

MGM UNIVERSITY, AURANGABAD

Syllabus for Bachelor of Hotel Management (BHM) w.e.f. Academic Year 2020 - 2021

- BHM - First Year
- BHM - Second Year
- BHM -Third Year

I. INTRODUCTION:

This curriculum is designed for the three years degree course in Bachelor of Hotel Management with a view to keep abreast with the current trends in the hospitality industry.

II. OBJECTIVES AND FRAMEWORK OF THE CURRICULUM OF BHM PROGRAM:

- a) The basic objective of the BHM program is to provide to the hospitality industry with competent young men and women with the necessary knowledge, skills, hands-on training, values and attitudes to occupy management and administration positions.
- b) The course structure of the given BHM program 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
 - c. Imparting / developing the right kind of attitudes to function effectively in operational, managerial / administrative positions.
- c) 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.
- d) Imparting / developing suitable attitudes understandably are a very difficult and delicate task, and are to be done by the faculty as inconspicuously as possible.
- e) 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.
- f) A minimum weightage of 40 percent is given to internal continuous and sessional assessment, consisting of tasks like classroom exercises, tests, seminars, presentations, quizzes, group tasks, term papers etc; the external semester-end University examination has a maximum weightage of 60 percent.
- g) The full time three-year programme in Bachelor of Hotel Management has 6 semesters, and a semester will have a total of 16 contact weeks.

III. THE CURRICULUM:

- a) The curriculum is presented in the accompanying chart along with the appendices containing a list of courses and outlines of required courses.
- b) Care and attention has been given to the basic objective of the curriculum and its academic rigor.
 - a. The curriculum includes a total of 33 courses.
 - b. Of the 33 courses, course No. 101, 102, 103, 104, 201, 202, 203, 204, 301, 302, 303, 304, 401, 402, 403, 404, 501, 502, and 503 are practical courses.
 - c. There is a provision of Project Report in the fifth semester which would carry a mark value of 100 marks. Here the students would have an elective choice to opt from the topics mentioned below:
 - i. Operations Management for Hospitality Industry
 - ii. Sales & Marketing for Hospitality Industry
 - iii. Finance Management for Hospitality Industry
 - iv. Human Resource Management for Hospitality Industry
 - d. For each elective topic, it has to be ensured that equal distribution of all the topics has been made to the students to ascertain that all the topics are covered equally.
 - e. There is a provision for Industrial Training Report and Industrial Training in the sixth semester, which together carry a mark value of 400 marks for Industrial Training and Industrial Training Report.
 - f. Semester work load is balanced with six full courses of 100 marks each per semester apart from fifth semester where there would be six full courses and one Project Report, 36 hours per week for lectures, practicals and tutorials except for sixth semester of Industrial Training.
- c) Ordinarily in each class (of one division), not more than 60 students will be admitted.
- d) Appendix I: Outline of the structure of BHM program. Appendix II: Detailed syllabus, Semester-wise / Course-wise.

IV. ELIGIBILITY FOR ADMISSION:

The minimum eligibility for this course would be HSC in any stream (12th Std.) or its equivalent, passing with a minimum of 40% marks in the aggregate (35% in case of candidates of backward class categories belonging to Maharashtra State)

V. NUMBER OF LECTURES:

There shall be max. 36 hours per week, which include lectures / practicals/tutorials / Seminars / Assignments for the internal assessment work and the duration of the lecture/practical period, shall be of 60 minutes each.

VI. VACATION TRAINING (SUMMER INTERNSHIP):

It is recommended that each student shall undergo vacation training (summer internship training) for a period of not less than 30 days and max. 40 days during vacation at the end of the Second Semester and before commencement of third semester.

VII. INDUSTRIAL TRAINING:

- a) In the Sixth Semester the students shall be sent for industrial training for a period of 20 weeks, where they would work desirably for a period of 8 weeks in Food Production, 6 weeks in Food and Beverage Service, 3 weeks in Front office and 3 weeks in House-keeping of the level of four star hotel and above category or to any other allied hospitality sector where the students may get industrial exposure.
- b) The student shall maintain a logbook on daily basis.
- c) At the end of the industrial training the student shall submit a training report along with the logbook maintained on daily basis during the period of training and the performance appraisal from each department.
- d) The training report is to be prepared by the student in two typed copies and to be submitted to the Principal within the stipulated time for assessment.
- e) The report will be assessed by the internal examiner and only on the basis of a certificate of the examiner concerned that the training has been satisfactorily completed would the student be allowed to appear for the viva-voce of the Sixth Semester.
- f) The training report will be assessed by a panel of examiners comprising of one external examiner (the external would include preferably one from the Hotel Industry of the level of Head of the Department and above) and one internal examiner.

VIII. PROJECT WORK:

- a) Each student shall prepare a Project Report on the topic based on the Hospitality Industry under the guidance of an internal teacher and submit the same to the Principal.
- b) The Project Report is to be prepared by the student in two typed copies and to be submitted to the Principal within the stipulated time for assessment. Only on the basis of a certificate of the internal examiner concerned that the project report has been satisfactorily completed, would the student be allowed to appear for the viva-voce of the Fifth Semester.
- c) The Project Report will be assessed by a panel of examiners comprising of one external examiner (the external would include preferably one from the Hotel Industry of the level of Head of the Department and above) and one internal examiner.

IX. ATTENDANCE:

The students are required to have at least 75% attendance in each course. The students who fail to comply with the above requirements shall be prosecuted as per the Code of Conduct of the University.

X. TEACHING FACULTY:

The teaching faculty must be as prescribed by the MGM University, Aurangabad. There must be one full time Principal and four full time lecturers for the First Year of the course (for a batch of 60 students). Subsequently, additional two full time Lecturers / Asst. Professors / Professors should be appointed for Second and Third Year each.

Beside full time faculty members, visiting faculty members should be invited to conduct the appropriate course. The lecturers shall have a valid degree / diploma in Hotel /Hospitality / Hotel & Tourism Management / Studies along with subsequent industrial exposure not less than three years.

XI. CLASSROOM AND LABORATORIES:

Besides the classrooms for lectures and tutorials, the laboratories for practicals should include the following:

- a. Basic Training Kitchen
- b. Advanced Training Kitchen
- c. Quantity Training Kitchen
- d. Bakery Training Kitchen
- e. Training Restaurant
- f. Reception Counter
- g. Housekeeping Guest Rooms
- h. Library
- i. Computer Lab with Internet Facility
- j. The Laboratories should be well equipped to impart proper practical knowledge and develop professional skills of the students.

XII. BOARD OF PAPER SETTERS / EXAMINERS:

As prescribed by the MGM University, Aurangabad.

XIII. EXAMINATION:

As prescribed by the MGM University, Aurangabad.

XIV. ASSESSMENT:

As prescribed by the MGM University, Aurangabad.

Note: In case of those students who have secured less than passing percentage of marks in internal i.e. less than 16, a separate internal test of 40 marks (improvement examination) shall be conducted for those students, and if the result of the internal test as above results in lower marks than the original, the original figure of the marks shall prevail. In short, the rule is that the higher of the two figures of the marks shall be taken into consideration.

XV. MARKS:

- a) Each semester will carry a total of 600 marks each (100 marks for each Course), apart from fifth semester which has 700 marks.
- b) The marks allotted to each course shall be as follows:
 - a. 60 marks for external written comprehensive test and 40 for internal assessment. - 30 marks for written comprehensive test where practicals are conducted, along with 30 marks for practicals and 40 marks shall be assigned for internal assessment.

- c) Industrial Training and Training Report shall carry 200 marks each = 80 marks for Internal and 120 marks for External assessment.
- d) The project report would have 100 marks where 60 marks for external evaluation and 40 for internal evaluation.

XVI. STANDARD OF PASSING:

As prescribed by the MGM University, Aurangabad.

MGM UNIVERSITY, AURANGABAD

Syllabus for Bachelor of Hotel Management
(BHM)

The following abbreviations have been used here under

L - Lecture P - Practical T - Tutorial

First Year BHM (Semester - I)

Course Code	Course Name	Teaching Scheme (Hrs Per Week)			Examination Scheme			Total Marks	Credit Points
		L	T	P	Theory	Practical	Internal		
BHM 101	Food Production Foundation - I	2	1	6	30	30	40	100	5
BHM 102	Food & Beverage Service	2	1	3	30	30	40	100	4
BHM 103	Front Office Foundation - I	2	1	3	30	30	40	100	4
BHM 104	Basic Housekeeping - I	2	1	3	30	30	40	100	4
BHM 105	Catering Science	2	-	-	60	-	40	100	2
BHM 106	Communication Skills	2	-	-	60	-	40	100	2
		12	04	15	240	120	240	600	21

First Year BHM (Semester - II)

Course Code	Course Name	Teaching Scheme (Hrs Per Week)			Examination Scheme			Total Marks	Credit Points
		L	T	P	Theory	Practical	Internal		
BHM 201	Basic Food Production - II	2	1	6	30	30	40	100	5
BHM 202	Food & Beverage Operations	2	1	3	30	30	40	100	4
BHM 203	Front Office Foundation - II	2	1	3	30	30	40	100	4
BHM 204	Basic Housekeeping - II	2	1	3	30	30	40	100	4
BHM 205	Travel and Tourism	2	-	-	60	-	40	100	2
BHM 206	Computer Applications	2	-	2	30	30	40	100	3
		12	04	17	210	150	240	600	22

Second Year BHM (Semester - III)

Course Code	Course Name	Teaching Scheme (Hrs Per Week)			Examination Scheme			Total Marks	Credit Points
		L	T	P	Theory	Practical	Internal		
BHM 301	Quantity Food Production	2	1	6	30	30	40	100	5
BHM 302	Beverage Services	2	1	3	30	30	40	100	4
BHM 303	Front Office Operations - I	2	1	3	30	30	40	100	4
BHM 304	Hotel Housekeeping - I	2	1	3	30	30	40	100	4
BHM 305	Basic Hotel Accounting	2	-	-	60	-	40	100	2
BHM 306	Elective - I (French OR Business Communication)	2	-	-	60	-	40	100	2
		12	04	15	240	120	240	600	21

Second Year BHM (Semester IV)

Course Code	Course Name	Teaching Scheme (Hrs Per Week)			Examination Scheme			Total Marks	Credit Points
		L	T	P	Theory	Practical	Internal		
BHM 401	Specialized Food Production	2	1	6	30	30	40	100	5
BHM 402	Food & Beverage Service & Management	2	1	3	30	30	40	100	4
BHM 403	Front Office Operations - II	2	1	3	30	30	40	100	4
BHM 404	Hotel Housekeeping - II	2	1	3	30	30	40	100	4
BHM 405	Entrepreneurship Development	2	-	-	60	-	40	100	2
BHM 406	Elective - II (Marketing OR Human Resource Management)	2	-	-	60	-	40	100	2
		12	04	15	240	120	240	600	21

Third Year BHM (Semester V)

Course Code	Course Name	Teaching Scheme (Hrs Per Week)			Examination Scheme			Total Marks	Credit Points
		L	T	P	Theory	Practical	Internal		
BHM 501	Advanced Food Production	2	1	6	30	30	40	100	5
BHM 502	Advanced Food Services & Management	2	1	3	30	30	40	100	4
BHM 503	Accommodation Management	2	1	3	30	30	40	100	4
BHM 504	Research Methodology	2	-	-	60	-	40	100	2
BHM 505	Environmental Studies	2	-	-	60	-	40	100	2
BHM 506	Elective - III (Life Skills OR Yoga & Health Management)	2	-	-	60	-	40	100	2
BHM 507	Project Report	-	-	-	60	-	40	100	4
		12	03	12	370	120	210	700	23

Note: Project Report Marking Scheme:

A) Project report to be submitted as per specifications & format (to be collected from the Institute), Certificate by Hotels of the level of four star categories and above.

Marks would be awarded as follows by a panel of examiners (one external and one internal):

Particular	Internal	External
Project Report	20	40
Viva-voce	20	20
Total	40	60

Third Year BHM (Semester VI)

Course Code	Course Name	Examination Scheme			Credit Points
		Internal	External	Total	
BHM 601	Industrial Training 20 weeks * 6 days * 8 hours = 960 hrs	120	80	200	8
BHM 602	Industrial Training Report	120	80	200	6
	TOTAL	240	160	400	14

A) Training report to be submitted as per specifications & format (to be collected from the Institute), Daily logbook and the Performance Appraisal given by Hotels of the level of three star categories and above.

Marks would be awarded as follows by a panel of examiners (one external and one internal):

Particular	Internal	External
Performance Appraisal	40	-
Logbook	40	-
Project Report	-	60
Viva-voce	-	60
Total	80	120

B) The Training Report marks would be based on the report submitted and the viva-voce based on the above training report

Marks would be awarded as follows by a panel of examiners (one external and one internal): -

	Internal	External
Internal Assessment	80	-
Training Report	-	60
Viva-voce	-	60
Total	80	120

Course: Basic Food Production - I

Course Code: BHM 101

Semester: - First

Teaching & Examination Scheme: Theory

Teaching Scheme Per Week		Examination Scheme			
Lecture Hours	Tutorial Hours	Theory Marks / Duration	Internal Marks	Total	Credit Points
02	01	30/ 1.5 hrs.	40	70	03

COURSE 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.

COURSE OUTCOME:

The subject will develop basic awareness of the technical skills required in the food production department. It also gives a comprehensive insight into the commodities required, their characteristics uses and handling procedures. This shall help students to produce the varieties of dishes suitable for the various establishments.

CURRICULUM:

Unit No.	Title & Contents	Teaching Hours	Marks Weightage
1	<u>Introduction to Professional Cookery</u> 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.	03	02
2	<u>Organization Structure in the Kitchen</u> 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.	03	02
3	<u>Cooking Utensils & Small Equipments</u> 3.1 Classification - knives, kitchen tools, Electric Food Pre-Preparation equipments, Refrigeration equipment, Food Holding Equipments, Hot plates &	02	02

	<p>Heated Cupboards</p> <p>3.2 Properties, Advantages & Dis-advantages of various materials used in tools & equipment.</p> <p>3.3 Precautions and Care in handling & maintenance of equipment.</p>		
4	<p><u>Fuels used in the kitchen</u></p> <p>4.1 Heat Transfer Principles</p> <p>4.2 Classification, Types, Advantages & Disadvantages</p>	02	01
5	<p><u>Professional Attributes</u></p> <p>5.1 Attitude towards your job.</p> <p>5.2 Personal Hygiene.</p> <p>5.3 Uniforms</p> <p>5.4 Care for your own health & safety.</p> <p>5.5 Safety practices & procedures.</p> <p>5.5.1 Accidents, types, nature, classification</p> <p>5.5.2 Preventive measures for each type of accident.</p> <p>5.5.3 Reporting accidents.</p> <p>5.5.4 First aid - meaning, importance, and basic rules.</p> <p>5.5.5 Fire Prevention</p>	03	02
6	<p><u>Commodities used in the Catering Industry</u></p> <p>6.1 Relationship of the classification with food groups studied</p> <p>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)</p> <p>6.2.1 Cereals & Pulses</p> <p>6.2.1.1 Wheat , Rice & Other millets in the region</p> <p>6.2.1.2 Bengal gram, Green gram, Red gram</p> <p>6.2.1.3 Soya beans, kidney bean, double beans, locally available cereals and pulses.</p> <p>6.2.2 Sweeteners</p> <p>Sugar, Honey , Jaggery & Artificial Sweeteners</p> <p>6.2.3 Fats & Oils</p> <p>Butter, Oil, Lard, Suet, Tallow, Hydrogenated fat, Bread spreads</p> <p>6.2.4 Dairy products</p> <p>Milk, Cream, Cheese, Curd</p> <p>6.2.5 Vegetables</p> <p>Types of Vegetables- Root , Stem , Leafy,</p> <p>6.2.6 Fruits</p> <p>Types of Fruits - Fresh , Dried, Canned</p> <p>6.2.7 Eggs</p> <p>6.2.8 Spices, Herbs, Condiments & Seasonings</p>	27	16

7	<u>Pigments in foods</u> 7.1 Types of pigments in vegetables, fruits and animal products. 7.2 Effect of heat, acid, alkali, oxidation & metal on pigments 7.3 Precautions for enhancing & retention of color.	03	01
8	<u>Introduction to food pre-preparation</u> - (To be stressed in Practicals) 8.1 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), Marination (meat, fish, chicken), Sprouting (pulses & legumes), Blanching , Filleting of fish ,Deboning & jointing poultry 8.2 Methods of Mixing - Beating, Blending, Cutting in, Rubbing in, Creaming, Folding, Kneading, Rolling in, Pressing, Stirring	05	04
	TOTAL	48	30

Note: Glossary of Terms

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

REFERENCE BOOKS:

1. Practical Cookery- Victor Ceserani & Ronald Kinton, ELBS – Publisher - Edward Arnold – Publishing Year 2004
2. Theory of Catering- Victor Ceserani & Ronald Kinton, ELBS - Publisher - Hodder Edu. – Publishing Year 2003
3. Theory of Cookery - Mr. K. Arora, Publisher - Frank Brothers – Publishing Year 2008
4. Modern Cookery for Teaching & Trade Vol I- Ms. Thangam Philip, Publisher - Orient Blackswan Pvt. Ltd.
5. The Professional Chef (4th Edition)- Le Rol A. Polsom
6. The book of Ingredients- Jane Grigson
7. Food Commodities- Bernard Davis

Course: Basic Food Production - I

Course Code: BHM 101

Semester: - First

Teaching & Examination Scheme: Practical

Teaching Scheme Per Week	Examination Scheme	
Practical Hours	Practical Marks / Duration	Credit Points
06	30 / 03 hrs.	02

COURSE 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.

