

BSc in HOTEL,CATERING & AVIATION STUDIES (HCA)

Year 1 - THEORY

SEMESTER 1

HCA1:- FUNDAMENTALS OF FOOD PRODUCTION AND PATISSERIE 1

- Introduction to Cookery
- Culinary history
- Hierarchy in organisation
- Kitchen organisation and layout
- Equipment and fuel
- Aims and objectives in cooking
- Methods of cooking
- Basic principles of food production _ stocks , soups and sauces
- Basic menu planning
- Sandwich

HCA2:- FUNDAMENTALS OF FOOD AND BEVERAGE SERVICE 1

- Introduction to the Food and Beverage service
- Food and beverage service areas in hotels, restaurants and their sub – divisions
- Food and beverage equipment's
- Food and beverage service personnel
- Menus and covers
- Types of meals

HCA3:- FUNDAMENTALS OF GUEST SERVICE OPERATIONS

- Hospitality industry
- Classification of hotels
- Types of guest supplementary accommodation
- Organizational structure
- Front office strategies and goals
- Classifying functional areas of hotels

- Work shifts in hotels
- Historical background of hotel industry
- Heritage hotels
- Guest cycle
- Front office equipment
- Basis of charging room rates
- Tariff card
- Inter departmental relationship in hotel
- Special guest procedure

HCA4:- BUSINESS COMMUNICATION 1

- What is communication
- Nonverbal communication
- Language skills and hospitality English
- Presentation skills
- Etiquette
- Introduction to academic writing

HCA5:- NUTRITION

- Introduction to nutrition
- Carbohydrates
- Lipids
- Energy
- Proteins
- Vitamins and minerals
- Water
- Nutrition and cooking methods
- Balanced diet and food groups

HCA6:-INTRODUCTION TO AIRLINES INDUSTRY

- Introduction to Airlines Industry
- Characteristics
- Organisational Structure
- Importance of Personality development
- Airports and its services
- Safety and security

PRACTICAL

HCA7:- FOOD PRODUCTION PRACTICAL AND PATISSERIE 1

- Knife skills
- Frying
- Mother sauces and derivatives
- Emulsification
- Boiling
- Blanching
- Direct and indirect steaming
- Cuts of chicken
- Gravies
- Cuts of fish
- Concepts of plating
- Roux / béchamel sauce stocks
- Veloute absorption method , double boiling method
- Broth
- Kadhai gravy
- Shallow frying
- Purée soups
- Horsd'oeuvres
- Brown sauce and derivatives
- Introduction to eggs with accompaniments
- Basics of bakery
- Dough making
- Lamination layering
- Breakfast evaluation

HCA8:- FOOD AND BEVERAGE SERVICE PRACTICAL 1

- Food and beverage service equipment
- Restaurants misc. en place and misc. on scene
- Table layout – table d’hôte menu
- Table d’hôte menu to single guest
- Table d’hôte menu to multiple guest
- A la carte menu single and multiple guest

HCA9:- FRONT OFFICE PRACTICAL 1

- Introduction to practical sessions of front office
- Front office products and services
- Telephone handling and telephone etiquette
- Use of standard phrases
- Usage and application of property management system–OPERA
- Hospitality abbreviations , airline codes, countries , capitals and currencies

HCA10:- COMPUTER APPLICATION and HOSPITALITY TECHNOLOGY 1

- Introduction to Computers
- Microsoft Word
- Microsoft Excel
- Microsoft Powerpoint
- Introduction to social media
- Website optimization for media
- Introduction to content marketing tools and techniques
- Google plus optimization
- Facebook optimization
- YouTube management and optimizations
- Blogging and social media promotion
- Google analytics and third party tools

SEMESTER 2

THEORY

HCA11:- FOOD PRODUCTION AND PATISSERIE 2

- Basic principles of food production – egg cookery
- Basic principles of food production - fish cookery
- Basic principles of food production - meat cookery
- Basic principles of food production - vegetables
- Fruits
- Salad and salad dressing
- Commodities- rice , cereals and pulses
- Fats and oils
- Sugar
- Raising agents
- Cocoa/chocolates
- Milk
- Butter
- Cream
- Cheese
- Herbs and spices
- Pastry

