



**MAHARAJA AGRASEN
HIMALAYAN GARHWAL UNIVERSITY,
UTTARAKHAND**

DHM /BHM

**| COMMON MINIMUM SYLLABUS BASED ON
NEW EDUCATION POLICY 2020,**


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EDITED AND RECCOMENDED BY BOARD OF STUDIES

DEPARTMENT OF MANAGEMENT AND BOARD OF FACULTY, HOTEL MANAGEMENT

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APPROVED BY
ACADEMIC COUNCIL
MAHARAJA AGRASEN HIMALAYAN GARHWAL UNIVERSITY
W.E.F. - ACADEMIC SESSION 2022-23

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**PROPOSED STRUCTURE OF
BACHELOR OF HOTEL MANAGEMENT
&
DIPLOMA IN HOTEL MANAGEMENT
SYLLABUS**

2022-23


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List of all Papers in Eight Semester Semester-wise Titles of the Papers in Hotel Management					
Year	Sem.	Course Code	Paper Title	Theory/ Practical	Credits
<i>Bachelor In Hotel Management[title]</i>					
FIRST YEAR	I	BHM-101	Food Production Foundation-I	T	3
		BHM-102	Food & Beverage Service Foundation-I	T	3
		BHM-103	Introduction to Front Office	T	3
		BHM-104	Introduction To Accommodation Operation	T	3
		BHM-105	Application Of computers	T	3
		BHM-106	Communication Skills	T	3
		BHM-107	Food Production Practical-I	P	3
		BHM-108	Food & Beverage Service Practical-I	P	3
		BHM-109	Personality Development Practical-I	P	2
			Total credit in this semester		26
	II	BHM-201	Food Production Foundation-II	T	3
		BHM-202	Food & Beverage Service Foundation-II	T	3
		BHM-203	Front Office Operations-I	T	3
		BHM-204	Accommodation Operation-I	T	3
		BHM-205	Communication Skills-II	T	3
		BHM-206	Food Production Practical-II	T	3
		BHM-207	Food & Beverage Service Practical-II	P	2
		BHM-208	Front Office Practical-I	P	2
		BHM-209	Accommodation Operation Practical-I	P	2
			Total credit in this semester		24
SECOND YEAR	III	BHM-301	Food Production Operations- I	T	3
		BHM-302	Food & Beverage Operations-I	T	3
		BHM-303	Front Office Operation-II	T	3
		BHM-304	Accommodation Operations-II	T	3
		BHM-305	Hotel Accounts	T	2
		BHM-306	Food Science & Nutrition	T	2
		BHM-307	Food Production Practical-III	P	2
		BHM-308	Food & Beverage Service Practical-III	P	2
		BHM-309	Front Office Operations Practical -II	P	2
		BHM-310	Accommodation Operation Practical-II	P	2
			Total credit in this semester		24

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	IV	BHM-401	Industrial Training	Training	22 Weeks
			Report, Log Book, Attendance Presentation & Viva - Voce		
			Total credit in this semester		24
THIRD YEAR	V	BHM-501	Food Production Operations- II	T	3
		BHM-502	Food & Beverage Operations-II	T	3
		BHM-503	Accommodation Operations-III	T	3
		BHM-504	Fundamentals of Management	T	3
		BHM-505	Travel & Tourism Operations	T	3
		BHM-506	Food Production Practical-IV	T	3
		BHM-507	Food & Beverage Service Practical-IV	P	3
		BHM-508	Accommodation Operation Practical-III	P	3
		BHM-509	Personality Development Practical-II	P	2
			Total credit in this semester		26
	VI	BHM-601	Advanced Food Production	T	3
		BHM-602	Advanced Food & Beverage Service and controls	T	3
		BHM-603	Room Divisions Management	T	3
		BHM-604	Environmental Studies	T	3
		BHM-605	Human Resource Management	T	3
		BHM-606	Food Production Practical-V	P	3
		BHM-607	Food & Beverage Service Practical-V	P	2
		BHM-608	Room Divisions Management Practical	P	2
		BHM-609	Personality Development Practical-III	P	2
			Total credit in this semester		24
FORTH YEAR	VII	BHM-701/702/703	Professional Elective -I		3
		BHM-704/705/706/707/708	Open Elective-I		3
		BHM-709	Fundamental of Hospitality Sales & Marketing		3
		BHM-710	Research Methodology		3
		BHM-711	Financial Management		3
		BHM-712	Facility Planning		3
		BHM-713/714/715	Professional Elective -I Practical		3
		BHM-716	Project-I		3
			Total credit in this semester		24
	VIII	BHM-801	Project -II (Field Project work) BHM 801	Training	22 Weeks
			Total credit in this semester		24

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Subject prerequisites:

To study this course, it is **not** compulsory for the students to have studied Hospitality & any management subject in class 12th.