COURSE OUTCOME:

The subject will develop basic awareness of the technical skills required in the food production department. It also gives a comprehensive insight into the commodities required, their characteristics uses and handling procedures. This shall help students to produce the varieties of dishes suitable for the various establishments.

PRACTICAL TOPICS:

Practical No.	Title
1	Introduction to various tools and their usage
2	Introduction to various commodities. (Physical Characteristics, weight & volume conversion, yield testing, etc.)
3	Food pre-preparation methods
4	Basic Indian masalas & gravies (Dry & wet)

Note: Minimum 15 individual practicals to be conducted consisting of 70% Indian & 30% Continental Menus be accomplished, over and above the demonstrations.

Course: Food and Beverage Service

Course Code: BHM 102

Semester: - First

Teaching & Examination Scheme: Theory

Teaching Scheme Per Week		Examination Scheme			
Lecture Hours	Tutorial Hours	Theory Marks / Duration	Internal Marks	Total	Credit Points
02	01	30/ 1.5 hrs.	40	70	03

COURSE 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.

COURSE OUTCOME:

To develop a comprehensive knowledge & understanding of Food & Beverage Service in the Hotel & Catering industry. It also aims to enable the students to acquire professional competence for Food & Beverage Service.

CURRICULUM:

Unit No.	Title & Contents	Teaching Hours	Marks Weightage
1	<u>The Food & Beverage Service Industry</u> 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)	05	02
2	<u>Food & Beverage Service areas in a Hotel</u> 2.1 Restaurant, Coffee Shop, Room Service, Bars, Banquets, Snack Bar, Executive Lounges, Business Centers, Discotheques & Night Clubs. 2.2 Auxiliary areas	05	02
3	<u>Food & Beverage Service Equipment</u> 3.1 Types & Usage of Equipments- Furniture, Chinaware, Silverware & Glassware, Linen, Disposables, 3.2 Special Equipment 3.3 Care & maintenance	05	02
4	<u>Food & Beverage Service Personnel</u> 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	05	03

5	<u>Types of Food & Beverage Service</u> 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	12	10
6	<u>Types of Meals</u> 6.1. Breakfast – Introduction, Types, Service Methods, 6.2. Brunch 6.3. Lunch 6.4. Hi – Tea 6.5. Dinner 6.6. Supper	05	04
7	<u>Menu knowledge</u> 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.	11	07
	TOTAL	48	30

Note: Glossary of Terms

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

REFERENCE BOOKS:

1. Food & Beverage Service – Lillicrap & Cousins, ELBS - Publisher - Edward Arnold – Publishing Year 2005
2. Modern Restaurant Service – John Fuller, Publisher - Hutchinson – Publishing Year 1988
3. Food & Beverage Service Training Manual – Sudhir Andrews, Publisher - 2004 Tata McGraw Hill – Publishing Year 2013

Course: Food and Beverage Service

Course Code: BHM 102

Semester: - First

Teaching & Examination Scheme: Practical

Teaching Scheme Per Week	Examination Scheme	
Practical Hours	Practical Marks / Duration	Credit Points
03	30 / 03 hrs.	01

COURSE 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.

COURSE OUTCOME:

To develop a comprehensive knowledge & understanding of Food & Beverage Service in the Hotel & Catering industry. It also aims to enable the students to acquire professional competence for Food & Beverage Service.

PRACTICAL TOPICS:

Practical No.	Title
1	Restaurant Etiquettes
2	Restaurant Hygiene practices
3	Mise-en-Place and Mise-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 and A La Carte covers.
14	Breakfast Table Lay - out and Service (Indian, American, English, Continental)
15	Crumbing, Clearing, Presenting the bill

Note: Minimum 20 practicals to be conducted.

Course: Front Office Foundation - I

Course Code: BHM 103

Semester: - First

Teaching & Examination Scheme: Theory

Teaching Scheme Per Week		Examination Scheme			
Lecture Hours	Tutorial Hours	Theory Marks / Duration	Internal Marks	Total	Credit Points
02	01	30/ 1.5 hrs.	40	70	03

COURSE RATIONALE:

The subject aims to establish the importance of 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.

COURSE OUTCOME:

To establish the importance of front office department & its role in the hospitality industry. It helps the students to acquire basic knowledge & skills necessary to industry required standards in this area.

CURRICULUM:

Unit No.	Title & Contents	Teaching Hours	Marks Weightage
1	<u>Introduction To Hospitality Industry</u> 1.1 The term 'Hotel', evolution & development of hospitality industry and tourism, famous hotels worldwide. 1.2 Classification of hotels. (based on various categories like size, location, clientele, length of stay, facilities, ownership) 1.3 Organizational chart of hotels (Large, Medium, Small)	10	04
2	<u>Front Office Department</u> 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)	10	08
3	<u>Room Types & Tariffs</u> 3.1 Types of rooms. 3.2 Food / Meal plans. 3.3 Types of room rates . (Rack, FIT, crew, group, corporate, weekend etc.)	14	09

4	<u>Role of Front Office</u>	14	09
	4.1 Key control and key handling procedures		
	4.2 Mail and message handling		
	4.3 Paging and luggage handling		
	4.4 Rules of the house [for guest and staff]		
	4.5 Black list		
	4.6 Bell Desk and Concierge		
	TOTAL	48	30

Note: Glossary of Terms

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

REFERENCE BOOKS:

1. Check-in Checkout(Jerome Vallen)
2. Hotel front Office Training Manual. (Sudhir Andrews) - Publisher Tata McGraw Hill - Publishing Year 2013
3. Principles of Hotel Front Office Operations (Sue Baker, P. Bradley, J. Huyton) Publisher Hospitality Press - Publishing Year 1998
4. Hotel Front Office (Bruce Braham) Publisher Stanley Thomes - Publishing Year 1993
5. Managing Front Office Operations(Michael Kasavana, Charles Steadmon)

Course: Front Office Foundation - I

Course Code: BHM 103

Semester: - First

Teaching & Examination Scheme: Practical

Teaching Scheme Per Week	Examination Scheme	
Practical Hours	Practical Marks / Duration	Credit Points
03	30 / 03 hrs.	01

COURSE RATIONALE:

The subject aims to establish the importance of 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.

COURSE OUTCOME:

To establish the importance of front office department & its role in the hospitality industry. It helps the students to acquire basic knowledge & skills necessary to industry required standards in this area.

PRACTICAL TOPICS:

Practical No.	Title
1	Telephone Etiquettes and telephone handling.
2	Handling room keys(issuing, receiving, missing keys, computerized key cards)
3	Handling guest mail(of guests who have checked out, in-house and expected)
4	Handling messages and paging for guests.
5	Luggage handling.(along with left luggage procedure)
6	Handling guest enquiries.
7	Handling guests who are blacklisted.
8	Situations on basis of charging.
9	Bell desk activities

Note: Minimum 20 practicals to be conducted.

Course: Basic Housekeeping - I

Course Code: BHM 104

Semester: - First

Teaching & Examination Scheme: Theory

Teaching Scheme Per Week		Examination Scheme			
Lecture Hours	Tutorial Hours	Theory Marks / Duration	Internal Marks	Total	Credit Points
02	01	30/ 1.5 hrs.	40	70	03

COURSE 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 the above.

COURSE OUTCOME:

To establish the importance of housekeeping department & its role in the hospitality industry. It helps the students to acquire basic knowledge & skills necessary to industry required standards in this area.

CURRICULUM:

Unit No.	Title & Contents	Teaching Hours	Marks Weightage
1	<u>Introduction to House Keeping</u> 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	08	04
2	<u>Co-ordination with other Departments</u> Departments like Front Office, Engineering, F & B, Kitchen, Security, Purchase, HRD, Accounts.	06	04
3	<u>Layout of House Keeping Department</u> Sections of the housekeeping department, their functions and layout	06	04
4	<u>Organization of Housekeeping Department</u> 4.1 Hierarchy in large, medium & small hotels 4.2 Attributes of staff. 4.3 Job Descriptions and Job Specifications	08	05
5	<u>Guest Rooms</u> 5.1. Types 5.2. Amenities & facilities for Standard & VIP guest rooms.	08	05
6	<u>Cleaning Equipments</u> 6.1 Classification, use, care & maintenance 6.2 Selection & purchase criteria	05	03

7	<u>Cleaning Agents</u> 7.1 Classification, use, care and storage 7.2 Distribution & Control 7.3 Selection Criteria	07	08
	TOTAL	48	30

Note: Glossary of Terms

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

REFERENCE BOOKS:

1. Housekeeping Training Manual - Sudhir Andrews
2. Hotel, Hostel & Hospital Housekeeping - Brenscon & Lanox

Course: Basic Housekeeping - I

Course Code: BHM 104

Semester: - First

Teaching & Examination Scheme: Practical

Teaching Scheme Per Week	Examination Scheme	
Practical Hours	Practical Marks / Duration	Credit Points
03	30 / 03 hrs.	01

COURSE 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 the above.

COURSE OUTCOME:

To establish the importance of housekeeping department & its role in the hospitality industry. It helps the students to acquire basic knowledge & skills necessary to industry required standards in this area.

PRACTICAL TOPICS:

Practical No.	Title
1	Introduction to the Housekeeping department
2	Introduction to Cleaning Equipments & Cleaning Agents
3	Introduction to Guest Room & supplies and placement
4	Sweeping and Mopping - dry, wet.
5	Polishing of Laminated surfaces and Brass Articles.
6	Polishing of EPNS articles and Copper articles.
7	Cleaning of Glass surfaces.
8	Cleaning of oil painted surfaces.
9	Cleaning of plastic painted surfaces.
10	Vacuum Cleaning
11	Bed making
12	Cleaning of different floor finishes, & use of floor scrubbing machine

Note: Minimum 20 practicals to be conducted.

Course: Catering Science

Course Code: BHM 105

Semester: - First

Teaching & Examination Scheme: Theory

Teaching Scheme Per Week		Examination Scheme			
Lecture Hours	Tutorial Hours	Theory Marks / Duration	Internal Marks	Total	Credit Points
02	-	60 / 2.5 hrs.	40	100	02

COURSE RATIONALE:

This course aims to develop awareness of the importance of hygiene, sanitation and food safety in hotel industry.

COURSE OUTCOME:

The subject's objective is to develop basic awareness of maintenance of hygiene standard in the industry. It also helps taken is acquire knowledge of nutritional requirements of the Human being.

CURRICULUM:

Unit No.	Title & Contents	Teaching Hours	Marks Weightage
1	<u>Importance of Hygiene in the Catering Industry.</u> 1.1 Introduction 1.2 Definitions - hygiene & sanitation 1.3 Significance of hygiene & sanitation in the food industry.	02	04
2	<u>Food Microbiology</u> 2.1 Classification & Morphology of micro-organisms 2.2 Factors affecting growth of micro-organisms 2.3 Control of micro-organisms in relation to food preservation. 2.4 Harmful and useful micro-organisms in the food industry. 2.5 Role of micro-organisms in the production of fermented foods, dairy products, bakery products, alcoholic beverages & vinegar	05	08
3	<u>Food & Water Borne Illnesses</u> 3.1 Food poisoning & food infection, common intestinal parasites. (Definitions, sources of contamination of food, mode of transmission of food borne illness, control of food borne illness.) 3.2 Non-bacterial metal poisoning 3.3 Natural Toxins present in food	05	10

4	<u>Food Protection</u> 4.1 Hygienic Storage - Dry, Refrigerated & Freezer storage & protective display. 4.2 Danger Zone 4.3 Food spoilage - detection and prevention. 4.4 Food contamination & spoilage due to kitchen pests. 4.5 Cross contamination.	03	08
5	<u>Personal Hygiene</u> 5.1 Necessity of personal hygiene. 5.2 Health of staff. 5.3 Sanitary practices 5.4 Protective clothing 5.5 Importance of rest, recreation and exercise.	03	06
6	<u>Food Science Concepts</u> 6.1 Basic S.I. units of length, area, volume, weight 6.2 Temperature (conversion of Celsius Scale to Fahrenheit Scale) 6.3 Definition of density & relative density 6.4 PH - definition & its relevance in Food Industry 6.5 Undesirable browning & its prevention, examples of desirable browning in food preparations 6.6 Important Terminologies (definitions & relevance) Boiling Point, Boiling Under Pressure, Melting Point, Smoking Point, Flash Point, Surface Tension, Osmosis, Humidity, Evaporation, Sol, Gel, Emulsion & Foam	03	06
7	<u>Food Additives</u> Definition, types & their limitations as per PFA Act.	04	08
8	<u>Regulatory Agencies</u> 8.1 Food standards in India 8.2 Common food adulterants and simple tests to detect food adulterants in milk, sugar, turmeric, chilli powder, tea, coffee, semolina flour, ghee, butter, margarine & oil.	04	08
9	<u>Hazard Analysis & Critical Control Points. (HACCP)</u> Importance, definition & usage of HACCP.	03	06
	TOTAL	32	60

Note: Glossary of Terms

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

REFERENCE BOOKS:

1. Food Hygiene & Sanitation - S. Roday - Publisher Tata McGraw Hill - Publishing Year 1998
2. Food Microbiology -Frazier - Publisher Tata McGraw Hill - Publishing Year 1987
3. Complete Catering Science -OFG Kilgour
4. Safe Food Handling -Michel Jacob
5. Prevention of Food Adulteration Act 1954

Course: Communication Skills

Course Code: BHM 106

Semester: - First

Teaching & Examination Scheme: Theory

Teaching Scheme Per Week		Examination Scheme			
Lecture Hours	Tutorial Hours	Theory Marks / Duration	Internal Marks	Total	Credit Points
02	-	60 / 2.5 hrs.	40	100	02

COURSE RATIONALE:

To introduce students to the process of communication & presentation skills needed by the hospitality professional.

COURSE OUTCOME:

To introduce students with the process of communication so that they can identify conditions favorable to effective communication and to teach them basic and applied language skills useful for the study of technical subjects as well as communication, with a particular emphasis on writing and oral presentation skills, which are capabilities needed for professional careers.

CURRICULUM:

Unit No.	Title & Contents	Teaching Hours	Marks Weightage
1	<u>The communication process</u> 1.1 Sender, receiver, message, channel, feedback 1.2 Message conceived, message encoded, channel selected for communication, message perceived, message decoded, message understood and decoded, feedback	03	06
2	<u>Barriers to effective communication</u> Inadequacy of message design, physical appearance, selective attention, prejudice, language difference, inadequate listening, lack of feedback, imperceptions, mannerisms	02	04
3	<u>Listening</u> Need for listening, listening for content, critical listening, empathetic listening, attentive listening	03	04
4	<u>Framework for planning business messages</u> Purpose, audience, structure, style	03	04
5	<u>Written communication skills</u> 5.1 Advantages and disadvantages 5.2 Note making, writing a log book 5.3 Comprehension and précis writing 5.4 Letter writing (letters of enquiry, complaint,	07	17

	apology, order, application accompanied by bio-data, resignation and appreciation.) 5.5 Short formal reports (incidents, events, visits) 5.6 Memos, notices, circulars		
6	<u>Oral communication skills</u> 6.1 Advantages and disadvantages 6.2 Articulation and delivery 6.3 Making speeches and presentations 6.4 Telephone etiquettes 6.5 Restaurant and hotel English	09	17
7	<u>Non -verbal communication</u> Understanding aspects of body language	05	08
	TOTAL	32	60

Note: Glossary of Terms

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

REFERENCE BOOKS:

1. Communication Skills – BV Pathak
2. Business Communication- Sinha
3. Grammar and composition- Wren and Martin

Course: Basic Food Production - II

Course Code: BHM 201

Semester: - Second

Teaching & Examination Scheme: Theory

Teaching Scheme Per Week		Examination Scheme			
Lecture Hours	Tutorial Hours	Theory Marks / Duration	Internal Marks	Total	Credit Points
02	01	30/ 1.5 hrs.	40	70	03

COURSE 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.

