

BHM 302: Food Production and Patisserie – II

Credits: 3
Lecture Hours: 48

Career Objectives

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

Course Description

This course presents a thorough and systematic coverage of theoretical and practical knowledge of Indian and Nepalese cuisine, food commodities such as poultry, meat products, fish and seafood, caviar, game, raising agents. It also focuses on food products such as pasta making, cake making and cookies.

Course Details

Unit 1: Pasta

LH 4

Introduction of Pasta, History, Types of Pasta, Basic Ingredients, Making Pasta, Quality and Storage Points, Cooking of Pasta, Pasta Shapes, Pasta Sauces.

Unit 2: Bread Fabrications

LH 3

Introduction, Understanding Baking, Ingredients used in Bread Making, Principles in Bread Making, Faults in Bread Making, Equipments used in Bread Making.

Unit 3: Cakes

LH 3

Introduction, Ingredients used in Cake Making, Principles behind making of Sponge, Types of Cakes, Faults in Cake Making.

Unit 4: Indian Cuisine

LH 8

Introduction of Indian Cuisine, Influences on Indian Cuisine, Indian Regional Cuisine and Authentic dishes, Indian Cooking Techniques, Herbs and Spices used in Indian Cuisine, Equipments and Utensils used in Indian Cuisine, Basic Indian gravies and Pastes, Indian Sweets and Desserts.

Unit 5: Nepalese Cuisine

LH 3

Introduction of Nepalese Cuisine, Features of Nepalese Regional and Ethnic cuisine, Herbs and Spices used in Nepalese Cuisine, Equipments and Utensils used in Nepalese Cuisine, Nepalese Culinary terms.

Unit 6: Commodities

Poultry:

LH 3

Introduction of Poultry, Types of Poultry, Quality Signs and Storage, Cuts of Poultry and Uses.

Game:

LH 1

Introduction of Game, Classification, Storage.

Meats: **LH 14**

Introduction to Meat Fabrication, Slaughtering Process and Techniques, Meat Grading.

Beef: Introduction, Nutritional Value, Quality Points, Storage, Cuts of Beef and Uses, Stages/Degrees in cooking Beef, Steaks and its Types with Uses.

Veal: Introduction, Quality Points, Storage, Cuts of Veal and Uses.

Lamb/ Mutton: Introduction, Nutritional Value, Quality Points, Storage, Cuts of Lamb and Uses.

Pork: Introduction, Nutritional Value, Quality points, Storage, Cuts of Pork and Uses, Products.

Offal: Introduction, Types and Uses.

Fish: **LH 2**

Introduction, Food Value, Classification, Quality Points, Cuts of Fish and Suitable Cooking methods.

Seafood: **LH 2**

Introduction, Classification, Quality Points, Suitable cooking methods, Determining Doneness.

Aeration Methods: **LH 3**

Physical, Biological, Chemical and Lamination

Condiments: Introduction, Various examples and their uses in cooking. **LH 2**

Demonstration **LH 32**

- Butchery: Fish and Mutton
- Gravies: Red Gravy (Makhani), Brown Gravy (Lababdar), White Gravy (Shahi), Green (Hariyali)
- Indian Sweets

Practical

Four Course Continental Menu – 2 Nos

Four Course Indian Menu – 4 Nos

Four Course Nepali Menu – 2 Nos

References

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

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

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

Gringson, J. *The Book of Ingredients*. Spain: Michel Joshef Ltd.

BHM 312: Food and Beverage Service Operation-II

Credit: 3

Lecture Hours: 48

Course objective:

This course aims to make students understand both the theoretical knowledge and practical skill of meals and cover service sequences, control system and beverages and tobacco studies in hotel and catering industry.

Course description

This course includes the knowledge of different types of meals, control system in food and beverage industry, tobacco products and service skills, Basic knowledge beverage including alcoholic and non alcoholic and understanding guest service and dining experience.

Course Details

Unit 1: Understanding guest service and the meal experience LH 4

Difference between product and services, Understanding needs and wants of customers, Aspects of people dinning out, How do people choose a restaurant? , Suggestive Selling Skills.

Unit 2: Types of meals and Cover LH 6

Introduction & types of Meals; Breakfast, Brunch, Lunch, Hi-tea, Supper and Dinner, Types of Breakfast (Continental, English, American, Indian – North & South), Cover layout for various meals.