This course is **open for all** the students who have passed their class 12th examination.

COURSE INTRODUCTION

BHM is a professional course with the intent to inculcate professionalism in the field of Hotel & Tourism industry. The course has a vision to open new horizon for the budding professional of the state in particular and country in general. Uttarakhand is a Hospitality & Tourism state and the tremendous

Program me outcomes (POs):

PO 1	Soft skills and Working Skills: To comprehend, communicate and execute effectively and efficiently in all of their dealings.
PO2	Leadership: To develop abilities to both lead and respect the views, positions and beliefs of others and to plan and manage effectively
PO 3	Innovativeness and Entrepreneurship: To explore issues and problems that needs solutions with entrepreneurial orientation
PO 4	Ethics and Values: To recognize, appreciate and follow ethical standards in all walks of life
PO 5	Adaptability and Sociability: Ready to understand and adapt the changing environment.
PO 6	Research and Analytical abilities: To Explore, analyses and provide solutions on emerging issues concerning various fields including public policy.
PO7	Practical exposure and Employability: Exposure to actual working environment leading to employability
PO8	Environmental Consciousness: In every action, dealing, service and manifestation

Programme specific outcomes (PSOs):

UG 1 Year / Certificate course.....[title]

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Pelamola

BHM-101

1. Do the basic Mise-en-Place in operational kitchen.
2. Use the basic kitchen tools and equipment's
3. Demonstrate cooking methods in Basic vegetable, fruits and egg preparations.

BHM-102

4. Do the basic Misc-en-Place and Misc-en-Scene in operational F&B area,
5. Use the basic tools and equipment's
6. Demonstrate Basic F&B service

BHM-103


7. Classification criteria of Hotels,
8. Use the basic tools and equipment's
9. Duties and responsibilities of front office personals,
10. The front office process and
11. Handling various types of Guest.

BHM-104

12. Usage of tools and equipment's,
13. Housekeeping basic procedures,
14. Basic room amenities and basic room set ups,
15. Handling guest queries

BHM-105

16. Usage of M-S office application,
17. Role and usage of Operating System,
18. Basic understanding of Network setups,
19. Net browsing and E-mailing.


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BHM-106

20. Usage of English language in routine communication.
21. Basics of remedial English,
22. Note making, drafting, routine correspondence handling.
23. Demonstrate basic professional etiquettes

BHM-201

24. Cook dishes using advance and latest cooking methods.
25. Handle basic fish and meat preparation and cooking procedures.
26. Prepare Stocks, Sauces ,Soups & Salads,
27. Use basic baking principles during Bread making

BHM-202

28. Plan menus and serve meals.
29. Handle Breakfast service, demonstrating proper order taking, service and billing process.
30. Help guest in briefing the NON-Alcoholic beverages.
31. Handle various situations of Guest handling.

BHM-203

32. Should know room selling process, make reservations and cancellations.
33. Complete the registration process and bell desk process.
34. Handle front office documentation.

BHM-204

35. Clean rooms, handling different surfaces and maintain records.
36. Handle Housekeeping basic procedures.
37. Prepare various reports.

BHM-205

38. Usage of commodities according to its characteristics,
39. Planning diet as per staple influence,
40. Classify raw materials and demonstrate the role of colouring, flavoring and raising agents.

BHM-206

41. Usage of proper English grammar in dialogue process,
42. Write formal and informal letters and write resume,
43. Deliver speech and handle interviews

Programme specific outcomes (PSOs):
UG II Year/ (Diploma in [title])


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BHM-301

- 44. Cook dishes using traditional Indian cooking methods.
- 45. Handle Tandoor preparation and cooking.
- 46. Prepare Popular regional dishes

BHM-302

- 47. Plan IRD operations.
- 48. Explain the basics of wines.
- 49. Explain beer production and types of beer
- 50. Will be able to understand the role of Aperitifs and Vermouths

BHM-303

- 51. Should know Property management systems.

- 52. Procedure required in Guest check in & Checkout.
- 53. Night audit Process.
- 54. Revenue Control

BHM-304

- 55. Handling linen room, Uniform importance and process.
- 56. Well verse with the laundry operations and procedure.
- 57. Prepare various flower arrangements.
- 58. Knowing housekeeping operations other than hotels.