COURSE OUTCOME:

The subject will develop additional basic awareness of the technical skills required in the food production department. It also gives a comprehensive insight into the commodities required, their characteristics uses and handling procedures. This shall help students to produce the varieties of dishes suitable for the various establishments. They should also develop the right attitude, good work habits, right cooking techniques, use of correct tools and equipments.

CURRICULUM:

Unit No.	Title & Contents	Teaching Hours	Marks Weightage
1	<u>Introduction to Methods of Cooking</u> Cooking as applied to all commodities studied in SEM 1. Classification & Salient Features of various cooking methods. Temperature precautions Equipments used, their care & maintenance. 1.1 Moist methods of cooking 1.1.1 Steaming with pressure & without pressure 1.1.2 Braising 1.1.3 Poaching 1.1.4 Boiling 1.2 Dry methods of cooking 1.2.1 Baking 1.2.2 Roasting 1.2.3 Grilling 1.2.4 Tandoor 1.3 Frying 1.3.1 Types of frying medium 1.3.2 Sauteing	16	11

	1.3.3 Shallow frying 1.3.4 Deep - frying 1.3.5 Combining the methods 1.3.6 Pressure Frying 1.4 Microwave cooking 1.4.1 Advantages & disadvantages		
2	<u>Stocks</u> 2.1 Definition & uses of stocks 2.2 Classification 2.3 Rules of stock making 2.4 Recipes of 1 litre of various stocks (White, brown, fish and vegetable) 2.5 Glazes & Aspic 2.6 Storage Care	03	03
3	<u>Sauces</u> 3.1 Classification & uses of sauces 3.2 Composition 3.3 Thickening agents 3.4 Recipes of mother sauces 3.5 Finishing of sauces (reducing, straining, de glazing, enriching and seasoning) 3.6 Precautions & rectification, handling & storage 3.7 Derivatives (five each) 3.8 Pan gravies 3.9 Flavored butters	07	03
4	<u>Soups</u> 4.1 Aim of soup making 4.2 Classification of soups - Cream,Puree,Veloute,Chowder , Consomme, National soups	04	03
5	<u>Texture, Accompaniments & Garnishes</u> 5.1 Importance & Characteristics 5.2 Factors affecting textures in food 5.3 Desirable & Non-Desirable Textures with examples 5.4 Difference between Accompaniments & Garnishes	04	02
6	<u>Introduction to Bakery & confectionery</u> 6.1 Definition 6.2 Principles of baking 6.3 Bakery Equipment (small & large) 6.4 Formulas & measurements 6.5 Physical & chemical changes during baking	04	02
7	<u>Characteristics Functions of ingredients in Bakery & Confectionery</u> Flour, Shortening agents , Sweetening agents, Raising agents, Dairy products, Eggs, Sundry materials	04	03
8	<u>Yeast and Dough</u> 8.1 Role of ingredients 8.2 Types - (Rich / lean) 8.3 Methods of bread making 8.4 Stages in bread making	05	03

	8.5 Faults and remedies, Bread Disease, Bread Improvers		
		TOTAL	48
			30

Note: Glossary of Terms

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

Course: Basic Food Production - II

Course Code: BHM 201

Semester: - Second

Teaching & Examination Scheme: Practical

Teaching Scheme Per Week	Examination Scheme	
Practical Hours	Practical Marks / Duration	Credit Points
06	30 / 03 hrs.	02

COURSE 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.

COURSE OUTCOME:

To establish the importance of housekeeping department & its role in the hospitality industry. It helps the students to acquire basic knowledge & skills necessary to industry required standards in this area.

PRACTICAL TOPICS:

Use of different cooking methods Basic Stocks, Soups & Sauces Minimum 20 individual practicals be accomplished consisting of - 50 % Continental menus with breads. 30% Indian Menus, 20 % Break Fast Menus (Indian & Continental).

Note: Practical Examination to be conducted on a Basic Continental menu (Consisting of soup, meat, potato preparation, salad & cold Sweet.)

Course: Food & Beverage Operations

Course Code: BHM 202

Semester: - Second

Teaching & Examination Scheme: Theory

Teaching Scheme Per Week		Examination Scheme			
Lecture Hours	Tutorial Hours	Theory Marks / Duration	Internal Marks	Total	Credit Points
02	01	30/ 1.5 hrs.	40	70	03

COURSE RATIONALE:

The courses will give the students a comprehensive knowledge and develop technical skills in the basic aspects of food and non-alcoholic beverage service operations in the Hotel Industry.

COURSE OUTCOME:

To develop a comprehensive knowledge & understanding of Food & Beverage Operations in the Hotel & Catering industry. It also aims to enable the students to acquire professional competence for Food & Beverage Operations & its related activities.

CURRICULUM:

Unit No.	Title & Contents	Teaching Hours	Marks Weightage
1	<u>Room Service/ In Room Dining Service</u> 1.1 Introduction, general principles 1.2 Cycle of Service, scheduling and staffing 1.3 Forms and Formats 1.4 Order Taking, Suggestive Selling, breakfast cards 1.5 Time management- lead time from order taking to clearance	08	06
2	<u>Buffets</u> 2.1 Definition 2.2 Types of buffets 2.3 Buffet equipment and tables set-up.	08	06
3	<u>Control Methods</u> 3.1 Necessity and functions of a control system, 3.2 Billing Methods - Duplicate & Triplicate System, KOTs & BOTs, Computerized KOTs (Kitchen Order Ticket, Beverage Order Ticket) 3.3 Flow chart of KOT 3.4 Presentation of bill.	07	06
4	<u>Non - Alcoholic Beverages</u> 4.1 Classification 4.2 Hot Beverages - Types, Service	07	04

	4.3 Cold Beverages – Types, Service		
5	<u>Alcoholic Beverages</u> 5.1 Definition 5.2 Classification of Alcoholic Beverages 5.3 Fermentation Process	07	04
6	<u>Beers</u> 6.1 Introductions 6.2 Ingredients used 6.3 Production 6.4 Types and Brands – Indian and International 6.5 Other fermented and brewed beverages – Sake, Cider, Perry	08	04
	TOTAL	47	30

Note: Glossary of Terms

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

REFERENCE BOOKS:

1. Food & Beverage Service – Lillicrap & Cousins
2. Modern Restaurant Service – John Fuller
3. Food & Beverage Service Training Manual – Sudhir Andrews, - Publisher Tata McGraw Hill
4. The Restaurant (from Concept to Operation) – Lipinski
5. Bar and Beverage Book – C. Katsigris, Mary Porter

Course: Food & Beverage Operations

Course Code: BHM 202

Semester: - Second

Teaching & Examination Scheme: Practical

Teaching Scheme Per Week	Examination Scheme	
Practical Hours	Practical Marks / Duration	Credit Points
03	30 / 03 hrs.	01

COURSE RATIONALE:

The courses will give the students a comprehensive knowledge and develop technical skills in the basic aspects of food and non-alcoholic beverage service operations in the Hotel Industry.

COURSE OUTCOME:

To develop a comprehensive knowledge & understanding of Food & Beverage Operations in the Hotel & Catering industry. It also aims to enable the students to acquire professional competence for Food & Beverage Operations & its related activities.

PRACTICAL TOPICS:

Practical No.	Title
1	Revision of practicals from the first semester.
2	Side board Organization
3	Taking an Order -Food & Making a KOT
4	Napkin Folds
5	Points to be remembered while setting a cover and during service
6	Silver Service (Hors D'oeuvre- (Classical Hors D'oeuvres varies to Coffee)
7	Service of Hot & Cold Non-Alcoholic Beverages
8	Indian Cuisine- Accompaniments & Service
9	Service of Beer (Bottled, Canned and Draft).
10	Exercises for planning different menus.
11	Room Service- Tray and trolley lay up, breakfast hanger & service procedure.
12	Mini bar- format and operational procedures.

Note: Minimum 20 practicals to be conducted.

Course: Front Office Foundation - II

Course Code: BHM 203

Semester: - Second

Teaching & Examination Scheme: Theory

Teaching Scheme Per Week		Examination Scheme			
Lecture Hours	Tutorial Hours	Theory Marks / Duration	Internal Marks	Total	Credit Points
02	01	30/ 1.5 hrs.	40	70	03

COURSE RATIONALE:

The subject aims to establish the importance of 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 housekeeping.

COURSE OUTCOME:

To elaborate the knowledge and importance of front office department & its role in the hospitality industry. It helps the students to acquire basic knowledge & skills necessary to industry required standards in this area.

CURRICULUM:

Unit No.	Title & Contents	Teaching Hours	Marks Weightage
1	<u>Reservations</u> 1.1. Importance of guest cycle (Various stages, sectional staff in contact during each stage) 1.2. Modes and sources of reservation. 1.3. Procedure for taking reservations (Reservation form, conventional chart, density chart, booking diary with their detailed working and formats) 1.4. Computerized system (CRS, Instant reservations) 1.5. Types of reservation (guaranteed, confirmed, groups, FIT) 1.6. Procedure for amendments, cancellation and overbooking.	09	06
2	<u>Pre-Arrival Procedures</u> 2.1. Pre arrival activities(Preparing an arrival list, notification etc) 2.2. Procedure for VIP arrival. 2.3. Procedure for group arrival(special arrangements, meal coupons, etc)	09	04
3	<u>Guest Arrival</u> 3.1 Types of registration.(Register, Loose Leaf, Registration Cards) 3.2 Receiving guests. 3.3 Arrival procedure for various categories of guests	09	06

	(Foreigners along with C-forms, FITs- walkin , with confirmed reservation) 3.4 Notification of guest arrival. 3.5 Criteria for taking advance.(Walk-ins, Scanty Baggage etc)		
4	<u>Guest Stay</u> 4.1 Rooming a guest (introduction to the hotel facilities, orientation of the room) 4.2 Procedure for room change 4.3 Safe deposit procedure. 4.4 Assisting guest with all possible information and help(medical etc.)	08	04
5	<u>Guest Departure</u> 5.1. Departure notification 5.2. Task performed at bell desk, cashier /reception. 5.3. Express check outs 5.4. Late check outs and charges.	08	06
6	<u>Methods of Payment</u> 6.1. Credit card handling 6.2. Traveler cheques, Personal checks 6.3. Handling cash Indian , Foreign currency 6.4. Other methods of payment [Travel agent , Bill to Company etc--]	05	04
	TOTAL	48	30

Note: Glossary of Terms

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

REFERENCE BOOKS:

1. Front Office Training Manual – Sudhir Andrews

Course: Front Office Foundation - II

Course Code: BHM 203

Semester: - Second

Teaching & Examination Scheme: Practical

Teaching Scheme Per Week	Examination Scheme	
Practical Hours	Practical Marks / Duration	Credit Points
03	30 / 03 hrs.	01

COURSE RATIONALE:

The subject aims to establish the importance of 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.

COURSE OUTCOME:

To establish the importance of front office department & its role in the hospitality industry. It helps the students to acquire basic knowledge & skills necessary to industry required standards in this area.

PRACTICAL TOPICS:

Practical No.	Title
1	Telephone Etiquettes and telephone handling.
2	Handling room keys (issuing, receiving, missing keys, computerized key cards)
3	Handling guest mail (of guests who have checked out, in-house and expected)
4	Handling messages and paging for guests.
5	Luggage handling.(along with left luggage procedure)
6	Handling guest enquiries.
7	Handling guests who are blacklisted.
8	Situations on basis of charging.
9	Bell desk activities

Note: Minimum 20 practicals to be conducted.

Course: Basic Housekeeping - II

Course Code: BHM 204

Semester: - Second

Teaching & Examination Scheme: Theory

Teaching Scheme Per Week		Examination Scheme			
Lecture Hours	Tutorial Hours	Theory Marks / Duration	Internal Marks	Total	Credit Points
02	01	30/ 1.5 hrs.	40	70	03

COURSE RATIONALE:

The subject aims to establish the importance of housekeeping 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.

COURSE OUTCOME:

To elaborate the knowledge and importance of housekeeping department & its role in the hospitality industry. It helps the students to acquire basic knowledge & skills necessary to industry required standards in this area.

CURRICULUM:

Unit No.	Title & Contents	Teaching Hours	Marks Weightage
1	<u>Cleaning Routine of Housekeeping Department</u> 1.1 General principles of cleaning 1.2 Work routine for floor supervisors and chamber maids 1.3 Rules of the floor	08	04
2	<u>Cleaning Routine of Guest Rooms</u> 2.1 Daily cleaning of occupied, departure, vacant, Under Repair & VIP rooms 2.2 Evening service & second service procedures. 2.3 Weekly / Periodic cleaning – Special Cleaning tasks to be carried out. 2.4 Spring Cleaning procedures	09	06
3	<u>Cleaning Routine of Public Areas</u> 3.1 Areas to be maintained 3.2 Daily, weekly and spring-cleaning procedures for various Public Areas such as Lobby / Lounge, Restaurants, Bar, Banquet Halls, Swimming Pool, Elevators and staircase & corridors.	09	04
4	<u>Key Control</u> 4.1 Computerized keys 4.2 Manual keys 4.3 Key Control Procedures	06	04

5	<u>Control Desk</u> 5.1 Importance of Control Desk 5.2 Records maintained 5.3 Functions performed by C.D.	06	04
6	<u>Housekeeping Supervision</u> 6.1 Importance of supervision 6.2 Checklist for inspection 6.3 Dirty Dozen	05	04
7	<u>Lost And Found Procedure</u> 7.1. Procedure for Guest articles 7.2. Procedure for Lost Hotel Property 7.3. Records maintained	05	04
	TOTAL	48	30

Note: Glossary of Terms

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

REFERENCE BOOKS:

1. Fibres & Fabrics – Brenda Piper Publisher Annerley Publications
2. Housekeeping Training Manual – Sudhir Andrews
3. Hotel, Hostel & Hospital Housekeeping – Brenscon & Lanex

Course: Basic Housekeeping - II

Course Code: BHM 204

Semester: - Second

Teaching & Examination Scheme: Practical

Teaching Scheme Per Week	Examination Scheme	
Practical Hours	Practical Marks / Duration	Credit Points
03	30 / 03 hrs.	01

COURSE RATIONALE:

The subject aims to establish the importance of housekeeping 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.

COURSE OUTCOME:

To elaborate the knowledge and importance of housekeeping department & its role in the hospitality industry. It helps the students to acquire basic knowledge & skills necessary to industry required standards in this area.

PRACTICAL TOPICS:

Practical No.	Title
1	Equipping Maids Carte / Trolley
2	Bed Making - Day / Evening
3	Daily Cleaning of Guest rooms - Departure, occupied and vacant
4	Weekly / Spring Cleaning
5	Daily cleaning of Public Areas (Corridors)
6	Weekly Cleaning of Public Areas
7	Cleaning routine Restaurants / Admin. Offices / Staircases & Elevators / Exterior areas.
8	Inspection records - Checklist
9	Monogramming
10	Mending, Sewing Machine
11	Linen Inventory - Stock Taking
12	Identification and construction of - plain, basket, figured, weaves, pile, satin, twill and sateen.

Note: Minimum 20 practicals to be conducted.

Course: Travel and Tourism

Course Code: BHM 205

Semester: - Second

Teaching & Examination Scheme: Theory

Teaching Scheme Per Week		Examination Scheme			
Lecture Hours	Tutorial Hours	Theory Marks / Duration	Internal Marks	Total	Credit Points
02	-	60/ 2.5 hrs.	40	100	02

COURSE RATIONALE:

To inculcate a sense of importance and establish a link between the tourism industry and the hotel industry and to highlight tourism industry as an alternative career path.

COURSE OUTCOME:

To help you to develop strong business management and communication skills, broadening your job prospects in the tourism industry.