HCA12:- FOOD AND BEVERAGE SERVICE 2

- Room service
- Food and beverage service methods
- Control methods
- Tea
- Coffee
- Coco
- Tobacco history

- Beer
- Non-alcoholic beverage

HCA13:- FRONT OFFICE 2

- Importance of reservation
- Sources and types of reservation
- Amendment and cancellation
- Group reservation
- Reservation reports
- Front office procedures
- Free arrival procedures of FIT, VIP and GROUPS
- On arrival procedures of FIT, VIP and groups
- Post arrivals procedures of FIT, VIP and groups
- Handling scanty baggage
- Departure procedures
- Upselling techniques

HCA14: ACCOUNTS AND COSTING

- Accounts of finance definition , identification and differentiation
- Final accounts of trading organisation
- Classification of department hotel accounts method
- Cost accounting
- Stock valuation

HCA15:- FOOD SCIENCE

CLASSIFICATION OF MICROBES

- ✓ BACTERIA
- ✓ YEASTS
- ✓ MOLDS
- FOOD PRESERVATION
- CARBOHYDRATES
- FATS
- EMULSIONS
- PROTEINS

- VEGETABLE AND FRUITS
- BROWING REACTION
- FOOD ADTITIVES
- HACCP

HCA16:- AIRLINES OPERATIONS

- Introduction
- Reservations
- Check in Procedure
- Dangerous Goods
- Passenger Facilitation

PRACTICAL

HCA17:- FOOD PRODUCTION AND PATISSERIE PRACTICAL 2

- French hors d'oeuvres dessert
- Italian salad, béchamel sauce, traditional chicken preparation
- International soup and traditional stew
- Salad with vinaigrette dressing and grilled fish preparation
- Italian starter , main course and dessert
- Five star breakfast execution
- Pasta and pasta sauces

HCA18:- FOOD AND BEVERAGE SERVICE PRACTICAL 2

- Table layout and service
- Specialised types of tables service
- Tea and coffee service
- Room service

- Service of soft drinks / beer
- 5 star breakfast service

HCA19:- FRONT OFFICE PRACTICAL 2

- Reservations
- Upselling techniques and suggestive selling
- Reservation handling
- Individual – reservation handling groups
- Pre-registration procedures for fit , VIP / walk in / VIP/ group
- Registration – on arrival and post arrivals procedure
- Rooming and room change procedures

HCA20:- HOUSEKEEPING PRACTICAL 2

- Standard supplies
- Periodic cleaning and special cleaning
- Public area cleaning
- Guest room inspection
- Housekeeping records
- Handling telephone calls

Year 2

SEMESTER 3

HCA21:- SUPERVISED WORK EXPERIENCE (20-22 WEEKS) –Training Manager’s Evaluation

- Report, Signed Log Sheets, Viva Voce

SEMESTER 4

THEORY

HCA22:- FOOD PRODUCTION AND PATISSERIE OPERATIONS 3

- History and fundamentals of Indian cuisines
- Masalas and basic gravies

- Indian breads
- Quantity food production
- Food costing and menu planning
- Rechauffe cooking
- Indian cuisines
- ✓ Jammu and Kashmir
- ✓ Rajasthani
- ✓ Gujarati
- ✓ Maharashtrian
- ✓ Goan
- ✓ Bengali
- ✓ Tamil nadu
- ✓ Keralian
- ✓ Andhra Pradesh
- ✓ Hyderabad
- ✓ Awadhi
- ✓ Indian snacks and street food
- Bakery and confectionary
- Types of pastes
- Cakes and basic mixtures
- Breads and dough
- Icings
- Ingredients pairing techniques

HCA23:- FOOD AND BEVERAGE SERVICE OPERATIONS 3

- Alcoholic beverages
- Basics of spirits
- Proof spirits
- Whiskey
- Scotch whiskey
- American whiskey
- Irish whisky
- Canadian whiskey
- Rum
- Gin
- Vodka
- Brandy

