki Road, Ahmednagar – 414001. Ph. / Fax (0241) 2326778

Approved by AICTE, Govt. of Maharashtra, DTE & Affiliated to Uni. of Pune

Name of Activity	Cleaning Campaign
Year	27/09/2018 (2018-19)
Venue	Salabat Khan Tomb,(Chandbibibi Mahal) Ahmednagar
Students Involved	First Year Students of IHMCT, Ahmednagar
No. of Students & Faculty members	23
Faculty In-Charge	Prof. Rachana khataavkar
Purpose of Event	<ul style="list-style-type: none"> • To educating and nurturing students about their social responsibility • To make students about importance of cleanliness
Outcome	<ul style="list-style-type: none"> • Students understood their social responsibility. • Made aware a local population about importance of cleaning.



Cleanliness endorse good Health




I/c. Principal
Institute of
Hotel Management & Catering Technology
Lal Taki Road, AHMEDNAGAR-414 001.
Page No. 00147