CURRICULUM:

Unit No.	Title & Contents	Teaching Hours	Marks Weightage
1	<u>The Tourism Phenomenon</u> 1.1 Definition – Tourism; Tour; Tourist; Visitor; Excursionist; Domestic; International; Inbound; Outbound; Destination. 1.2 Growth of Tourism / Evolution /History of Tourism & Present status of tourism in India. 1.3 Thomas Cook – Grand Circular Tour	02	04
2	<u>Constituents of Tourism Industry</u> 2.1 Primary Constituents 2.2 Secondary Constituents 2.3 The 4 A's of Tourism – Attraction, Accessibility, Accommodation, Amenities 2.4 Career Opportunities for tourism professionals	04	06
3	<u>Infrastructure of Tourism</u> 3.1 Role of Transport in Tourism 3.2 Modes of Transport: Road, Rail, Air, Sea. 3.3 Types of Accommodation – Main & Supplementary	03	06
4	<u>Types of Tourism</u> 4.1 Types of Tourism: - Various Motivators Holiday, Social & Cultural, MICE Religious, VFR (Visiting Friends and Relatives), Sports, Political, Health, Senior Citizen, Sustainable Tourism 4.2 Alternative Tourism: Eco Tourism, Agro Rural	03	06

	Tourism		
5	<p><u>The Impact of Tourism</u> 5.1 Economic Impact - Employment generation, Foreign Exchange Earnings, multiplier effect, Leakage, Infrastructure development. 5.2 Social, Cultural & Political Impact - Standard of living, passport to peace, International understanding, Social Integration, Regional Growth, National Integration. 5.3 Environmental Impact - Tourism pollution & control, wild life & bird sanctuaries & their protection for tourist industry.</p>	03	06
6	<p><u>The Tourism Organizations</u> 6.1 Objectives, Role & function of: Government Organizations: DOT, ITDC, MTDC, ASI, TFCI. 6.2 Domestic Organizations: TAAI, FHRAI, IATO 6.3 International Organizations: WTO, IATA, PATA. 6.4 NGO: Role of NGO in making responsible tourists.</p>	05	06
7	<p><u>The Travel Agency</u> 7.1 Meaning & Definition of Travel Agent. 7.2 Types of Travel Agent: Retail & Wholesale. 7.3 Functions of Travel Agent. 7.3.1 Provisions of Travel Information 7.3.2 Ticketing 7.3.3 Itinerary Preparation 7.3.4 Planning & Costing 7.3.5 Settling of Accounts, 7.3.6 Liaisons with service providers 7.3.7 Role of Travel Agent in promotion of Tourism.</p>	03	08
8	<p><u>The Tour Operator</u> 8.1 Meaning & Definition 8.2 Types of Tour operator: Inbound, Outbound & Domestic. 8.3 Tour Packaging - definition, components of a tour package 8.4 Types of Package Tour: 8.4.1 Independent Tour 8.4.2 Inclusive Tour 8.4.3 Escorted Tour 8.4.4 Business Tour 8.5 Guides & escorts - Their role and function Qualities required to be a guide or escort.</p>	03	06
9	<p><u>Travel Formalities & Regulations</u> 9.1 Passport - Definition, issuing authority, Types of Passport, Requirements for passport. 9.2 Visa - Definition, issuing authority, Types of visa Requirements for visa. 9.3 Health Regulation - Vaccination, Health Insurance. Economic Regulation - Foreign Exchange</p>	03	06

10	Itinerary Planning 10.1 Definition, Steps to plan a Tour, Route map, Transport booking, Accommodation reservations, Food facilities, Local guide / escort, Climate / seasonality, Shopping & cultural show, Costing	04	06
	TOTAL	33	60

Note: Glossary of Terms

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

REFERENCE BOOKS:

1. Introduction to Travel & Tourism-Michael M. CottmanVan Nostrand Reinhold New York, 1989
2. Travel Agency & Tour Operation Concepts & Principles-Jagmohan Negi - Kanishka Publishes, Distributors, New Delhi, 1997
3. International Tourism - Fundamentals & Practices -A . K. Bhatia -Sterling Publishers Private Limited, 1996
4. A Textbook of Indian Tourism -B. K. Goswami & G. Raveendran -Har - Anand Publications Pvt. Ltd., 2003
5. Dynamics of Modern Tourism -Ratandeep Singh -Kanishka Publishes, Distributors, New Delhi, 1998
6. Tourism Development, Principles and Practices -Fletcher & Cooper-ELBS

Course: Computer Applications

Course Code: BHM 206

Semester: - Second

Teaching & Examination Scheme: Theory

Teaching Scheme Per Week		Examination Scheme			
Lecture Hours	Tutorial Hours	Theory Marks / Duration	Internal Marks	Total	Credit Points
02	-	30/ 1.5 hrs.	40	70	02

COURSE RATIONALE:

The subject aims to give a basic knowledge of computers and its operations and enables the student to operate the computer with enough practice to get confidence.

COURSE OUTCOME:

To acquire computers knowledge pertaining to hospitality industry should be able to utilize the computer & understand data analysis regarding policy decisions of the hotel management.

CURRICULUM:

Unit No.	Title & Contents	Teaching Hours	Marks Weightage
1	<u>Computer Fundamentals</u> 1.1 Features of Computer System 1.2 Block Diagram 1.3 Hardware Input & Output Devices, CPU, RAM, ROM 1.4 Software - System, Application S/W 1.5 Networks - LAN, MAN, WAN, Topologies 1.6 Viruses - Types, Precautions	05	04
2	<u>WINDOWS</u> 2.1 Features 2.2 Terminologies - Desktop, Windows, Wallpaper, Icons, File, Folder, etc. 2.3 Windows Explorer- (Assignment with files, folders) 2.4 Accessories - Paint, Notepad, Calculator.	03	03
3	<u>DOS - (Disk Operating System)</u> 3.1 Introduction, Features 3.2 Internal Commands - DIR, CLS, VER, VOL, DATE, TIME, COPY, TYPE, REN, DEL, CD, MD, RD) 3.3 External Commands - FORMAT, ATTRIB, SCANDISK, TREE, MORE, EDIT etc. 3.4 Wildcards (question mark ?, asterisk *)	02	03
4	<u>MS-WORD</u> 4.1 File Commands, Print, Page Setup	04	03

	4.2 Editing - Cut, Copy, Paste, Find, Replace, etc. 4.3 Formatting Commands - Fonts, Bullets, Borders, Columns, Tabs, Indents 4.4 Tables, Auto Text, Auto Correct 4.5 Mail Merge		
5	<u>MS-EXCEL</u> 5.1 Features, Auto Fill, Custom Lists etc. 5.2 Cell Reference - Relative & Absolute (\$) 5.3 Formulae, Functions (Math/Stats, Text, Date, IF) 5.4 Charts - Types, Parts of the Chart 5.5 Databases (Create, Sort, AutoFilter, Sub Total)	06	03
6	<u>MS-POWERPOINT</u> 6.1 Slide Layout, Slide t. 6.2 ClipArt, Organisational Chart, Graphs, Tables 6.3 Custom Animations, Slide Timings	03	03
7	<u>INTERNET / E-MAIL</u> 7.1 History, 7.2 Pre-requisites for Internet, Role of Modem 7.3 Services - Emailing, Chatting, Surfing, Blog 7.4 Search Engines, Browsers, Dial Up, Domains 7.5 Broadband, Concepts of Web upload, download 7.6 Threats - Spyware, Adware, SPAM	04	03
8	<u>E-Commerce and ERP concepts</u> 8.1 Concepts of B-to-B, B-to-C 8.2 ERP concept, SAP Concepts	02	02
9	<u>DBMS concepts- (Data Base Management Systems)</u> 9.1 Definition- DBMS, Table, Data Types, Record, Fields	01	02
10	<u>MS-ACCESS</u> 10.1 Table Creation, Fields, data Type 10.2 Primary Key Concept 10.3 Add, Edit, Delete records 10.4 Forms, Simple Query	02	04
	TOTAL	32	30

Note: Glossary of Terms

Students should be familiar with the glossary of terms pertaining to above mentioned topics Students should maintain a Log Book, which has all Notes, Pictures from the Internet and all Assignments (which will be marked as part of Practical Exams)

RECOMMENDED BOOKS:

1. Computer Fundamentals - P.K. Sinha, or Rajaraman
2. A First Course In Computers - Sanjay Saxena Publisher Vikas Publishings - Publishing Year 2001
3. DOS Guide - Peter Norton
4. Mastering MS-OFFICE - Lonnie E. Moseley & David M. Boodey Publisher BPB Publications - Publishing Year 1997

Course: Computer Applications

Course Code: BHM 206

Semester: - Second

Teaching & Examination Scheme: Practical

Teaching Scheme Per Week	Examination Scheme	
Practical Hours	Practical Marks / Duration	Credit Points
02	30 / 02 hrs.	01

COURSE RATIONALE:

The subject aims to give a basic knowledge of computers and its operations and enables the student to operate the computer with enough practice to get confidence.

COURSE OUTCOME:

To acquire computers knowledge pertaining to hospitality industry should be able to utilize the computer & understand data analysis regarding policy decisions of the hotel management.

PRACTICAL TOPICS:

Practical No.	Title
1	<u>DOS:-</u> a. To create directories. b. Create files using COPY CON and EDIT. c. Rename and delete files.
2	<u>WINDOWS:-</u> a. Change wallpaper, set screen saver. b. Create folders and files using Notepad. c. Cut, copy and paste files to floppy/ pen drives. d. Create images using Paint. e. Check free disk space and speed of processor. f. Change date and time.
3	<u>WORD: -</u> a. Type recipe of any dish, with its image, with ingredients in a table. b. Create KOT, Students' Resumes with students' photograph. (WORD)
4	<u>EXCEL:-</u> a. List of employees, with salary, b. KOT, c. Report Card with Pass / Fail Result, d. Bills with details of Hotel Rooms, e. Charts, f. Database of Employees with filters
5	<u>POWERPOINT:-</u> a. To present the above information as a presentation as an assignment. b. Use different layouts, organizational chart, design templates, in the presentation.

6	<u>INTERNET:-</u> a. To search and download information from the internet as a topic and submit (Hard / Soft copy). b. Create email id, send mail to faculty as an assignment.
7	<u>ACCESS-</u> a. Create a table(s) where all records can be displayed b. Edited records c. Create a query. d. Create a form

Note: Practical examinations will be based on practical assignments, knowledge of commands and Viva Voce.

Course: Quantity Food Production

Course Code: BHM 301

Semester: - Third

Teaching & Examination Scheme: Theory

Teaching Scheme Per Week		Examination Scheme			
Lecture Hours	Tutorial Hours	Theory Marks / Duration	Internal Marks	Total	Credit Points
02	01	30/ 1.5 hrs.	40	70	03

COURSE RATIONALE:

Based on the sound knowledge of commodities and principles and methods of cooking it is desired to prepare students to evolve good understanding and prepare Indian regional menus in large quantities to suit the occasion. The course further introduces the students to the concepts of cold kitchen & bakery & confectionery.

COURSE OUTCOME:

The subject will develop basic awareness of the technical skills required in the food production department. It also gives a comprehensive insight into the commodities required, their characteristics uses and handling procedures. This shall help students to produce the varieties of dishes suitable for the various establishments. They should also develop the right attitude, good work habits, right cooking techniques, use of correct tools and equipments to prevent nutritional and material loss, wastage and damage.

CURRICULUM:

Unit No.	Title & Contents	Teaching Hours	Marks Weightage
1	<u>Quantity Food Production</u> 1.1 Introduction to large scale / quantity food production.-Industrial, Commercial and Institutional (Hospitals / Schools)	06	04
2	<u>Larder / Garde Manger</u> 2.1 Functions of larder department and Duties & responsibilities of larder chef 2.2 Common terms used in larder department 2.3 Specific essential tools & equipment in the larder.	03	04
3	<u>Fish Mongery</u> 3.1. Introduction to fish mongery, 3.2. Classification of fish with examples(local names also) 3.3. Selection & storage of fish & shell fish 3.4. Cuts of fish 3.5. Cooking of fish 3.6. Preserved & processed fish	06	03

4	<p><u>Meat Cookery</u> 4.1 Understanding meats - Composition, structure & basic quality factors 4.2 Aging, Factors affecting tenderness 4.3 Appropriate cooking methods. 4.3.1 Lamb / Beef / Veal / Pork 2.1. Selection Criteria 2.2. Principles of Storage & thawing 2.3. Cuts (uses & suitable cooking methods) 2.4. Offals 4.3.2 Poultry 4.3.2.1 Selection Criteria 4.3.2.2 Principles of Storage & thawing 4.3.2.3 Cuts of poultry (uses & suitable cooking methods) 4.3.2.4 Description and uses of - Duck, goose, turkey, guinea-fowl & quail.</p>	18	11
5	<p><u>Charcutiere</u> 5.1. Definition & terms 5.2. Production, classification, processing of 5.2.1 Sausages 5.2.1 Forcemeats 5.2.1 Marinades, cures, brines 5.3. Knowledge of cold meat platter 5.4. Types & uses of chaud froid 5.5. Preparing aspic & gelee 5.6. Ham Bacon & Gammon 5.6.1. Difference 5.6.2. Processing 5.6.3. Uses</p>	07	04
6	<p><u>Cake Making</u> 6.1. Role of ingredients 6.2. Recipe balancing 6.3. Method of cake making 6.4. Faults & remedies</p>	08	04
	TOTAL	48	30

Note: Glossary of Terms

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

REFERENCE BOOKS:

1. Art of Indian Cookery - Rocky Mohan Publisher Rolly Books Pvt. Ltd. - Publishing Year 2000
2. Prasad- Cooking with Indian Master, J.Inder Singh Kalra, Publisher - Allied Publications - Publishing Year 1986
3. Modern Cookery (Vol -I & Vol -II) For Teaching & Trade - Philip E Thangam, Publisher Orient Longman

Course: Quantity Food Production

Course Code: BHM 301

Semester: - Third

Teaching & Examination Scheme: Practical

Teaching Scheme Per Week	Examination Scheme	
Practical Hours	Practical Marks / Duration	Credit Points
06	30 / 03 hrs.	02

COURSE RATIONALE:

Based on the sound knowledge of commodities and principles and methods of cooking it is desired to prepare students to evolve good understanding and prepare Indian regional menus in large quantities to suit the occasion. The course further introduces the students to the concepts of cold kitchen & bakery & confectionery.

COURSE OUTCOME:

The subject will develop basic awareness of the technical skills required in the food production department. It also gives a comprehensive insight into the commodities required, their characteristics uses and handling procedures. This shall help students to produce the varieties of dishes suitable for the various establishments. They should also develop the right attitude, good work habits, right cooking techniques, use of correct tools and equipments to prevent nutritional and material loss, wastage and damage.

PRACTICAL TOPICS:

Minimum of 24 Practicals consisting of - 60 % Indian Regional Specialties inclusive of snacks (Cooked in Quantity- Minimum 60 portions) 40 % Basic Bakery & Confectionery Items. Practical Examination to be conducted on regional Indian Menus consisting of meat, vegetable, rice, roti, raita and a sweet preparation.

Course: Beverage Services

Course Code: BHM 302

Semester: - Third

Teaching & Examination Scheme: Theory

Teaching Scheme Per Week		Examination Scheme			
Lecture Hours	Tutorial Hours	Theory Marks / Duration	Internal Marks	Total	Credit Points
02	01	30/ 1.5 hrs.	40	70	03

COURSE RATIONALE:

The courses will give a comprehensive knowledge of the various alcoholic beverage used in the Hospitality Industry. It will give an insight into their history, manufacture, classification, and also to develop technical and specialized skills in the service of the same.

COURSE OUTCOME:

To develop a comprehensive knowledge & understanding of Beverages and Beverage Service in the Hotel & Catering industry. It also aims to enable the students to acquire professional competence for Beverage Service & its related activities.

CURRICULUM:

Unit No.	Title & Contents	Teaching Hours	Marks Weightage
1	<u>Wines</u> 1.1. Introduction, definitions of Wines 1.2. Classification 1.3. Viticulture & Viticulture Methods 1.4. Vinification-Still, Sparking, Aromatized & Fortified Wines 1.5. Vine Diseases	09	04
2	<u>Wines - France, Italy, Spain, Portugal, Germany, New World Wines (South Africa, Australia, USA, Hungary & India) - Categories, Regions, Important Wines with their qualities</u> 2.1. Food & Wine Harmony 2.2. Wine glasses and equipment 2.3. Storage and service of wine.	13	06
3	<u>Aperitifs</u> 3.1 Definition 3.2 Types- Wine based & spirit based	04	04
4	<u>Introduction to Spirits, Distillation process, Pot Still & Patent Still</u>	04	04
5	<u>Spirits</u> 5.1 Whisky Brandy, Rum, Vodka, Gin & Tequila, Production, Types, Brands- Indian and International	10	06

	5.2 Other Alcoholic Beverages- Absinthe, Ouza Aquavit, Silvovitz, Arrack, Feni, Grappa, Calvados & other fruit brandies		
6	<u>Liqueurs</u> 6.1 Types 6.2 Production 6.3 Brands & Service- Indian and International	04	04
7	<u>Tobacco</u> 7.1 Types - Cigars & Cigarettes 7.2 Cigar strengths and sizes 7.3 Brands - Storage and service	04	02
	TOTAL	48	30

Note: Glossary of Terms

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

REFERENCE BOOKS:

1. Food & Beverage Service-Lilicrap & Cousins
2. Modern Restaurant Service- John Fuller
3. Food & Beverages Service Taining Manual-Sudhir Andrews
4. Bar & Beverage Book- Costas Katsigris, Mary Porter, Thomas
5. Professional Guide to Alcoholic Beverages- Lipinski
6. Alcoholic Beverages- Lipinski & Lipinski
7. Bartenders Guide- BD & L.