Unit 3: Specialized Food & Beverage Services LH 8

Butler Service

Meaning of Butler, Attributes of a butler, Duties and responsibilities of Butler.

Room Service

Introduction and parts of Room Service, Room Service Organization, Room Service Equipments Room Service Menu, Room Service trolley and tray set up.

Gueridon Service

Definition and history, Types of trolley, Advantages and disadvantages of Gueridon Service, Equipments and dishes for Gueridon Service, Qualities of a Service Personnel for Gueridon Service

Unit 4: Introduction of Tobacco LH 4

Introduction, History, and Varieties of Tobacco (fermented, non- fermented, latakia, perique) Products of tobacco – Cigar and Cigarette, Service of cigarette and cigar.

Unit 5: Introduction of Beverage LH 4

Definition & Classification of Beverage; Non-Alcoholic and Alcoholic; Non-Alcoholic Beverages; *Stimulating*; Tea, Coffee, *Refreshing*; Water, Aerated Water, Syrup, Squash *Nourishing*; juices, Milk Based. Introduction & Classification of an Alcoholic Beverage, Fermented, Distilled, Compounded

Unit 6: Beer**LH 6**

Introduction, Beer Making Ingredients, Types of Beer, Brewing Process, Popular Brand Names – International & Domestic

Unit 7: Wines**LH 10**

Introduction & history, Classification of Wines, Types of Grapes, Wine making Calendar. Manufacturing Process/ Venification, Factors affecting the taste and quality of wine, Wine producing regions of France, Popular brand names of Red, White and Rose Wines of France, Brand Names of wine from other countries – Australia, Chile, America, Italy, South Africa

Unit 8: Champagne**LH 6**

Origin and types, Areas of production and grape varieties, Manufacturing process, Brand names by the size

Demonstration + Practical**LH 32**

Service sequence of pre – plated and platter (Demonstration + practical), Service of pre plated (2 continental menus), Silver/platter of (4 Indian, 2 Nepali menus)

References

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

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

Andrews, S. *Food and Beverage Management*. New Delhi:Tata

BHM 322: House Keeping Management

Credits: 3
Lecture Hours: 48

Course Objective

This course aims to impart theoretical and practical knowledge on linen, fabrics, interior design and laundry, to develop skill on room inspection, stain removal and flower arrangement in different styles and to acquaint the students with concepts of planning, organization and controlling from the management prospective.

Course Description

This course delineates thorough and systematic knowledge and skill on hotel linen, linen room, uniforms, fibers and fabrics, planning and organization of housekeeping department of hotel, interior design and floorings.

Course Details

Unit 1: Hotel Linen

LH 2

Introduction to Hotel Linen, Classification of Linen, Standard Sizes.

Unit 2: Linen Room

LH 9

Introduction, Location of the Linen Room, Function of the Linen Room, Linen Room Staff-Duties and Responsibilities, Layout of the Linen Room, Equipments Used in the Linen Room, Linen Purchase, Par stock of Linen, Storage and Inspection of linen, Stock Taking Procedures, Discarded linen, Linen Movement.

Unit 3: Uniforms

LH 4

Introduction, Purpose, Par stock Determination, Selection of Uniform, Issuing Procedure Care and Storage.

Unit 4: Fibers and Fabrics

LH 6

Introduction to Fabrics, Types and Classification of Fibers, Characteristics of Fibers Fabric Used, Selection Criteria of Fabrics.

Unit 5: Planning and Organizing of Hotel Housekeeping

LH 10

Introduction, Area Inventory list, Frequency Schedules, Performance Standards, Productivity Standards, Equipment and Supply Inventory Levels, Scheduling, Duty Roster, Contract Services, Budgeting.

Unit 6: Interior Design

LH 6

Introduction: Meaning and definition of Interior Design in Hotels, Factors Affecting Interior Design in Guest Rooms, Color-Introduction, Classification And Characteristics, Basic Principle, Points to be considered while choosing color, Lights- Introduction, Types, Used of lights in different areas of hotel.

Unit 7: Curtain**LH 4**

Introduction to Curtain, Type of Curtain Fabric, Characteristics of Curtain.