BHM-305

- 59. What is the role of accounting in business organization to maintain and providing business information to the users of accounting?
- 60. How to prepare and handling different types of accounts.
- 61. Advantages and limitations of trial balance
- 62. Definition, importance and characteristics of audit

BHM-306

- 63. Meal preparation with nutrients in proper amount
- 64. Importance of nutrition for health
- 65. Storage and preservation of food

BHM-401

The objective of Industrial Exposure is to facilitate learners with skills & practices of trade so as to supplement their theory and practical inputs of semester IV and enable them to Industry Ready.

Duration of Exposure: 22 weeks

Students have to submit the following on completion of industrial training to the faculty coordinator at the institute:

- 66. Log book.;
- 67. Appraisal;
- 68. A copy of the offer letter and industry exposure.
- 69. Report in view of requirements of IV semester.
- 70. Power Point presentation on a CD, based on the report.
- 71. Attendance sheet.
- 72. Leave card / Experience Certificate.

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Delamela

Programme specific outcomes (PSOs):
UG III Year / Bachelor of

BHM-501

- 73. Familiarization aspect with Volume feeding
- 74. Precaution while indenting in volume feeding
- 75. Familiarization with China, France, Italy, Spain, Mexico and Middle East cuisine.
- 76. International breads and Dessert

BHM-502

- 77. Plan a Bar setup, do basic Bar Misc-en-place.
- 78. Should be able to handle bar operations, service of liquor and cocktails
- 79. Perform Guerders service.
- 80. Handle Banquet setups and operations

BHM-503

- 81. SOP ,inventory procedure,
- 82. Framing and following the budget
- 83. Handle job allocations,
- 84. Plan Interior decoration and refurbishing

BHM-504

- 85. Managerial functions in a Hotel
- 86. Various process of management
- 87. Managerial control in a Hotel
- 88. Importance of Motivation

BHM-505

- 89. Tourism product development
- 90. Basic aspects of tourism marketing
- 91. Tourism Policies
- 92. Plan keeping in view the Socioeconomic impact of tourism

BHM-506

- 93. Tourism product development
- 94. Basic aspects of tourism marketing
- 95. Tourism Policies
- 96. Plan keeping in view the Socio economic impact of tourism

BHM-601

- 97. Familiarization with day today operation of larder kitchen.
- 98. Charcuterie and its various application
- 99. Convenience Food & Fast Foods
- 100. Application of Icing &Toppings, Frozen Dessert, Chocolate, Meringue and sugar work.
Cold platter and display

BHM-602

- 101 Planning F&B operations
- 102. Menu Engineering, Sales promotions
- 103 Perform F&B Controls and Inventory Controls
- 104 Classification and Types of costs involved in F&B.
- 105 Calculation of Costs and Profits.
- 106 The Break Even Analysis Graph

BHM-603

- 107 Check out and settlement procedure
- 108 Hotel front office accounting process
- 109 Operate Property Management Systems
- 110 Yield management Basics and forecasting
- 111 How to manage front office personnel
- Handle Emergency situations (accident, illness, theft, fire, bomb)

BHM-604

- 112 Planning for Ecotels
- 113 Managing Hotel waste effectively
- 114 Handle Emergency situations (accident, illness, theft, fire, bomb)

BHM-605

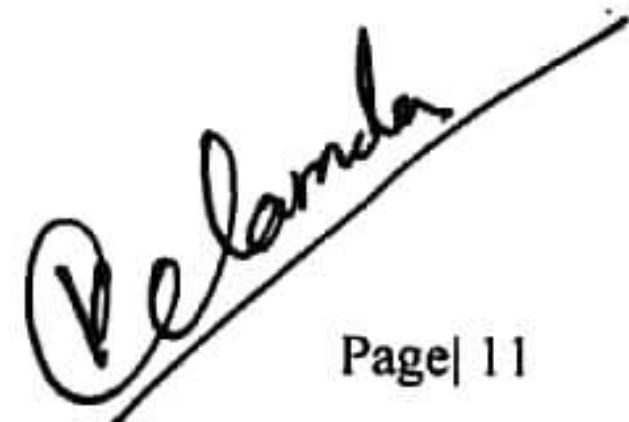
- 115 Students should be able to understand:
- 116 The difference between HR & HRM.
- 117 HR Planning and the process of recruitment & selection.
- 118 Various methods for development of HR.
- 119 Relationship between HR & Hospitality

BHM-606

- 120 Apply the MIS concept in a Hotel
- 121 Operate the online available systems
- 122 Generate various informatory reports

