

Module Title: Front Office and Rooms Division (Practical)

Module Code: B2210

Level: BAIHTM – 1st Semester...Lesson Plan

S. No.	Unit	Topics / Activities
1	Introduction of Front Office	<ul style="list-style-type: none">• Importance of Front Office in Hospitality• Front Office Hierarchy• Front Office Layout• Professional Etiquette and Grooming Standards
2	Communication Skills	<ul style="list-style-type: none">• Telephone Handling• Standard Telephone Greetings• Message Taking• Guest Interaction Etiquette• Simple Role Play Exercises
3	Reservation	<ul style="list-style-type: none">• How Reservations are Made• Types of Reservations• Information Required for Reservation• Hotel Room Reservation Form• Cancellation Policy and Process• Amendment (Change) Process
4	Registration Process (Check-In)	<ul style="list-style-type: none">• Pre-arrival Preparations• Standard Check-In Procedure• Guest Registration Format• Check-In for FIT Guests• Check-In for Group Guests• Check-In for VIP Guests
5	Guest Service	<ul style="list-style-type: none">• Concierge Services• Wake-Up Call Procedure• Bell Desk and Luggage Handling• Left Luggage Procedure• Role Play: Guest Request Handling

6	Check-Out	<ul style="list-style-type: none">• Preparation for Check-Out• Guest Arrival at Cashier• Payment Collection Process• Group Check-Out Procedure
7	Revision and Practice	<ul style="list-style-type: none">• Revision of All Procedures• Comprehensive Role Plays
8	Basic Front Office Terminology	<ul style="list-style-type: none">• Common Front Office Terms (Notebook-Based Learning)

Module Title: Food Production Operations (Practical)

Module Code: B1189

Level: BAIHTM – 1st Semester...Lesson Plan

S. No.	Units	Topics / Activities
1	Introduction & Orientation of Food Production Area	<ul style="list-style-type: none">• Kitchen Layout• Hierarchy in the Kitchen• Identification of Tools and Equipment
2	Identification of Vegetables	<ul style="list-style-type: none">• Leafy Greens: Lettuce, Spinach, Kale, Collard Greens• Root Vegetables: Carrot, Beets, Potatoes, Radishes• Stem Vegetables: Asparagus, Celery• Flower Vegetables: Broccoli, Cauliflower, Artichoke• Bulb Vegetables: Onion, Garlic, Leeks• Tuber Vegetables: Sweet Potatoes, Yams, Cassava, Taro• Seed Vegetables: Peas, Beans
3	Fabrication of Vegetables	<ul style="list-style-type: none">• Basic Cuts: Peeling, Slicing, Chopping, Julienne, Brunoise, Jardiniere, Bretonne, Macedoine, Payassanne, Chateaux, Paring, French Fry, Shredding, Mire-Poix
4	Chicken & Fish Carving	<ul style="list-style-type: none">• Parts of the Chicken: Wings, Winglet, Lollipop, Breast, Supreme, Thigh, Drumstick, Carcass• Filleting a Fish: Fillet, Supreme, Goujons, Goujonettes, Paupiette, Delice, En Tresse
5	Stock	<ul style="list-style-type: none">• White Stock with Chicken Bone• Fish Stock with Fish Bone• Brown Stock with Chicken Bone
6	Roux	<ul style="list-style-type: none">• White Roux• Blond Roux• Brown Roux

7	Sauce	<ul style="list-style-type: none"> • Bechamel (White) • Velouté (Off White) • Espagnole (Brown) • Tomate (Tomato) • Mayonnaise (Cold) • Hollandaise (Warm)
8	Salad Dressing & Salad	<ul style="list-style-type: none"> • Vinaigrette Dressing • Thousand Island Dressing • Plain Green Salad • Sprouted Salad with Vinaigrette • Pasta Salad with Thousand Island
9	Egg Cookery	<ul style="list-style-type: none"> • Types of Egg • Versatility of Egg • Use of Egg • Preparation of Egg: Omelette, Scrambled, Poached, Sunny Side Up, Easy Over, Double Fried

Module Title: Food and Beverage Service (Practical)

Module Code: B1190

Level: BAIHTM – 1st Semester...Lesson Plan

S. No.	Units	Topics / Activities
1	Introduction to The Hospitality Industry	<ul style="list-style-type: none">• What is Food and Beverage Service in Hospitality?• Basic Principles of Food and Beverage Service Hospitality• Importance of Food and Beverage Service in Hospitality• Types of Food and Beverage Service• Guest Service Cycle in Food and Beverage Service• Skills Needed in Food and Beverage Service
2	Grooming, Hygiene & Professional Body Language	<ul style="list-style-type: none">• Grooming• Personal Hygiene• Positive Body Language• Why Grooming, Hygiene & Body Language Matter in Food and Beverage Service?
3	Food & Beverage Service Areas and Outlets	<ul style="list-style-type: none">➢ Various Areas of Service• Side Station• Kitchen Pass / Hot Plate• Still Room / Pantry➢ Types of Food and Beverage Service Outlets / Restaurants• Coffee Shop• Specialty Restaurant• Cafeteria• Grill Room• Bar• Discotheque / Night Club• Banquet Hall• Fine Dining Restaurant

		<ul style="list-style-type: none"> • Casual Dining Restaurant • Fast Food Outlet • Room Service / In-Room Dining • Theme Restaurant
4	Identification of Equipment	<ul style="list-style-type: none"> • Cutlery • Crockery • Glassware • Other Food and Beverage Service Equipment
5	Napkin Origami	<ul style="list-style-type: none"> • Various Types of Napkins Folding
6.	Equipment Handling Skills	<ul style="list-style-type: none"> • Tray Carrying Techniques • Plate Holding and Carrying Methods
7	Cleaning, Drying, and Storage of Equipment	<ul style="list-style-type: none"> • Three Sink Method for Washing by Hand • Using Commercial Dish Washing Machine
8	Menu Knowledge	<ul style="list-style-type: none"> • Definition of a Menu • Purpose of a Menu • Types of Menus and Their Characteristics • Guidelines for Professional Menu Presentation.
9	Service Sequence	<ul style="list-style-type: none"> • Part 1: Welcoming & Seating • Part 2: The First Steps • Part 3: Orders and Preparation • Part 4: Serving the Food • Part 5: Clearing and the Next Course • Part 6: The Farewell
10	Table Setup	<ul style="list-style-type: none"> ➢ SOP of Standard Table Setup • Pre-Setup Checklist • Guide Line for Setup • Final Check & Quality Control
11	Glossary and Jargon	<ul style="list-style-type: none"> • Food & Beverage Service Glossary Common Restaurant/Service Jargon & Special Terms • Kitchen & Service Communication • Order & Menu Terms • Bar & Beverage Terms • Other Common Slang