- Cognac
- Armagnac
- Tequila
- Other spirits
- Aperitifs
- Liqueurs
- Wine basics
- Old world wines
- New world wines
- Champagne
- Sherry
- Port
- Madeira
- Marsala
- Food and wine harmony
- Mocktails / speciality coffee
- Bar
- Cocktails

HCA24:- FRONT OFFICE OPERATIONS 3

- Accommodation operation statistic
- Definition of forecasting
- Occupancy ratios and revenue analysis
- Front office accounting
- Checkout and settlement procedures
- Credit control
- Night audit
- Case studies

HCA25:- AIRLINES MARKETING

- Introduction
- The current airline business environment and its impact on airline marketing
- Airline market segmentation
- Customer expectation and airline marketing
- Promotion marketing

- Emerging trend in airline marketing

HCA26:-CUSTOMER RELATIONS MANAGEMENT (CRM)

- What is CRM?
- The objectives of CRM
- Managing customers and building value
- Types of CRM
- Factors for successful implementation of CRM systems
- The importance of CRM in Hospitality

HCA27:-INTRODUCTION TO AIRPORT MANAGEMENT

- Introduction
- Airport Infrastructure and Management
- Airport Customer Service
- Airline Catering and Various Bodies
- Air Transport Services
- Logistics and Cargo Management

PRACTICAL

HCA28:- FOOD PRODUCTION AND PÂTISSERIE PRACTICAL 3

- Basics gravies and dishes
- Basic masala and paste
- Awadhi cuisine
- Tandoor
- Bengali cuisines
- Kashmiri cuisines
- Rajasthani cuisines
- Goan cuisines
- Kabab platter
- Punjabi cuisines
- Tamil nadu cuisines
- Hyderabadi cuisines
- Maharastrian cuisines

- French cuisines
- Chinese cuisines
- Thai cuisine
- Italian cuisine

- ✓ Bakery and confectionary
- ✓ Baguette
- ✓ Brown bread
- ✓ Puff paste
- ✓ Tea cakes
- ✓ Foccacia
- ✓ Choux paste
- ✓ Sponge petit four

HCA29:- FOOD AND BEVERAGE SERVICE PRACTICAL3

- Gueridon service
- Crepe preparation
- Flambé service
- Service of speciality coffee
- Whiskey nosing
- Menu planning , table laying and silver service
- Cocktail / mocktails/ mixed drinks
- Wine tasting

HCA30:- FRONT OFFICE PRACTICAL 3

- Check in sessions
- OPERA
- OPERA operations, applications and situations
- Preparation guest folio
- Auditing of bill statements
- Guest complaint handling
- Preparation and filling up forms

HCA31: HOUSEKEEPING PRACTICAL 3

- Laundry equipment – survey and studies
- Inventory calculations

- Washing and ironing
- Linen management
- Towel art
- Stain remover
- Flower arrangements
- Case studies

HCA32:- REALIA – REAL TIME ACTIVITIES

- Food and dining
- Entrepreneurial activity

HCA33:- HOSPITALITY TECHNOLOGY 2

- Hospitality technology overview
- Application of analytics and in hospitality technology
- Searching and marketing
- Display and social media marketing

YEAR 3

SEMESTER 5

THEORY

HCA34:- FOOD DIVISION MAJOR

- Food production management
- Garnishes and accompaniment
- Salads and dressings
- Stocks , soups and sauces
- Grade-manger
- Menu planning
- Food costing
- Basics of international cookery
- Basics of Indian cookery
- Fundamentals of bread making
- Basic pastries

HCA35:-ROOMS DIVISIONS MAJOR

- Rooms management
- Planning rooms division
- Managing human resource in rooms division
- Budgeting for rooms division
- Risk and environmental management
- Hotel visits
- Laundry equipment, agents, machinery, outsourcing
- Flower arrangements, identification of flowers, foliage, fillers along with costs
- Furnishing and veneers – fabrics, curtains, floors, walls