Course: Beverage Services

Course Code: BHM 302

Semester: - Third

Teaching & Examination Scheme: Practical

Teaching Scheme Per Week	Examination Scheme	
Practical Hours	Practical Marks / Duration	Credit Points
03	30 / 03 hrs.	01

COURSE RATIONALE:

The courses will give a comprehensive knowledge of the various alcoholic beverage used in the Hospitality Industry. It will give an insight into their history, manufacture, classification, and also to develop technical and specialized skills in the service of the same.

COURSE OUTCOME:

To develop a comprehensive knowledge & understanding of Beverages and Beverage Service in the Hotel & Catering industry. It also aims to enable the students to acquire professional competence for Beverage Service & its related activities.

PRACTICAL TOPICS:

Practical No.	Title
1	Conducting Briefing/ De-Briefing for F & B outlets
2	Taking an Order for Beverages.
3	Service of aperitifs
4	Wine bottle, Identification, Glasses, Equipment, Required for service.
5	Reading a wine label (French, German)
6	Types of Glasses & equipment used in the bar
7	Service of Sparkling, Aromatized, Fortified, Still Wines.
8	Menu Planning with wines and service of food & wine
9	Service of cigars and cigarettes.
10	Service of Spirits – Rum, Gin, Vodka, Whisky, Brand y, Tequila etc.

Note: Minimum 20 practicals to be conducted

Course: Front Office Operations - I

Course Code: BHM 303

Semester: - Third

Teaching & Examination Scheme: Theory

Teaching Scheme Per Week		Examination Scheme			
Lecture Hours	Tutorial Hours	Theory Marks / Duration	Internal Marks	Total	Credit Points
02	01	30/ 1.5 hrs.	40	70	03

COURSE RATIONALE:

This course aims to establish the importance of front office operations within the hospitality Industry .It also prepares the student to acquire basic skills and knowledge necessary to successfully identify the required standards in this area and to consider all aspects of cost control and establishing profitability.

COURSE OUTCOME:

To establish the importance of front office Operations & its role in the hospitality industry. It helps the students to acquire basic knowledge & skills necessary to industry required standards in this area.

CURRICULUM:

Unit No.	Title & Contents	Teaching Hours	Marks Weightage
1	<u>Front Office Accounting</u> 1.1. Accounting fundamentals (types of accounts, ledger, folios, vouchers) 1.2. Record keeping system (non automated, semi-automated and fully automated) 1.3. Credit Monitoring and Charge Privileges 1.4. Cash sheet	12	08
2	<u>Calculation of various Statistical data using</u> 2.1. Formulae 2.2.(ARR, Room occupancy %, Double Occupancy%, Foreign Occupancy %, Local Occupancy %, House count)	09	07
3	<u>Reports</u> Daily Report, Revenue Report, Discrepancy Report etc.	09	07
4	<u>Guest Relations</u> 4.1 Hospitality Desk 4.2 Functions and role 4.3 Maintenance of records like guest history card etc) 4.4 Special personality traits for a Guest Relations Executive	09	04

5	Situation Handling 5.1 Complaint handling procedure 5.2 Dealing with unusual situations(Death, theft, fire etc)	09	04
	TOTAL	48	30

Note: Glossary of Terms

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

REFERENCE BOOKS:

1. Hotel front Office Training Manual -Sudhir Andrews
2. Principles of Hotel Front Office Operations - Sue Baker, P. Bradley, J. Huyton
3. Hotel Front Office - Bruce Braham
4. Managing Front Office Operations- Michael Kasavana, Charles Steadmon
5. Check-in Check-out - Jerome Vallen

Course: Front Office Operations - I

Course Code: BHM 303

Semester: - Third

Teaching & Examination Scheme: Practical

Teaching Scheme Per Week	Examination Scheme	
Practical Hours	Practical Marks / Duration	Credit Points
03	30 / 03 hrs.	01

COURSE RATIONALE:

This course aims to establish the importance of front office operations within the hospitality Industry .It also prepares the student to acquire basic skills and knowledge necessary to successfully identify the required standards in this area and to consider all aspects of cost control and establishing profitability.

COURSE OUTCOME:

To establish the importance of front office operations & its role in the hospitality industry. It helps the students to acquire basic knowledge & skills necessary to industry required standards in this area.

PRACTICAL TOPICS:

Practical No.	Title
1	Posting charges in guest folio
2	Practical applications of Credit Monitoring
3	Practical applications of Charge Privilege
4	Late Check-outs
5	Late Charges
6	V.P.O. and Miscellaneous vouchers
7	Allowance vouchers
8	Dealing with guests at the hospitality desk(enhancing the guest experience)

Note: Minimum 20 practicals to be conducted

Course: Hotel Housekeeping - I

Course Code: BHM 304

Semester: - Third

Teaching & Examination Scheme: Theory

Teaching Scheme Per Week		Examination Scheme			
Lecture Hours	Tutorial Hours	Theory Marks / Duration	Internal Marks	Total	Credit Points
02	01	30/ 1.5 hrs.	40	70	03

COURSE RATIONALE:

This course aims to establish the importance of hotel housekeeping services within the hospitality Industry .It also prepares the student to acquire basic skills and knowledge necessary to successfully identify the required standards in this area and to consider all aspects of cost control and establishing profitability.

COURSE OUTCOME:

To establish the importance of hotel housekeeping services & its role in the hospitality industry. It helps the students to acquire basic knowledge & skills necessary to industry required standards in this area.

CURRICULUM:

Unit No.	Title & Contents	Teaching Hours	Marks Weightage
1	<u>Contract Cleaning</u> 1.1 Definition, Concept 1.2 Jobs given on contract by Housekeeping 1.3 Advantages & Disadvantages 1.4 Pricing a contract	07	06
2	<u>Pest Control</u> 2.1 Types of Pests 2.2 Preventive and Control Measures	05	04
3	<u>Safety & Security Processes</u> 3.1 Safety of Guest Property, Hotel Property 3.2 Prevention of accidents, First Aid 3.3 Role & Procedures adopted by the Security Department.	08	04
4	<u>Textiles</u> 4.1 Classification of fibres with examples 4.2 Characteristics and uses of fabrics used in Hotel Industry	07	04
5	<u>Linen & Uniform room Operations, Laundry</u> 5.1. Layout of Linen Room 5.2. Classification & Selection of Linen 5.3. Classification of Bed, Bath, & Restaurant Linen	12	08

	5.4. Sizes of Linen 5.5. Calculation of Linen requirement 5.6. Linen Control – Linen Inventory 5.7. Par stock, Linen Coverage 5.8. Discard management 5.9. Types of laundry equipments & uses 5.10. Typical laundry layout 5.11. Laundry Procedures 5.12. Stains Removal		
6	<u>Flower Arrangement</u> 6.1 Concept, Importance & Principles 6.2 Types and shapes 6.3 Tools, Equipments and Accessories 6.4 Conditioning of Plant Materials	09	04
	TOTAL	48	30

Note: Glossary of Terms

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

REFERENCE BOOKS:

1. Fibres & Fabrics – Brenda Piper
2. Housekeeping Operations – Robert Martin
3. Housekeeping Management – Matt A. Casado (Wiley)

Course: Hotel Housekeeping - I

Course Code: BHM 304

Semester: - Third

Teaching & Examination Scheme: Practical

Teaching Scheme Per Week	Examination Scheme	
Practical Hours	Practical Marks / Duration	Credit Points
03	30 / 03 hrs.	01

COURSE RATIONALE:

This course aims to establish the importance of hotel housekeeping services within the hospitality Industry .It also prepares the student to acquire basic skills and knowledge necessary to successfully identify the required standards in this area and to consider all aspects of cost control and establishing profitability.

COURSE OUTCOME:

To establish the importance of hotel housekeeping services & its role in the hospitality industry. It helps the students to acquire basic knowledge & skills necessary to industry required standards in this area.

PRACTICAL TOPICS:

Practical No.	Title
1	Stain Removal
2	Laundrying Procedure - Starching / Blueing / Ironing
3	Use of Laundry Equipment (Washing Machine)
4	Visit to a Laundry
5	Flower Arrangements - Different shapes and styles - 2Practicals
6	Introduction to Horticultural aspects
7	Pest Control

Note: Minimum 20 practicals to be conducted

Course: Basic Hotel Accounting

Course Code: BHM 305

Semester: - Third

Teaching & Examination Scheme: Theory

Teaching Scheme Per Week		Examination Scheme			
Lecture Hours	Tutorial Hours	Theory Marks / Duration	Internal Marks	Total	Credit Points
02	01	60/ 2.5 hrs.	40	100	02

COURSE RATIONALE:

This subject intends to impart students the basic knowledge of Hotel Accounting required for the Hospitality Management and to prepare them to comprehend and utilize this knowledge for the day-to-day operations of the organization.

COURSE OUTCOME:

The subject gives an in-depth knowledge of various books of records maintained in the Hotel industry. It helps the students is understand the day to day final transactions and its record keeping in Hotels.

CURRICULUM:

Unit No.	Title & Contents	Teaching Hours	Marks Weightage
1	<u>Introduction to Accounting</u> 1.1 Terms and terminologies used in Accounting 1.2 Definition, Objectives and Importance of Accounting and Hotel Accounting	02	05
2	<u>Principles of Double Entry System of Book-keeping</u> 2.1 Nature, Advantages and Principles 2.2 Classification of Accounts 2.3 Rules of Debit and Credit	02	05
3	<u>Journal and Ledger</u> 3.1 Practical problems on Journalising- simple and combination entries 3.2 Posting into Ledger & Balancing of Ledger Accounts	05	08
4	<u>Subsidiary Books</u> 4.1 Advantage, Proformas of Subsidiary books 4.2 Practical problems on preparation of Purchases, Sales, Returns and Special Functions Books.	04	08
5	<u>Cash Book</u> 5.1 Introduction and types of Cash book 5.2 Practical problems on Three column and Analytical Petty Cash Book on Imprest system with special reference to Cash Received Book used in Hotels. 5.3 Meaning, importance and reasons for preparing	05	08

	Bank Reconciliation Statement		
6	<u>Accounting principles</u> 6.1 Accounting Concepts and Conventions 6.2 Capital, Revenue and Deferred Revenue Expenditures and Incomes.	03	05
7	<u>Trial Balance</u> 7.1 Importance, Purpose and advantages 7.2 Practical problem on preparation of Trial balance	03	05
8	<u>Final accounts of Small hotels and Restaurants</u> 8.1 Need for preparation of Trading account, Profit and Loss account and Balance Sheet 8.2 Practical problems on Trading account, Profit and Loss account and Balance Sheet with following adjustments only: Closing stock, Outstanding and Prepaid expenses, Accrued and Pre- received incomes, Depreciation of fixed assets and Staff meals.	07	16
	TOTAL	32	60

Note: Glossary of Terms

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

Reference Books:

1. Double entry Book-keeping -T.S.Grewal Eleventh Revised 2004 S. Chand & Sons 23, Daryaganj New Delhi-2
2. Hotel Accountancy & Finance- S.P Jain & K.L Narang First 1999 Kalyani Publishers B1/1292,Rajinder Nagar, Ludhiana
3. Hotel Accounting & Financial Control - Ozi D’Cunha Gleson Ozi D’Cunha - First-2002- Dickey Enterprises , Kandivali (W) Mumbai
4. Book Keeping& Accountancy – L.N.Chopde, D.H.Choudhary- Fourteenth 1999- Sheth Publishers Pvt. Ltd. Mumbai
5. Accounting in the Hotel & Catering Industry – Richard Kotas – Four – 1981- International Textbook Company

Course: Elective – I (French)

Course Code: BHM 306

Semester: - Third

Teaching & Examination Scheme: Theory

Teaching Scheme Per Week		Examination Scheme			
Lecture Hours	Tutorial Hours	Theory Marks / Duration	Internal Marks	Total	Credit Points
02	-	60/ 2.5 hrs.	40	100	02

COURSE RATIONALE:

The syllabus aims to create an awareness about the importance of French in Hotel Operations, to help acquire the correct pronunciation of French terminology, to enable to use standard phrases in French in Hotel Operations, to give a very basic introduction to spoken French and most important of all, to integrate the French curriculum with the core syllabus of the Course.

COURSE OUTCOME:

French language opens many doors in employment in a variety of occupations such as Teaching, Interpreting and translation, the travel industry, and many more. It is spoken on five different continents.

CURRICULUM:

Unit No.	Title & Contents	Teaching Hours	Marks Weightage
1	<u>General French</u> 1.1 Pronunciation 1.1.1 The Alphabet 1.1.2 The Accents 1.2 Numbers (0 to 100) 1.2.1 Cardinal 1.2.2 Ordinal 1.3 Time (only 24 hr clock) 1.4 Days of the week 1.4.1 Months of the year 1.4.2 Date 1.5 Weights & Measures 1.6 'Formules de politesse' 1.7 Conjugation of verbs in the present tense relevant to the hotel industry (only 'je' and vous' & 'nous' forms) 1.8 Dialogues related to Hotel Operations	10	20
2	<u>Food & Beverage Service</u> 2.1 Restaurant Brigade 2.2 Hot Plate Language 2.3 The French Classical Menu (17courses) with classic examples of each course, terminology and meanings in	12	20

	brief 2.4 Wines 2.4.1 Wines of France, 2.4.2 Wine terminology 2.4.3 Reading a wine label. 2.5 Laying a cover		
3	<u>Food Production</u> 3.1 The Kitchen Brigade 3.2 Ingredients used in Kitchen 3.2.1 Dairy Products 3.2.2 Vegetables 3.2.3 Fruits 3.2.4 Herbs & Spices 3.2.5 Poultry 3.2.6 Fish 3.2.7 Meat 3.2.8 Cereals 3.2.9 Seasonings 3.3 French Cheeses 3.4 Culinary Terms in French 3.5 Recipes	10	20
	TOTAL	32	60

Note: Glossary of Terms

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

REFERENCE BOOKS:

1. Basic French Course for the Hotel Industry – by Catherine Lobo & Sonali Jadhav
2. French for Hotel Management & Tourism Industry – by S. Bhattacharya Publisher Frank Brothers
3. F & B Service - by Dennis Lillicrap, John Courins & Robert Smith
4. Modern Cookery Vol 1 - by Thangam Philip
5. Accounting in the Hotel & Catering Industry – Richard Kotas – Four – 1981- International Textbook Company

Course: Elective – I (Business Communication)

Course Code: BHM 306

Semester: - Third

Teaching & Examination Scheme: Theory

Teaching Scheme Per Week		Examination Scheme			
Lecture Hours	Tutorial Hours	Theory Marks / Duration	Internal Marks	Total	Credit Points
02	-	60/ 2.5 hrs.	40	100	02

COURSE RATIONALE:

To introduce students to the process of communication & presentation skills needed by the hospitality professional.

COURSE OUTCOME:

To introduce students with the process of communication so that they can identify conditions favorable to effective communication and to teach them basic and applied language skills useful for the study of technical subjects as well as communication, with a particular emphasis on writing and oral presentation skills, which are capabilities needed for professional careers.

CURRICULUM:

Unit No.	Title & Contents	Teaching Hours	Marks Weightage
1	<u>Principles of Communication</u> 1.1 Introduction 1.2 Definition of Communication 1.3 Process of Communication 1.4 Basic Purpose of Communication 1.5 Communication Network 1.6 Types of Communication	03	08
2	<u>Oral Communication</u> 2.1 Introduction 2.2 Noise 2.3 Barriers to Communication 2.4 Listening 2.5 Feedback 2.6 Telephonic Message	03	08
3	<u>Mechanics of Writing</u> 3.1 Introduction 3.2 Stages of Writing 3.3 Preparing Notes 3.4 How to Compose Business Messages 3.5 Style and Tone 3.6 Punctuation 3.7 Using Simple Words	04	08

	3.8 Proof Reading		
4	Report Writing 4.1 Introduction 4.2 Five W's and One H 4.3 Report Planning and Types of Reports 4.4 Developing an Outline 4.5 Nature of Heading 4.6 Point Formulation 4.7 Divisions 4.8 Numbering 4.9 Visual Aids	05	08
5	Sections of the Report 5.1 Introduction 5.2 Title Page, Acknowledgement, Letter of Authorization, Letter of Contents, List of Illustrations, Executive Summary/ Synopsis, Abstract, Introduction, Text, Terminal Section, End Matter, Sample Copy of a Report	03	08
6	Circulars, Notices, Memos, Agenda and Minutes 6.1 Introduction 6.2 Circulars & Notices 6.3 Memos 6.4 Agenda 6.5 Minutes	04	06
7	Writing Letters 7.1 Introduction 7.2 Business Letter Format 7.3 Styles of Letter Arrangement 7.4 Types of Letters 7.5 Telegram and Telex Messages 7.6 Facsimiles 7.7 Electronic Mail and Handling Mail 7.8 Maintaining a Diary	06	10
8	Applying for a Job 8.1 Introduction 8.2 Solicited and Unsolicited Letters 8.3 Curriculum Vitae and Resume 8.4 Filling out Employment Applications	04	04
	TOTAL	30	60

Note: Glossary of Terms

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

REFERENCE BOOKS:

1. Communication – C.S. Rayudu
2. Effective Business Communication – Asha Kaul

Course: Specialized Food Production

Course Code: BHM 401

Semester: - Fourth

Teaching & Examination Scheme: Theory

Teaching Scheme Per Week		Examination Scheme			
Lecture Hours	Tutorial Hours	Theory Marks / Duration	Internal Marks	Total	Credit Points
02	01	30/ 1.5 hrs.	40	70	03

COURSE RATIONALE:

The course develops the knowledge and understanding of the international cuisine amongst students.