Programme specific outcomes (PSOs):
UG IV Year / Bachelor of


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BHM-701

123 Kitchen and store management.

124 Purchase and receiving procedure and handle various record found in Stores and Kitchen

125 Quality control procedures in kitchen

BHM-702

126 Operations of F&B outlets

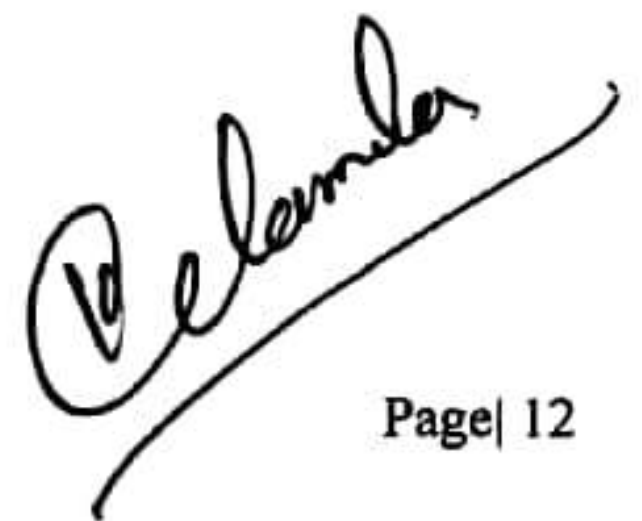
127 Menu management

128 F&B costing and breakeven analysis

129 KOT control system

130 Banquet departments role


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BHM-703

134. Identify the key functions of the Rooms Division department
135. Associate the role of the Rooms Division Manager with the management function of a hospitality provider in an effective manner
136. Explain the rooms division manager/front office manager's role as leader and decision maker
137. Discuss the importance of the Rooms Division department in the service provision within the hospitality context
138. Demonstrate the basic techniques of reservations, registration, room allocation and guest accounting
139. Examine the role of Revenue Management and its application within the Rooms Division department
140. Design standard operational procedures that can be utilized in the management of guest services
141. Identify and examine the various technology packages used in the management of the room MS division department
142. Explain the role of Rooms Division managers in managing human resources.

BHM-704

143. Be a good customer relationship manager
144. Should practice customer retention strategies in operating areas
145. Should use customer information in ethical way for better practices

BHM-705

146. Conceive idea for entrepreneurship
147. Develop an entrepreneurship proposal
148. Do the feasibility study
149. Utilize Govt. schemes and coordinate with funding agencies

BHM-706

150. Behavioral approaches during handling human resource
151. Resolving conflicts & handling stress.
153. Develop ethical work behavior

BHM-707

154. Students after undergoing this course should be able to develop plan aligned with TQM concepts and should be able to develop practices as per TQM standards

BHM-708

155. The students taking this course should be able to understand the basics of French Language and should understand communicative phrases of French used in Hospitality operations.

BHM-709

156. Usage of marketing concepts in Hospitality sector.
157. Understand the difference between sales & marketing.
158. Be coming responsive towards changing trends of market.
159. Utilizing marketing tools effectively when needed

BHM-710

160. Usage of Research tools Hospitality sector.
162. Develop research hypothesis
163. Undertake a research project and write a report with complete data analysis

BHM-711

164. Prepare and Use of Financial Statements in Hospitality sector.
165. Perform various ratio analysis
166. Prepare Budgets

BHM-801**INDUSTRIAL EXPOSURE (On the Job Training)**

The objective of Industrial Exposure is to facilitate learners with skills & practices of trade so as to supplement their theory and practical inputs of semester VII and enable them to Industry Ready.

Duration of Exposure: 22 weeks

Internal Assessment & External Assessment			
Internal Assessment	Marks 30	External Assessment	Marks 70
Assignment and Seminars for all theory papers throughout the semester in all semesters	10	Theory paper Semester 01	70
Extracurricular activities, outdoor learning and other related activities throughout the semester in all semesters	10	Theory paper Semester 02	70
Overall performance throughout the semester including (Behavior, Discipline and Attendance)	05	Theory paper Semester 03	70
Class test, oral presentation and presentation related to each subject and topic	05	Theory paper Semester 04	70
Viva voce for all related papers with hardcopy (Dissertation, Project, Industrial Training Report etc.)	10	Theory paper Semester 05	70
Viva Voce for all related papers Grooming and overall dress sense (Uniform)	10	Theory paper Semester 06	70
Viva voce presentation and question handling	10	Theory paper Semester 07	70
		Theory paper Semester 08	70