HCA36: HUMAN RESOURCE MANAGEMENT for the HOSPITALITY INDUSTRY

- What is Human resource management?
- Organizing manpower
- Appraisals
- Employer- Employee Relations
- Human Resource Development

HCA37:--CABIN CREW OPERATIONS AND TRAINING

- Duties & Responsibilities
- Communication
- Passenger Handling
- Aircraft Visit (Practical)

PRACTICAL/PROJECT

HCA38: FOOD PRODUCTION AND PATISSERIE PRACTICAL 4

- Applications of White stock
- Applications of Brown stock
- Applications of vegetable stock
- Applications of fish stock
- Thick soup

- Unparsed soups
- Cold soups
- Mother sauces
- Cold sauces
- Lobster sauces
- French cuisine
- Italian cuisine
- British cuisine
- Thai cuisine
- Mediterranean cuisine
- Applications of Patisserie

HCA39:- FOOD AND BEVERAGE SERVICE PRACTICAL 4

- Cocktails
- Tea
- Sandwiches
- Pasta
- Gueridon sweet dishes
- Fine dining planning and execution
- Menu merchandising

HCA40:- FRONT OFFICE PRACTICAL 4

- Identifying and handling complaints
- Corporate sales and presentations
- Practical work on OPERA

HCA41:-SUPERVISORY WORK EXPERIENCE

- SWOT Analysis of the department
- Training Report
- Activity log

HCA42:- PROFESSIONAL DEVELOPMENT PROGRAMME 1

- Key factors to successful careers
- First impression
- Employee availability skills
- Self SWOT analysis
- SMART objectives
- Resume writings
- Case studies and situations
- Group discussion
- Extempore

YEAR 3

SEMESTER 6

THEORY

HCA43:-AVIATION AND HOSPITALITY LAW

- What is Air Law?
- Public International Air Law: Chicago Convention
- Air Law in European union
- International Air Laws
- IOSA & its Importance
- International Civil Aviation Organization
- Freedoms of the Air

HCA44/SP1/SP2/SP3/SP4 Specialisation as per choice (any one)

FOOD PRODUCTION and CULINARY ARTS

- Garnishes and accompaniments
- Salads and dressings
- Farinaceous products
- International and cold soups
- Garde manger

- Charcuterie
- Menu planning
- Food costing and control
- International cookery and basics of cookery

FOOD AND BEVERAGE SERVICE OPERATIONS AND MANAGEMENT

- Critical appreciations of wines and spirits
- Food and accompaniment of international cuisines
- Critical appreciation of tea ,cheese , coffee and cigar
- Cocktails
- Menu pricing
- Budgeting
- Food cost
- Variance analysis
- Control cycle in food and beverage department applications
- Bar operations and inventory management

FRONT OFFICE OPERATIONS AND MANAGEMENT

- Planning rooms management
- Managing human resource in rooms management
- Budgeting for rooms management
- Risk and environmental management

HOUSEKEEPING OPERATIONS AND MANAGEMENT

- Planning and organising the housekeeping department
- Managing human resources in the HK department
- Renovation and new property opening
- Horticulture and flower arrangements
 - Budgeting for the HK department
 - Waste to wealth
 - Green housekeeping and sustainable development
 - Changing trends in housekeeping
 - Hotel visits
 - Theme decorations for hospitality events

PRACTICAL/PROJECT

HCA45:- Live event

- Project preparation
- Presentation
- Feasibility
- Live planning
- Execution

HCA46:- HOSPITALITY INTEGRATIVE PROJECT (involving all major subjects)

Integrative Project Areas of Hospitality – an entrepreneurial live project where students will be required to work in groups to set up a hospitality outlet such as a café within an airport. This will entail them coordinating, researching and incorporating relevant aspects of Food Production, Menu Planning, Food and Beverage Service, Marketing, knowing about Customer Service, Airport Management regulations and so on. The following key areas are given as major project parameters.

- Introduction
- Market Survey
- Feasibility
- Planning
- Organisation & Staffing
- Financial Analysis
- Conclusion

HCA47:- PROFESSIONAL DEVELOPMENT PROGRAMME (PDP) 2