COURSE OUTCOME:

The subject will develop detailed technical skills required in the food production department. It also gives a comprehensive insight into the commodities required, their characteristics uses and handling procedures. This shall help students to produce the varieties of dishes suitable for the various establishments. They should also develop the right attitude, good work habits, right cooking techniques, use of correct tools and equipments to prevent nutritional and material loss, wastage and damage.

CURRICULUM:

Unit No.	Title & Contents	Teaching Hours	Marks Weightage
1	<u>Nouvelle Cuisine</u> 1.1 Evolution & history 1.2 Salient features 1.3 Difference between Haute Cuisine & Nouvelle Cuisine 1.4 Service Style - points to be considered 1.5 Preparing plated service	04	03
2	<u>Convenience Foods</u> 2.1. Characteristics 2.2. Processing methods 2.3. Advantages & Disadvantages	04	02
3	<u>Appetizers</u> 3.1 Classification with examples 3.2 Classical appetizers 3.3 Precautions for preparing, presenting and storing from food spoilage view	05	03
4	<u>Mousse & Mousseline</u> 4.1 Types of mousse (savoury) 4.2 Preparation of mousse & mousseline 4.3 Difference between mousse & mousseline	06	03

5	<u>Salads</u> 5.1 Classification 5.2 Composition 5.3 Principles of making a salad. 5.4 Classical salads	06	04
6	<u>Sandwiches</u> 6.1 Parts / composition of sandwiches 6.2 Types of bread used in sandwich making 6.3 Types of sandwiches 6.4 Fillings – basic principles of sandwich spread making & fillings. 6.5 Precautions to take while preparing sandwiches 6.6 Storing of sandwiches for health & safety.	05	04
7	<u>Flour Pastries</u> 7.1 Definition & Classification- Short Crust, Hot Water/ choux, Rough Puff, Flaky 7.2 Role of ingredients 7.3 Recipes, methods of preparation 7.4 Do's and Don'ts while preparing Pastry	06	04
8	<u>Cookies</u> 8.1 Definition / introduction 8.2 Types of cookies 8.3 Methods of mixing & Baking	06	04
9	<u>Icing, Frosting & Fillings</u> 9.1 Definition & Uses 9.2 Classification 9.3 Ingredients used	06	03
	TOTAL	48	30

Note: Glossary of Terms

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

REFERENCE BOOKS:

1. The Larder Chef – M.J. Leto & W.H. K.Bode
2. Garnishes- Lyn Rutherford
3. Larousse Gastronomique – Cookery Encyclopedia- Paul Hamlyn
4. Professional Chefs- Art of Garde Manger (4th Edition) Frederic H. Semerschmid
And John F. Nicolas
5. Classical Recipes of the world – Smith, Henry
6. Food Hygiene and Sanitation- S. Roday-Hill Publication

Course: Specialized Food Production

Course Code: BHM 401

Semester: - Fourth

Teaching & Examination Scheme: Practical

Teaching Scheme Per Week	Examination Scheme	
Practical Hours	Practical Marks / Duration	Credit Points
06	30 / 03 hrs.	02

COURSE RATIONALE:

The course develops the knowledge and understanding of the international cuisine amongst students.

COURSE OUTCOME:

The subject will develop detailed technical skills required in the food production department. It also gives a comprehensive insight into the commodities required, their characteristics uses and handling procedures. This shall help students to produce the varieties of dishes suitable for the various establishments. They should also develop the right attitude, good work habits, right cooking techniques, use of correct tools and equipments to prevent nutritional and material loss, wastage and damage.

PRACTICAL TOPICS:

Minimum 20 individual practicals to cover international menus (French, Chinese, Mexican, Italian), menus may be designed so as to cover classical appetizers, soups, main course accompaniments, salads, breads and desserts. Students should be able to put to use knowledge gained about various cuts of meat, fish, poultry and vegetables.

Practical Examination to be conducted on advanced continental menus consisting of appetizer, soup, fish / poultry, potato preparation/ accompaniment, salad, desserts.

Course: Food & Beverage Service and Management

Course Code: BHM 402

Semester: - Fourth

Teaching & Examination Scheme: Theory

Teaching Scheme Per Week		Examination Scheme			
Lecture Hours	Tutorial Hours	Theory Marks / Duration	Internal Marks	Total	Credit Points
02	01	30/ 1.5 hrs.	40	70	03

COURSE RATIONALE:

The students will gain a comprehensive knowledge and develop technical skills in aspects of Specialized Food and Beverage services.

COURSE OUTCOME:

To develop a management skills in the area of Food & Beverage Service in the Hotel & Catering industry. It also aims to enable the students to acquire professional competence for Food & Beverage Management.

CURRICULUM:

Unit No.	Title & Contents	Teaching Hours	Marks Weightage
1	<u>Cocktails</u> 1.1 Introduction, History, Methods of Mixing cocktails 1.2 Rules of mixing cocktails 1.3 Classic Cocktails- Recipes, innovative cocktails & mock tails (at least 5 from each base) 1.4 Cocktail Bar Equipment, garnishes, decorative accessories. 1.5 Definition of other mixed drinks – eg. Cobler, Daisy, Sangaria, etc.	08	05
2	<u>Banquets</u> 2.1 Organization structure, Duties & Responsibilities of banquetting staff 2.2 Administrative Procedures, Formats Maintained 2.3 Banquet Function Prospectus 2.4 Types of Function (Formal and Informal) 2.5 Menu Planning (Indian, Continental, Theme, conference, cocktail, others) 2.6 Seating Arrangements 2.7 Off Premise/ Outdoor catering, Air line/ Railway/ Sea Catering.	08	05
3	<u>Gueridon Service</u> 3.1 Origin and definition 3.2 Types of Trolleys and layout	06	04

	3.3 Special equipment 3.4 Service Procedures 3.5 Service of important classical dishes		
4	<u>Food & Beverage Cost Controls</u> 4.1 The Control Cycle 4.2 Planning Cycle 4.3 Operational Cycle 4.4 Post Operational Cycle	06	04
5	<u>Elements of Cost</u> 5.1 Definition of Cost, Basic Concept of Profits 5.2 Pricing & Control Aspects	06	04
6	<u>Cost Dynamics & Break - Even</u>	06	04
7	<u>Food & Beverage Inventory Control</u> 7.1 Basic Cost Control 7.2 Re order Level 7.3 ABC Analysis 7.4 EOQ	08	04
	TOTAL	48	30

Note: Glossary of Terms

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

REFERENCE BOOKS:

1. Food & Beverage Service- Lillicrap & Cousins
2. Modern Restaurant Service- John Fuller
3. Beverage Book- Andrew, Dunkin & Cousins
4. Bar & Beverage Book- Mary Porter & Kostagris
5. Alcoholic Beverages- Lipinski & Lipinski
6. Food & Beverage Mgmt – Bernard Davis, Andrew Lockwood, Sally Stone

Course: Food & Beverage Service & Management

Course Code: BHM 402

Semester: - Fourth

Teaching & Examination Scheme: Practical

Teaching Scheme Per Week	Examination Scheme	
Practical Hours	Practical Marks / Duration	Credit Points
03	30 / 03 hrs.	01

COURSE RATIONALE:

The students will gain a comprehensive knowledge and develop technical skills in aspects of Specialized Food and Beverage services.

COURSE OUTCOME:

To develop a management skills in the area of Food & Beverage Service in the Hotel & Catering industry. It also aims to enable the students to acquire professional competence for Food & Beverage Management.

PRACTICAL TOPICS:

Practical No.	Title
1	Filling of Banquet function prospectus, Menu Planning & Service (International Menus - French, Chinese, Mexican & Italian)
2	Formal banquets (Seating arrangements and service procedures)
3	Banquet seating styles, formal banquet service
4	Setting up of bar with glasses & equipment
5	Mise-en-place for serving a dish from Gueridon Trolley & Service of dishes (flambe & salads)
6	Setting up of buffets and service procedures.
7	Guest Situation Handling

Note: Minimum 20 practicals to be conducted.

Course: Front Office Operations - II

Course Code: BHM 403

Semester: - Fourth

Teaching & Examination Scheme: Theory

Teaching Scheme Per Week		Examination Scheme			
Lecture Hours	Tutorial Hours	Theory Marks / Duration	Internal Marks	Total	Credit Points
02	01	30/ 1.5 hrs.	40	70	03

COURSE RATIONALE:

This course aims to establish the importance of front office management within the Hospitality Industry. It also prepares the student to acquire skills and knowledge necessary to successfully identify the required standards and Control Systems in this area and to consider managerial decision-making aspects of this department.

COURSE OUTCOME:

To establish the importance of front office management & its role in the hospitality industry. It helps the students to acquire basic knowledge & skills necessary to industry required standards in this area.

CURRICULUM:

Unit No.	Title & Contents	Teaching Hours	Marks Weightage
1	<u>Night Audit</u> 1.1 Concept of Night Audit and Role of Night Auditor 1.2 Night Auditors Report 1.3 Auditing Process(in brief)	13	10
2	<u>Sales Techniques</u> 2.1 Various Sales Tools 2.2 Role of Front Office Personnel in maximizing occupancy 2.3 Overbooking, Repeat guests, Return Reservations. 2.4 Offering Alternatives and Suggestive Selling 2.5 Business related Marketing Techniques	12	10
3	<u>Establishing Room Rates</u> (Rule of Thumb Approach, Hubbart's Formula)	11	04
4	<u>Forecasting Room Availability</u> 4.1 Useful forecasting Data 4.2 Room Availability Forecast 4.3 Forecast forms [sample]	12	06
	TOTAL	48	30

Note: Glossary of Terms

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

REFERENCE BOOKS:

1. Hotel front Office Training Manual. -Sudhir Andrews
2. Principles of Hotel Front Office Operations -sue Baker, P. Bradley, J. Huyton
3. Hotel Front Office Bruce Braham
4. Managing Front Office Operations- Michael Kasavana, Charles Steadmon
5. Checkin Checkout - Jerome Vallen
6. The Hotel Receptionist- Grace Paige, Jane Paige
7. Front Office Procedures and Management - Peter Abbott
8. Front Office operations/ Accommodations Operations-Colin Dix
9. Hotel reception - Paul White and Helen
10. Front Office Operation and Administration (Dennis Foster)

Course: Front Office Operations - II

Course Code: BHM 403

Semester: - Fourth

Teaching & Examination Scheme: Practical

Teaching Scheme Per Week	Examination Scheme	
Practical Hours	Practical Marks / Duration	Credit Points
03	30 / 03 hrs.	01

COURSE RATIONALE:

This course aims to establish the importance of front office management within the Hospitality Industry. It also prepares the student to acquire skills and knowledge necessary to successfully identify the required standards and Control Systems in this area and to consider managerial decision-making aspects of this department.

COURSE OUTCOME:

To establish the importance of front office management & its role in the hospitality industry. It helps the students to acquire basic knowledge & skills necessary to industry required standards in this area.

PRACTICAL TOPICS:

Practical No.	Title
1	Up-selling
2	Suggestive Selling
3	Formats of Night audit process
4	Preparing Forecast sheets-week
5	Preparing Forecast sheets-month
6	Overbooking
7	Increasing Repeat Guests
8	Encouraging Return reservation

Note: Minimum 20 practicals to be conducted.

Course: Hotel Housekeeping - I

Course Code: BHM 404

Semester: - Fourth

Teaching & Examination Scheme: Theory

Teaching Scheme Per Week		Examination Scheme			
Lecture Hours	Tutorial Hours	Theory Marks / Duration	Internal Marks	Total	Credit Points
02	01	30/ 1.5 hrs.	40	70	03

COURSE RATIONALE:

This course aims to establish the importance of housekeeping operations within the Hospitality Industry. It also prepares the student to acquire skills and knowledge necessary to successfully identify the required standards and Control Systems in this area and to consider managerial decision-making aspects of this department.

COURSE OUTCOME:

To establish the importance of housekeeping operations & its role in the hospitality industry. It helps the students to acquire basic knowledge & skills necessary to industry required standards in this area.

CURRICULUM:

Unit No.	Title & Contents	Teaching Hours	Marks Weightage
1	<u>Module Interior Decoration</u> 1.1 Importance & Definition 1.2 Principles of Design 1.3 Elements of Design - Line/ Form/ Color / Texture	10	06
2	<u>Refurbishing & Redecoration</u> 2.1 Definition 2.2 Factors 2.3 Snagging list	08	06
3	<u>Gardening & Horticultural</u> 3.1 Introduction 3.2 Aspects in Housekeeping	10	06
4	<u>Budget & Budgetary Control</u> 4.1 Definition, Concept & importance 4.2 Types of Budgets - operating & capital 4.3 Housekeeping Room Cost	12	08
5	<u>Purchasing System</u> 5.1 Identification & selection of supplier 5.2 Purchase procedure - Purchase order, receiving, storage & issuing 5.3 Concept of ROL, bin card & other records	08	04

	maintain for purchasing		
	TOTAL	48	30

REFERENCE BOOKS:

- 1. Housekeeping Operations - Robert Martin
- 2. Housekeeping Management - Matt A. Casado (Wiley)

Course: Hotel Housekeeping - I

Course Code: BHM 404

Semester: - Fourth

Teaching & Examination Scheme: Practical

Teaching Scheme Per Week	Examination Scheme	
Practical Hours	Practical Marks / Duration	Credit Points
03	30 / 03 hrs.	01

COURSE RATIONALE:

This course aims to establish the importance of housekeeping operations within the Hospitality Industry. It also prepares the student to acquire skills and knowledge necessary to successfully identify the required standards and Control Systems in this area and to consider managerial decision-making aspects of this department.

COURSE OUTCOME:

To establish the importance of housekeeping Operation & its role in the hospitality industry. It helps the students to acquire basic knowledge & skills necessary to industry required standards in this area.

PRACTICAL TOPICS:

Practical No.	Title
1	Basic layout of a Guest Room.
2	Formats of purchase records such as purchase order, bin card, requisition slip etc.
3	Colour Wheel
4	Calculation of staff requirement for house keeping department for 5 star hotels.
5	Calculation of staff requirement for house keeping department for 3 star hotels.
6	Preparing duty rota for supervisory staff.
7	Preparing duty rota for GRA & Public Area attendance.
8	Daily & monthly consumption sheet.

Note: Minimum 20 practicals to be conducted.

Course: Entrepreneurship Development
Course Code: BHM 405
Semester: - Fourth
Teaching & Examination Scheme: Theory

Teaching Scheme Per Week		Examination Scheme			
Lecture Hours	Tutorial Hours	Theory Marks / Duration	Internal Marks	Total	Credit Points
02	-	60 / 2.5 hrs.	40	100	02

COURSE RATIONALE:

To understand the technical, operational and financial feasibility required for setting up an entrepreneurial project. This will develop an attitude to be competitively ahead in the dynamic market situation.

COURSE OUTCOME:

The importance of entrepreneurship development is to create and enable the entrepreneurs initiating and sustaining the process of economic development.

CURRICULUM:

Unit No.	Title & Contents	Teaching Hours	Marks Weightage
1	<u>Introduction to Entrepreneurship and Concept of Entrepreneurship</u>	02	02
2	<u>Qualities & Attributes required for Entrepreneurship</u>	03	04
3	<u>The Entrepreneurial Process</u>	06	08
4	<u>Identifying the Opportunity (SWOT Analysis)</u>	05	08
5	<u>Assessing the Market</u> 5.1 Information gathering techniques 5.2 Principles of market survey 5.3 Analysis of survey data	04	08
6	<u>Resource Mobilization</u>	04	08
7	<u>Budgeting, Accounting & Control</u> Principles of evaluation of quality control	04	10
8	<u>Preparation of a Project Report</u>	04	12
	TOTAL	32	60

Note: Glossary of Terms

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

REFERENCE BOOKS:

1. Entrepreneurship Development - MSBTE.
2. Innovation & Entrepreneurship - Peter Drucker
3. The culture of Entrepreneurship - Berger

Course: Elective – II (Marketing Management)

Course Code: BHM 406

Semester: - Fourth

Teaching & Examination Scheme:

Teaching Scheme Per Week		Examination Scheme			
Lecture Hours	Tutorial Hours	Theory Marks / Duration	Internal Marks	Total	Credit Points
02	-	60 / 2.5 hrs.	40	100	02

COURSE RATIONALE:

The subject aims to make the students understand importance of marketing in Hospitality Industry, concepts of the marketing, buying behaviors, market segmentation and marketing mix strategies for effective marketing of the hotel industry.