Unit 8: Carpet**LH 3**

Introduction to Carpet, Components of Carpet, Construction of Carpet, Types of Carpet, Problems of Carpet.

Unit 9: Laundry**LH 4**

Introduction, Basic Layout Plan, Types of Laundry Equipment, Importance of Laundry, Guest Laundry and Valet Services.

Practical**LH 32**

- Inspection of Room
- Inspection of Public Areas
- Stain Removal
- Flower Arrangement
- Maintenance Work Procedure (Rooms and Public Area)
- Laundry (Washing machine process and Dry cleaning process)

References

Ragubalan. G. & Raghubalan, S. *Hotel Housekeeping Operation and Management*.

India: Oxford University Press

Singh, M. & George, J.B. *Housekeeping- Operation, Design and Management*. JAICO Publishing House.

Teshigahara, S. *Ikebana Card Book*-Shufunotomo Co. Ltd.

Westland, P. *Flower Arranging for special Occasions*. Colombus

Baradley, L. A. *The Selection, Care & Laundering of Institutional Textiles*. American Hotel & Motel Association.

BHM 324 : Hotel Accounting

Credits: 3
Lecture Hours: 48

Course Objectives

This course aims to provide the students with the fundamental knowledge of accounting principles and practices in order to handle accounting functions in a hotel business and use for managerial decision making.

Course Description

This course presents a thorough and systematic knowledge of accounting required to fulfill the need for hotel accounting department which include accounting process/cycle, cash and banking transaction, capital and revenue concept, financial statement, cash flow statement, Conceptual foundation of hotel industry, Accounting for guest ledger, Uniform system of accounts and Financial Statement Analysis of Hotel.

Part I Fundamental of Accounting

Unit 1: Introduction

LH 2

Introduction, Meaning and concept of Accounting, Objectives, Importance and Limitations of Accounting, Accounting Principles and concept

Unit 2: The Accounting Process/Cycle

LH10

Introduction, Double Entry System: Concept, Meaning and Features, Accounting Cycle and Rules of Debit and Credit, Journalizing of Transaction, Ledger Accounts, Sub-Divisions of Journals: Purchase Book, Sales Book, Purchase Return/Sales Return, Trial Balance: Concept, Importance and Methods of Preparation

Unit 3: Cash and Banking Transaction

LH 5

Introduction, Meaning of Cash, Cheque and Bank, Types of Bank Account, Concept of Cash Book and its preparation: Single, Double and Triple Column, Bank Reconciliation Statement

Unit 4: Capital and Revenue concept

LH 2

Introduction, Meaning/Concept: Capital and Revenue Expenditure and Income/profit, Reserve and Provisions: Meaning, Types, Differences and Accounting Treatment

Unit 5: Financial statement

LH 10

Introduction, Trading /Manufacturing account, Profit/Loss Account , Balance Sheet, Final Account with Adjustment, Closing Entries

Unit 6: Cash Flow statement

LH 6

Introduction, Meaning / Concept and Importance, Methods of Preparation: Direct and Indirect.

Part II Accounting in the Hotel Industry

Unit 7: Conceptual foundation of hotel industry

LH 2

Introduction, Concept /Meaning, Nature of hotel industry, Revenue and non-revenue generating departments of hotel, Night auditor: Role and Functions, Working procedure

Unit 8: Accounting for Guest ledger

LH 2

Introduction, Concept, Preparation and Accounting Treatment of Guest Ledger and City ledger

Unit 9: Uniform System of Accounts

LH 3

Introduction, Departmental Profit/loss Statement, Room Sales, Food and Beverage Sales, Minor Department Sales

Unit 10: Financial Statement Analysis of Hotel

LH 6

Introduction, Financial statement analysis: Concept and Meaning, Concept, Meaning, Importance and Limitation of ratio analysis, Types of Ratios, Liquidity Ratio, Leverage Ratio, Activity or Turnover Ratio, Profitability Ratio, Operating ratio:-Food Sales Ratio, Beverages cost ratio, Food Cost Ratio, Average Food Spent cover, Average beverage spent per cover, Room Occupancy Ratio, Double Occupancy Ratio, Yield management Ratio, Revenue Per Available Room (Annual), Cost Available Per Room (annual), Cost Per Occupied Room, Seat Turnover Ratio

References

Schmidgall, R. S. &Damitio, J. W.*Hospitality Industry Financial Accounting*. 2nd ed. USA: USA: Educational Institute of American Hotel and Lodging Association.

Cote, R. *Understanding Hospitality Accounting-I*, 4th ed. USA: Educational Institute of American Hotel and Lodging Association.

Gupta, R.L. &Radhaswamy, M. *Advance Accountancy*. New Delhi: Sultan Chand & Sons.

J.P.Prasanna K., Daniel L.N &PagadMruthyunjaya V.*Financial Accounting for Hotels*. New Delhi: Tata McGraw Hill Education Private Limited.

Parajuli, Dilip. *Hotel Accounting and Inventory Management*. Kathmandu, Bhundipuram.

ENG 203: Business Communication

Credit Hours: 3
Lecture Hours: 48

Course Objectives:

The objectives of the course are to enable students to: increase confidence and fluency in speaking, improve accuracy to enable clear communication of ideas, develop understanding of grammar, interact in a multi-cultural environment, work on writing, reading and listening skills, focus on student's personal needs and objectives and develop specific skills in communicative English

Course Description:

This is a course in English for the workplace. It is for mature learners who need to improve their communication skills in English. It takes a fresh and constructive approach to the way students use language, and deals in depth with skills taught only at higher levels. The Business Communication course contains two components: I. Communication, and II. Business Composition. The weight age for each component is 50%.

I. Communication (50%)

Course Details

Unit I: The course is organized around nine broad communicative themes: LH24

- Requests
- Opening and closing
- Non-verbal communication
- Exchanging information
- Social interaction
- Conversation strategies
- Presentation
- Expressing feelings
- Case study
- Interaction
- Active Grammar
- Listening

Students should be encouraged to try out a broad range of hands-on communication activities. Some of the Major features of the course include:

- Language focus, dealing with a major area of grammar
- A section on various areas of grammar and exercises to practice them
- Interaction with pair work and information gap activities
- Listening comprehension tasks

Prescribed Book

Viney, Peter, and Karen Viney, *Handshake: A course in communication Student's Book*. Oxford: OUP, 1996.

Reference Books

Oxford Advanced Learner's Dictionary of Current English. Eighth Edition. Oxford: OUP, 2010.

Viney, Peter, and Karen Viney. *Handshake: A course in communication. Work book*. Oxford: OUP, 1996.

Viney, Peter, and Karen Viney. *Handshake: A course in communication. Teacher's Book*. Oxford: OUP, 1996.

II. Business Composition (50%)

The Course

The course concentrates on presenting the skills students need when they write in English in business situations. To listen, speak, read, or write, knowledge of English vocabulary and grammar is needed; but these aspects of language are not specific to business communication.

Objectives

The main objectives of the course are to enable students to

- put ideas in order
- group ideas into paragraphs
- write apt introduction and conclusion
- show relationship between ideas
- present attitude clearly
- edit out irrelevant materials
- punctuate correctly

Course Contents

Unit I: With an eye to the kinds of writing students in business are mostly in need of doing, the contents of the course are listed below **LH24**

- Informal letters
- Formal letters
- Reports
- Brochures and guides
- Articles
- Instructions
- Writing a story
- Business letters and memos

Prescribed Book

Coe, Norman, Robin Rycroft, and Pauline Ernest. *Writing Skills: A Problem-Solving Approach*. Cambridge: CUP, 1983.

Suggested Teaching Method

Students learn a lot by working together in groups to solve a problem or make a decision. Learners should share their knowledge, compare their opinions, and discuss their ideas in small groups. The instructions for each exercise in both the textbooks include suggestions about ways of working with the material, and the teachers can adopt or adapt those suggestions according to their own ideas and circumstances. A number of ideas for teaching are also given in the teacher's manual. Students will be evaluated in terms of the skills presented in the books.

Reference Books

Oxford Advanced Learner's Dictionary of Current English. Eighth Edition. Oxford: OUP, 2010.

Coe, Norman, and Robin Rycroft. *Writing Skills: A Problem-Solving Approach. Teacher's Book*. Cambridge: CUP, 1983.

Leech, G.N., and Jan Svartvik. *A Communicative Grammar of English*. Third Edition. London: Longman, 2002.