COURSE OUTCOME:

To get the knowledge of marketing the services of the hospitality industry and cope with the ever changing aspects. To understand the market, buyer behavior, and to promote the services accordingly which suits the customer and the organization the best.

CURRICULUM:

Unit No.	Title & Contents	Teaching Hours	Marks Weightage
1	<u>Introduction to Marketing</u> 1.1 Definition of Marketing 1.2 Customer Orientation 1.3 Core Concept of Marketing 1.4 Marketing Management – Definition Philosophies and pillars of Marketing management 1.5 Introduction to 7 P's of Marketing mix	03	06
2	<u>Analysis of Current business environment</u> 2.1 Competition 2.2 Economic Environment 2.3 Technological Environment 2.4 Social & Cultural Environment 2.5 Political Environment 2.6 Internal Environment	03	06
3	<u>Consumer Behavior</u> 3.1 Consumer Behavior model 3.2 Factors affecting Consumer Behavior – Cultural, Social, Personal, Psychological	02	04
4	<u>Market Segmentation</u> 4.1 Definition & need for market segmentation 4.2 Basis for segmentation - Geographic,	02	04

	Demographic, Behavioral and Psychographics		
5	<u>Product</u> 5.1 Definition 5.2 Levels of Product 5.3 Hospitality products 5.4 Branding 5.5 New Product Development 5.6 Product Life Cycle 5.7 Product Differentiation	03	06
6	<u>Pricing</u> 6.1 Introduction 6.2 Internal & External affecting pricing 6.3 General Pricing methods 6.4 Pricing strategy adopted by hotels for [Room tariff, F & B Items, Functions, Packages]	03	06
7	<u>Distribution</u> 7.1 Definition and importance of Distribution system 7.2 Channel levels of distributions 7.3 Intermediaries for Hospitality Industry [Travel Agents, Tour Wholesalers, Hotel representatives, National/ regional/ local/ tourist agencies, centralized reservation systems, airline based reservation systems, Internet] 7.4 Franchising 7.5 Alliances 7.6 Location of services	03	07
8	<u>Promotion</u> 8.1 Definition and characteristics of promotion tools 8.2 5 M's of Advertising 8.3 Various Sales promotion tools used in hotels 8.4 Publicity and public relation - Tools and opportunities in the hotel industry 8.5 Principles of personal selling 8.6 Direct Marketing - Telemarketing and internet	06	07
9	<u>Marketing Organization</u> 9.1 Forms of Marketing organization 9.2 Set-up and organization of sales and marketing department 9.2.1 (Individual property, regional/ national chain/ multinational chain) 9.3 Duties of a Marketing Manager	03	06
10	<u>Customer Satisfaction & Quality</u> 10.1 Customer Value and satisfaction 10.2 Five gap model of service quality 10.3 Benefits of service quality 10.4 Retaining customers, handling customer complaints 10.5 Relationship marketing 10.6 Monitoring and measuring customer	04	08

	satisfaction		
		TOTAL	32
			60

Note: Glossary of Terms

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

REFERENCE BOOKS:

1. Marketing for Hospitality & Tourism - Philip Kotler , Bowen & Makens Prentice-Hall Inc
2. Hotel Marketing -S.M.Jha -Himalaya publishing House - Mumbai
3. Hospitality Marketing -Neil Wearne - Hospitality Press Pvt Ltd. - Australia

Course: Elective – II (Human Resource Management)

Course Code: BHM 406

Semester: - Fourth

Teaching & Examination Scheme:

Teaching Scheme Per Week		Examination Scheme			
Lecture Hours	Tutorial Hours	Theory Marks / Duration	Internal Marks	Total	Credit Points
02	-	60 / 2.5 hrs.	40	100	02

COURSE RATIONALE:

The understanding of Human Resources Management will help the students in identifying the significance and its role in the Hotel & Catering Industry. It will also help them to develop an attitude for positive Human Behavior at work.

COURSE OUTCOME:

To understand the importance and role of human resource department in the hospitality industry. It also focuses on the development of the human resource.

CURRICULUM:

Unit No.	Title & Contents	Teaching Hours	Marks Weightage
1	<u>Introduction to Human Resource Management</u> 1.1 Definition 1.2 Nature & Characteristics 1.3 Need for HRM in the Service Industry. 1.4 Role of Human Resource Manager.	03	02
2	<u>Human Resource Planning</u> 2.1 Concepts, Characteristics and Need 2.2 Job Analysis, Job Description & Job Specification 2.3 Recruitment & Selection: Sources & Modes of Recruitment 2.4 Tests & Interviews, Selection Process.	07	14
3	<u>Human Resource Development</u> 3.1 Definition and Characteristics 3.2 Orientation & Induction	06	12
4	<u>Wage & Salary Administration</u> 4.1 Job Evaluation – Concept & Objectives 4.2 Formulation of Compensation Structure 4.3 Regulatory Provisions. 4.4 Fringe Benefits	04	10
5	<u>Grievances & Discipline</u> 5.1 Grievance Handling – Identifying Causes 5.2 Developing Grievance Handling Systems 5.3 Discipline – Concept, Causes of Indiscipline	06	12
6	<u>Labor – Management Relations</u>	06	10

	6.1 Trade Unions – Concept, Objectives & Function 6.2 Collective Bargaining 6.3 Workers Participation in Management. 6.4 Labor Turnover – Causes & Measures to prevent Labor Turnover.		
	TOTAL	32	60

Note: Glossary of Terms

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

REFERENCE BOOKS:

1. Personnel Management & Industrial Relations – Dr P C Shejwalkar & Mr S R Malegaonkar
2. Personnel Management – Mamoria
3. Pramod Verma : Personnel Management in Indian Organisations.
4. Edwin b. Flippo : Personnel Management, McGraw Hill.
5. Human Resource Management in the Hospitality Industry -Frank M /Mary L Monochello
6. Guide for Labour Management – H L Kumar
7. Human Resource Management & Human Relations – V P Michael Arun Monappa & S. Saiyuddain : Personal Management, Tata McGraw Hill.

Course: Advanced Food Production

Course Code: BHM 501

Semester: - Fifth

Teaching & Examination Scheme: Theory

Teaching Scheme Per Week		Examination Scheme			
Lecture Hours	Tutorial Hours	Theory Marks / Duration	Internal Marks	Total	Credit Points
02	01	30/ 1.5 hrs.	40	70	03

COURSE RATIONALE:

Personnel deciding to make a career in the food & beverage productions need to acquire finer skills & through understanding of the managerial principles so that the student is professionally developed.

COURSE OUTCOME:

The subject will develop basic awareness of the technical skills required in the food production department. It also gives a comprehensive insight into the commodities required, their characteristics uses and handling procedures. This shall help students to produce the varieties of dishes suitable for the various establishments. They should also develop the right attitude, good work habits, right cooking techniques, use of correct tools and equipments to prevent nutritional and material loss, wastage and damage.

CURRICULUM:

Unit No.	Title & Contents	Teaching Hours	Marks Weightage
1	<u>International Cuisine</u> 1.1 Introduction to influences of cultures on regions 1.2 Special features with respect to ingredients, methods, presentation styles in the following countries - Asian , European (continental), North & South American & Mexican.	12	04
2	<u>Pates & Galantines</u> 2.1 Types & making of pate 2.2 Commercial pate & pate maison 2.3 Truffle sources, cultivation uses & types of truffles 2.4 Types & making of galantine 2.5 Ballotines	06	04
3	<u>Desserts</u> 3.1 Frozen Deserts 3.2 Classification 3.3 Types & methods of preparation care uses. 3.4 Hot Puddings – Methods of preparation, care, uses 3.5 Ice- creams, methods, types	05	04

	3.6 Indian Specialty Deserts		
4	<u>Chocolate making</u> 4.1 Manufacturing & processing of chocolate Types of chocolate 4.2 Preparations & care in chocolate work 4.3 Fillings & toppings - preparation, method, care in preparation, presentation, and storage	05	03
5	<u>Kitchen Layout & Design</u> 5.1 Information required. 5.2 Areas of the kitchen with recommended dimension. Factors that affect kitchen design. 5.3 Principles of kitchen layout & design. Placement of equipment. 5.4 Flow of work. 5.5 Layouts of kitchens, bakery & confectionery in various organizations. 5.6 Layout of receiving & storage area. 5.7 Layout of service & wash up.	06	03
6	<u>Specialized Kitchen Equipment</u> 6.1 Classification 6.2 Modern Development in equipment manufacture Selection care and maintenance. 6.3 List of industrial equipment manufacturers (Chopper, Bone saw, bread slicing machine, gravity slicer, combi oven, microwave oven, rotary oven, dough sheeter)	04	04
7	<u>Kitchen Stewarding</u> 7.1 Importance of kitchen stewarding 7.2 Hierarchy & staffing in kitchen stewarding department 7.3 Equipment found in kitchen stewarding department	06	04
8	<u>Garbage Disposal</u> 8.1 Introduction 8.2 Ways of accumulation 8.3 Segregation 8.4 Disposal methods 8.5 Importance and maintenance of garbage bins	04	04
	TOTAL	48	30

REFERENCE BOOKS:

1. Professional charcuterie - By John Kinsella and David T. Harvey
2. The Professional Garde Manger - By David Paul Larousse
3. The Art of Garde Manger - By Frederic H. Sonneschmidt, John F. Nicolas.
4. Professional Baking - Wayne Gisslen
5. The Professional Chefs Knife Kit - (Culinary Institute of America).
6. The Professional Chef - (Culinary Institute of America)

7. The Art of Sugar Craft – Sugar paste – By Brenda Purlton
8. The Art of Sugar Craft – Royal Icing – By Brenda Purlton
9. The Art of Sugar Craft – Piping – By Nicholas Lodge
10. The Professional Chefs' – Guide to Kitchen Management – By John Fuller, John Knight, Charles A. Salter
11. Kitchen Planning & Management – By John Fuller & David Kirk

Course: Advanced Food Production

Course Code: BHM 501

Semester: - Fifth

Teaching & Examination Scheme: Practical

Teaching Scheme Per Week	Examination Scheme	
Practical Hours	Practical Marks / Duration	Credit Points
06	30 / 03 hrs.	02

COURSE RATIONALE:

Personnel deciding to make a career in the food & beverage productions need to acquire finer skills & through understanding of the managerial principles so that the student is professionally developed.

COURSE OUTCOME:

The subject will develop basic awareness of the technical skills required in the foodproduction department. It also gives a comprehensive insight into the commodities required, their characteristics uses and handling procedures. This shall help students to produce the varieties of dishes suitable for the various establishments. They should also develop the right attitude, good work habits, right cooking techniques, use of correct tools and equipments to prevent nutritional and material loss, wastage and damage.

PRACTICAL TOPICS:

Practicals (20 Menus)

International menus (Thai, Spanish, British, American etc.) Students should learn making of pates galantine and terrine, classical salads, savouries

Experimental Food Production

Sugar Craft and chocolate confectionery

Advanced Indian Sweet-meats

Note: Practical Examination (International Menus) as above

Course: Advanced Food Services and Management

Course Code: BHM 502

Semester: - Fifth

Teaching & Examination Scheme: Theory

Teaching Scheme Per Week		Examination Scheme			
Lecture Hours	Tutorial Hours	Theory Marks / Duration	Internal Marks	Total	Credit Points
02	01	30/ 1.5 hrs.	40	70	03

COURSE RATIONALE:

This course enables the student to gain a better understanding of the role of Food and Beverage Management in the context of overall catering operations. To familiarize the student with the current trends in hospitality operations like Standard Operating Procedures and Software Applications.

COURSE OUTCOME:

To develop a comprehensive knowledge & understanding of Food & Beverage Service in the Hotel & Catering industry. It also aims to enable the students to acquire professional competence for Food & Beverage Service & its related activities.

CURRICULUM:

Unit No.	Title & Contents	Teaching Hours	Marks Weightage
1	<u>Restaurant planning & Operations</u> 1.1 Types of Restaurants 1.2 Location or site 1.3 Sources of Finance 1.4 Design Consideration 1.5 Furniture 1.6 Lighting and Décor 1.7 Equipment required 1.8 Records maintained 1.9 Licenses required	12	06
2	<u>Bar Planning & Operation</u> 2.1 Types of Bar 2.2 Target clientele 2.3 Location 2.4 Atmosphere and Décor 2.5 Basic elements of layout and design consideration 2.6 Parts of bar 2.7 Beverage control procedures 2.8 Records maintained 2.9 Licenses required 2.10 Equipment required	08	04

3	<u>Personnel Management in F & B Service</u> 3.1 Developing a good F & B Team (desirable attributes for various levels of hierarchy) 3.2 Allocation of work, Task analysis and Duty Rosters 3.3 Performance Measures 3.4 Customer Relations 3.5 Staff Organizations and Training 3.6 Sales Promotion	06	04
4	<u>Budgeting</u> 4.1 Definition & Objectives. 4.2 Kinds of Budgets (Sales Budget, Labour Cost Budget, Overhead Cost Budget) 4.3 Budgeted Trading Account (P & L)	08	04
5	<u>F & B Management in Fast Food and Popular Catering</u> 5.1 Introduction 5.2 Basic policies – Financial marketing and Catering 5.3 Organizing and Staffing 5.4 Control and performance measurement	05	04
6	<u>F & B Management in Hotels & Restaurants</u> 6.1 Introduction 6.2 Basic policies - Financial marketing and Catering 6.3 Organizing and Staffing 6.4 Control and performance measurement	05	04
7	<u>F & B Management in Industrial Catering</u> 7.1 Introduction 7.2 Basic policies - Financial marketing and Catering 7.3 Organizing and Staffing 7.4 Control and performance measurement	04	04
	TOTAL	48	30

REFERENCE BOOKS:

1. Food and Beverage Service – Dennis Lillicrap and John Cousins
2. Food and Beverage Management – Bernard Davis, Andrew Lockwood and Sally Stone.
3. Facility Planning and Design – Edward Kagarian
4. Bar and Beverage Book – Costas Katsigris, Mary Prother & Thomas
5. Theory of Catering – Kinton and Cesarani

Course: Advanced Food Services and Management

Course Code: BHM 502

Semester: - Fifth

Teaching & Examination Scheme: Practical

Teaching Scheme Per Week	Examination Scheme	
Practical Hours	Practical Marks / Duration	Credit Points
03	30 / 03 hrs.	01

COURSE RATIONALE:

This course enables the student to gain a better understanding of the role of Food and Beverage Management in the context of overall catering operations. To familiarize the student with the current trends in hospitality operations like Standard Operating Procedures and Software Applications.

COURSE OUTCOME:

To develop a comprehensive knowledge & understanding of Food & Beverage Service in the Hotel & Catering industry. It also aims to enable the students to acquire professional competence for Food & Beverage Service & its related activities.

PRACTICAL TOPICS:

Practical No.	Title
1	Planning a restaurant (Speciality, fast food, and coffee shop) with the factors mentioned in the theory).
2	Planning of a bar with the factors mentioned in theory
3	Preparation of duty rosters in restaurants and function catering
4	Menu planning - Indian and International with wines
5	Formats of records maintained in restaurants and bars (booking, Diary, KOT, Sales summary sheet, Guest comments, Log Book, etc.)
6	List of restaurant equipment manufacturers (Assignment)
7	List of licenses required (Assignment)
8	Compiling Beverage lists

Note: Minimum 20 practicals to be conducted.

Course: Accommodation Management

Course Code: BHM 503

Semester: Fifth

Teaching & Examination Scheme: Theory

Teaching Scheme Per Week		Examination Scheme			
Lecture Hours	Tutorial Hours	Theory Marks / Duration	Internal Marks	Total	Credit Points
02	01	30/ 1.5 hrs.	40	70	03

COURSE RATIONALE:

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

COURSE OUTCOME:

To establish the importance of accommodation management & its role in the hospitality industry. It helps the students to acquire basic knowledge & skills necessary to industry required standards in this area.

CURRICULUM:

Unit No.	Title & Contents	Teaching Hours	Marks Weightage
1	<u>MICE - Meeting Incentive Convention Exposition</u> 1.1 Concept 1.2 Importance 1.3 Planning for MICE	08	03
2	<u>Sales & Marketing Department</u> 2.1 Organizational Chart 2.2 Role of Sales & Marketing Department 2.3 Co-ordination with Front Office 2.4 Making of a Sales and Marketing and Advertising Plan	08	04
3	<u>Use of computer technology in Rooms Division</u> 3.1 MIS - Management Information System 3.2 Software used in Hotels 3.3 Reports generated at Front Desk and Housekeeping, eg. - 3.3.1 Rooms Status Report 3.3.2 Sales Mix Report 3.3.3 Revenue Report 3.3.4 Guest History	08	04
4	<u>Yield Management</u> 4.1 Concept ARR & Rev PAR 4.2 Definition & importance of Yield Management 4.3 Forecasting	08	04

5	<u>Floor, Floor finishes & Wall Coverings</u> 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	06	06
6	<u>Planning of a Guest Room</u> 6.1 Application of Chapter 1-4 in Planning. 6.2 Size of a Guest Room as per the classification norms 6.3 Layout of the guest room to the scale 6.4 Furniture- size and arrangement 6.5 Bathroom fixtures and amenities 6.6 Planning of Service Areas - Linen Room / Laundry	06	04
7	<u>Environmental Practices in Housekeeping</u> 7.1 Eco friendly cleaning supplies 7.2 Waste reductions programme 7.3 Recycling of materials	04	04
	TOTAL	48	30

REFERENCE BOOKS:

1. Front Office Management & Operations - Linsley Deve aur, Marcel Escoffer
2. Check in - Check Out - Gary Vallen, Jereme, Vallen
3. Managing Front Office Operations - Micheal Kasavana , Richard M Brook
4. Professionals Housekeeper - Georgina Tucker, Schneider, Mary Scoviak
5. Professional Management of H.K. operations- Matt. A. Casado (Wiley)

Course: Advanced Food Services and Management

Course Code: BHM 503

Semester: - Fifth

Teaching & Examination Scheme: Practical

Teaching Scheme Per Week	Examination Scheme	
Practical Hours	Practical Marks / Duration	Credit Points
03	30 / 03 hrs.	01

COURSE RATIONALE:

The subject ends 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.

COURSE OUTCOME:

To establish the importance of accommodation management & its role in the hospitality industry. It helps the students to acquire basic knowledge & skills necessary to industry required standards in this area.

PRACTICAL TOPICS:

Practical No.	Title
1	Planning and Designing of a Lobby (Assignment)
2	Assignment on floor finishing, wall coverings, curtains. (Samples to be collected)
3	Designing a Brochure for a. A heritage Hotel b. Business Hotel and c. Resort
4	Collect five different examples of Hotel Advertisements - Assignment
5	Comparative study of any two MICE destinations
6	Assignment - Workout a model-marketing plan for a Five Star Hotel.
7	Assignment on floor finishing, wall coverings, curtains. (Samples to be collected)
8	Collect five different examples of Hotel Advertisements - Assignment
9	Comparative study of any two MICE destinations

Note: Minimum 20 practicals to be conducted

Course: Research Methodology

Course Code: BHM 504

Semester: Fifth

Teaching & Examination Scheme: Theory

Teaching Scheme Per Week		Examination Scheme			
Lecture Hours	Tutorial Hours	Theory Marks / Duration	Internal Marks	Total	Credit Points
02	-	60 / 2.5 hrs.	40	100	02

COURSE RATIONALE:

To equip the students with the basic understanding of the Research Methodology and to provide an insight into the application of modern analytical tools and techniques for the purpose of management decision making.

COURSE OUTCOME:

Its significance lies in solving various planning and operational problems. It aids in decision making. It involves the study of cause and effect relationships between various variables and helps to identify behavior/patterns/trends in certain variables.

CURRICULUM:

Unit No.	Title & Contents	Teaching Hours	Marks Weightage
1	<u>Introduction to Research</u> 1.1 Scope & Objectives 1.2 Motivation 1.3 Significance 1.4 Types, 1.5 Research Applications, Research Methodology	06	10
2	<u>Research Problem</u> 2.1 Components of a Problem 2.2 Conditions for Selecting Problem 2.3 Research Problem Identification 2.4 Problem Formulation and Statement of Research Objectives 2.5 Techniques of Defining Research Problem	06	10
3	<u>Research Designs and Sample Designs</u> 3.1 Features 3.2 Significance 3.3 Introduction to Types of Research Design 3.4 Sample Design 3.5 Steps in Sample Design 3.6 Types of Sample Design	08	10
4	<u>Data Collection</u> 4.1 Methods of Data Collection 4.2 Survey Methods	06	15

	4.3 Selection of an Appropriate Data Collection Method 4.4 Conditions before Using Secondary Data 4.5 Questionnaire Design		
5	Data Processing 5.1 Editing 5.2 Coding 5.3 Classification 5.4 Tabulation 5.5 Analysis of Data 5.6 Research Proposal 5.7 Research Process	06	15
	TOTAL	32	60

REFERENCE BOOKS:

1. Research Methodology Methods & Techniques - C.R. Kothari
2. Research Methodology - Gupta
3. Management Research Methodology - K.N. Krishnaswamy

Course: Environmental Studies

Course Code: BHM 505

Semester: Fifth

Teaching & Examination Scheme: Theory

Teaching Scheme Per Week		Examination Scheme			
Lecture Hours	Tutorial Hours	Theory Marks / Duration	Internal Marks	Total	Credit Points
02	-	60 / 2.5 hrs.	40	100	02

COURSE RATIONALE:

Environmental studies enlighten us on how to conserve our environment in the face of increasing human population growth and anthropogenic activities that degrade natural resources and ecosystems.

COURSE OUTCOME:

Organisms and humans depend on each other to get by. Environmental studies are important because it enables you to understand how these relationships work. For example, humans breathe out carbon dioxide, which plants need for photosynthesis.

CURRICULUM:

Unit No.	Title & Contents	Teaching Hours	Marks Weightage
1	<u>The Multidisciplinary Nature of Environmental Studies</u> 1.1 Definition, Scope and Importance 1.1.1 Definition 1.1.2 Scope 1.1.3 Importance 1.2 Need for Public Awareness 1.2.1 Institutions in Environment 1.2.2 People in Environment	04	06
2	<u>Natural Resources</u> 2.1 Introduction 2.2 Renewable and Non-Renewable Resources 2.3 Role of an Individual in Conservation of Natural Resources 2.4 Equitable Use of Resources for Sustainable Lifestyles	05	10
3	<u>Ecosystems</u> 3.1 Concept of an Ecosystem 3.2 Structure and Functions of an Ecosystem 3.3 Producers, Consumers and Decomposers 3.4 Energy Flow in the Ecosystem 3.5 Food Chains, Food Webs and Ecological Pyramids	06	08

	3.6 Introduction and Types		
4	<u>Biodiversity</u> 4.1 Introduction – Definition: Genetic, Species, Ecosystem Diversity 4.2 Biogeographic Classification of India 4.3 Value of Biodiversity: Consumptive, Productive Use, Social, Ethical, Aesthetic and Option Values 4.4 Threats to Biodiversity: Habitat Loss, Poaching Of Wildlife, Man-Wildlife Conflicts 4.5 Endangered and Endemic Species of India 4.6 Conservation of Biodiversity: In-Situ and Ex-Situ	06	10
5	<u>Pollution</u> 5.1 Definition 5.2 Causes, Effects and Control Measures Of Pollution: 5.3 Solid Waste Management: Causes, Effects and Control Measures of Urban and Industrial Waste 5.4 Role of Individuals in Pollution Prevention 5.5 Disaster Management: Floods, Earthquakes, Cyclones, Landslides	06	16
6	<u>Social Issues and the Environment</u> 6.1 From Unsustainable to Sustainable Development 6.2 Urban Problems Related to Energy 6.3 Water Conservation, Rain Water Harvesting, Watershed Management 6.4 Climate Change, Global Warming, Acid Rain, Ozone Layer Depletion 6.5 Waste and Reclamation	05	10
	TOTAL	32	60

REFERENCE BOOKS:

1. Environmental Studies – Benny Joseph
2. Fundamentals of Environmental Studies – Basu Mahua

Course: Elective – III (Life Skills)

Course Code: BHM 506

Semester: - Fifth

Teaching & Examination Scheme:

Teaching Scheme Per Week		Examination Scheme			
Lecture Hours	Tutorial Hours	Theory Marks / Duration	Internal Marks	Total	Credit Points
02	-	60 / 2.5 hrs.	40	100	02

COURSE RATIONALE:

Life skills are the abilities a person develops where they can adapt and demonstrate positive behavior, that enable them to deal effectively with the demands and challenges of everyday life.

COURSE OUTCOME:

Life skills are those skills which promote the health and well-being of adolescents, so that the whole individual can become well rounded members of society. These skills include decision making, problem solving, creative thinking, critical thinking, communication, interpersonal relationships, self-awareness, empathy, coping with stress and coping with stressors.

CURRICULUM:

Unit No.	Title & Contents	Teaching Hours	Marks Weightage
1	<u>Learning and Management Skills</u> 1.1 Information and Learning-Information Source 1.2 Information center 1.3 Procedure for Information Search 1.4 Learning 1.5 Memory and Cognition 1.6 Learning on Job 1.7 Learning Practical Skills 1.8 Work team – The key work functions 1.9 Innovating 1.10 Promoting 1.11 Developing 1.12 Team Assessment	06	10
2	<u>Task Management</u> 2.1 Introduction 2.2 Task Identification 2.3 Task Planning 2.4 Task Execution	05	10
3	<u>Team Management Systems</u> 3.1 Recruitment & Selection 3.2 Self-understanding	05	10

	3.3 Performance appraisal 3.4 Team appraisal 3.5 Case study 3.6 Work Allocation 3.7 SWOT of Team		
4	<u>Frustration</u> 4.1 Causes of Frustration 4.2 Effects & Solutions 4.3 Improving Relationship Management 4.4 Why teams Succeed or Fail 4.5 Principles of High Performing Teams	05	10
5	<u>Leadership</u> 5.1 Leadership and Society 5.2 Interpersonal skills	05	10
6	<u>Listening Skills</u> 9.1 Taking down notes 9.2 Listening to different point of views in a group 9.3 Relating views of different persons 9.4 Essentials of good listening 9.5 Deterrents to the listening process	06	10
	TOTAL	32	60

Note: Glossary of Terms

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

REFERENCE BOOKS:

1. Team Management – Charles Margerision
2. Effective Business Communication – Asha Kaul

Course: Elective – III (Yoga and Health Management)

Course Code: BHM 506

Semester: Fifth

Teaching & Examination Scheme:

Teaching Scheme Per Week		Examination Scheme			
Lecture Hours	Tutorial Hours	Theory Marks / Duration	Internal Marks	Total	Credit Points
02	-	60 / 2.5 hrs.	40	100	02

COURSE RATIONALE:

Yoga is an old discipline from India. It is both spiritual and physical. Yoga uses breathing techniques, exercise and meditation. It helps to improve health and happiness.

COURSE OUTCOME:

Increased flexibility, increased muscle strength and tone, improved respiration, energy and vitality, maintaining a balanced metabolism, cardio and circulatory health.

CURRICULUM:

Unit No.	Title & Contents	Teaching Hours	Marks Weightage
1	<u>Yoga and Health Management</u> 1.1 Meaning & Significance 1.2 Factors Affecting Health of Human Being 1.3 Meaning and Definition of Yoga 1.4 Origin of Yoga 1.5 System of Yoga 1.6 Benefits of Yoga 1.7 Eight Limbs of Yoga	08	15
2	<u>Asanas and Pranayama</u> 2.1 Meaning and Definition of Asanas 2.2 Benefits of Asanas 2.3 Benefits of Pranayamas 2.4 Cautions during Pranayama 2.5 Practical	08	15
3	<u>Dhyana</u> 3.1 Meaning & Definition 3.2 Advantages of Dhyana 3.3 Types of Dhyana	08	15
4	<u>Diet and Nutrition</u> 4.1 Meaning 4.2 Importance 4.3 Benefits 4.4 Balance Diet 4.5 Meaning and Importance	08	15

	TOTAL	32	60
--	--------------	----	----

Note: Glossary of Terms

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

REFERENCE BOOKS:

1. Aasana Pranayama Mudra Bandha - Swami Satyanand Saraswati, Yoga Publication Trust, Munger (Bihar)
2. Prana, Pranayama, Pranvidya - Swami Satyanand Saraswati, Yoga Publication Trust, Munger (Bihar)

Course: Project Report

Course Code: BHM 507

Semester: - Fifth

Teaching & Examination Scheme: Project Based

Course Code	Course Name	Examination Scheme			Credit Points
		External	Internal	Total	
BHM 507	Project Report	60	40	100	04

COURSE RATIONALE:

To enable the student to apply the knowledge and skills acquired in the many facets of Hotel Operations, learn to analyze data situations at logical decisions. The project report (dissertation) should be prepared on the following guidelines.

COURSE OUTCOME:

To understand project characteristics and various stages of a project, the conceptual clarity about project organization and feasibility analyses Market, Technical, Financial and Economic, analyze the learning and understand techniques for Project planning, scheduling and Execution Control.

CONTENT FOR THE PROJECT WORK:

Sr. No.	Particulars
1	Cover Page
2	Title Page
3	Certificate
4	Acknowledgment
5	Synopsis
6	Index (Table of Contents)
7	Project Content: Page No., Introduction (Aims & Objectives, History, Primary Data, Explanation of Terms), Research Methodology (Methods adopted for collecting Data), Questionnaires, Interview, Mails etc., Data Analysis & Data Interpretation (Data is depicted with the help of Bar Chart, pie Chart, Graphs, Statistical formulae and interpreted), Conclusions and Limitations, Suggestions / Amendments
8	Annexure
9	Bibliography (List of Reference Books)
10	Questionnaire (Blank Format)

NOTES:

1. The theory hours should be utilized for teaching research methodology and as contact hours with the Guide (Refer point no. 3 below)
2. The Project Report should be market research and field work oriented and related to the Aviation or Hospitality Industry based
3. The Senior Lecturer / Asst Prof./ HOD/ of the concerned course will be the guide for the project report
4. The report should consist of a minimum of 50 pages of the Project Content
5. The font should be Times new roman
6. The font size should be 16 for Chapters, 14 for Headings and 12 for the content with 1.5 line spacing
7. The Synopsis and the Title should be approved by the Project Guide prior to the commencement of the project
8. The documentation and presentation should be conducted before the panel of examiners (one external and one internal). Marks would be awarded for Project Report, Presentation & Viva - voce by the panel of examiners

Course: Industrial Training

Course Code: BHM 601

Semester: - Sixth

Teaching & Examination Scheme: Training Based

Course Code	Course Name	Examination Scheme			Credit Points
		External	Internal	Total	
BHM 601	Industrial Training	120	80	200	08

COURSE RATIONALE:

The Industrial Training enables students to relate the knowledge and skills acquired in the classroom with systems, standards and practices present in the Industry.

COURSE OUTCOME:

Capability to acquire and apply fundamental principles of chosen department in hospitality industry, become master in one's specialized technology, become updated with all the latest changes in the respective field, ability to communicate efficiently, capability and enthusiasm for self-improvement through continuous professional development and life-long learning.

INDUSTRIAL TRAINING:

In this semester the student shall be sent for industrial training for a period of 20 Weeks in a reputed organization (min. 4 star hotel in case a candidate opts for hotel training). The student shall maintain a logbook on daily basis. At the end of the industrial training the student shall submit a training report along with the logbook maintained on daily basis during the period of training and the performance appraisal from each department. The training report is to be prepared by the student in two typed copies and to be submitted to the institution within the stipulated time for assessment. The report will be assessed by the internal examiner and only on the basis of a certificate of the examiner concerned that the training has been satisfactorily completed would the student be allowed to appear for the viva-voce. The training report will be assessed by a panel of examiners comprising of one external examiner (the external would include preferably one from the Aviation or Hospitality Industry of the level of Head of the Department and above) and one internal examiner.

Marks would be awarded as follows by a panel of examiners (one external and one internal):

Particular	Internal	External
Performance Appraisal	40	-
Logbook	40	-
Project Report	-	60
Viva-voce	-	60
Total	80	120

Course: Industrial Training Report

Course Code: BHM 602

Semester: - Sixth

Teaching & Examination Scheme: Training Based

Course Code	Course Name	Examination Scheme			Credit Points
		External	Internal	Total	
BHM 602	Industrial Training Report	120	80	200	06

COURSE RATIONALE:

To enable the student to apply the knowledge and skills acquired in the many facets of Hotel Operations while on industrial training and learn to analyze data situations at logical decisions.

CONTENT FOR THE INDUSTRIAL TRAINING REPORT WORK:

Sr. No.	Particulars
1	Cover Page
2	Title Page
3	Acknowledgment
4	Certificate of Hotel
5	Certificate of Examiner
6	Synopsis
7	Index (Table of Contents)
8	Training Report Content: Details of Learning during the training period
9	Annexure

Marks would be awarded as follows by a panel of examiners (one external and one internal): -

	Internal	External
Internal Assessment	80	-
Training Report	-	60
Viva-voce	-	60
Total	80	120