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CERTIFICATE COURSE IN HOTEL OPERATION		
Programme: <i>Certificate Course in Hotel Operation</i>		Year: I Semester: I Paper-I
Course Code: BHM 101	Course Title: <u>FOOD PRODUCTION FOUNDATION – I (BHM – 101)</u>	
Course outcomes: 1. Do the basic Mise-en –Place in operational kitchen, 2. Use the basic kitchen tools and equipment's, 3. Demonstrate cooking methods in Basic vegetable, fruits and egg preparations		
Credits: 3		Compulsory
Max. Marks: 30+70		Min. Passing Marks:
Total No. of Lectures-Tutorials-Practical (in hours per week): L-T-P:		
Unit	Topics	No. of Lectures Total=47
I	Introduction to the art of cookery:- Culinary history. Origins of modern cookery. Aims and objectives of cooking food	
II	Kitchen Hygiene and Professionalism:- Personal hygiene, their importance Importance of Kitchen Uniform, Attitude towards work, Safety in Kitchen.	
III	Kitchen Organization:- Kitchen layout, Modern kitchen Brigade, Hierarchy and function Duties and responsibilities of Executive Chef, Sous chef and Chef de partie Brief Introduction to Different sections of kitchen & liaison with other Sections	
IV	Equipment and Tools:- Introduction to different Knives & and its parts used in Kitchen and its care. Classification of different equipment's, types of ovens Uses, maintenance, criteria for selection of equipment's	
V	Methods of Cooking:- Transfer of heat Basic Preparation and Planning in Kitchen. Classification of cooking methods-boiling, roasting, poaching, braising, grilling, baking, broiling, stewing, sautéing, blanching, steaming.	
VI	Vegetables and fruit cookery:- Classification of vegetables and fruits with example of each Cooking & Storing of vegetables and fruits Cuts of Vegetable, Pigments, Mire poix, Matignon	
VII	Egg cookery:- Structure of egg, types, cooking methods, uses in cookery Selection, purchasing and storing of eggs, testing of eggs.	

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Suggested Readings:

Practical Cookery, Victor Ceserani & Ronald Kinton, ELBS; Theory of Catering, Victor Ceserani & Ronald Kinton, ELBS; Theory of Cookery, Mrs. K. Arora, Frank Brothers; Chef Manual of Kitchen Management, Fuller, John; Theory of Cookery, Dr. S. K. Singh & P. Chomplay, Aman Publication.

Further Suggestions:

Year-I/Semester-I

Programme/Class: Degree	Year: First	Semester: First
Course Code: BHM-102	Course Title: <u>FOOD & BEVERAGE SERVICE FOUNDATION –I (BHM 102)</u>	
Course outcomes: 1. Do the basic Misc-en –Place and Misc-en –Scene in operational F&B area, 2. Use the basic tools and equipment's, 3. Demonstrate Basic F&B service.		
Credits: 3		Compulsory
Max. Marks: 30+70		Min. Passing Marks:
Total No. of Lectures-Tutorials-Practical (in hours per week): L-T-P:		
Unit	Topics	No. of Lectures Total=48
I	The Food & Beverage Service Industry:- Introduction to the Food & Beverage Industry Classification and various sectors of Catering Industry	
II	Introduction to F & B Service operations:- Restaurant, Coffee Shop, Room Service, Bars, Banquets, Discotheques, Still Room, Room, Snack Bar, executive lounges, business center's & Night Clubs, Bistro, Pubs, Kiosks, Casinos, Fast Foods, Take away, Buffet Restaurants, etc.	
III	F & B Service Tools, Equipment and Furnishings:- Classification Various Tools and Equipment's Usage of Equipment Types, Sizes and usage of Furniture, Linen, Napkins, Chinaware, Silverware, Glassware & Disposables. Special & Other Equipment, Tools and Furnishings – PDA's, Electronic Pourers, Tray Jacks, Electronic chillers, Coffee plungers, Bar Guns, Induction Warmers, Mats, Runners, Props, other new concepts of modern furnishings, Care and maintenance.	
IV	Food & Beverage Service Personnel:- Basic Etiquettes for Catering staff, Attitude & Attributes of a Food & Beverage personnel and competencies. Food & Beverage Service Organization Job Descriptions & Job Specifications of F& B Service Staff, Interdepartmental Coordination.	

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V	Mise-en- Scene and Mise-en- place:- In F & B operations/outlets	
VI	Food & Beverage Service Methods:- Table Service-Silver/English, Family, American/Pre plated, Butler/French, Russian Self Service-Buffer & Cafeteria Specialized Service-Guerdons, Trolley, Lounge, Room, etc., Single Point Service-Take Away, Vending, Kiosks, Food Courts & Bars, Automats	
VII	Food & Beverage Terminology:- Related to the inputs of the semester	
Suggested Readings: Food & Beverage Service Training Manual-Sudhir Andrews, Tata McGraw Hill; Food & Beverage Service –Lillicrap & Cousins, ELBS; Modern Restaurant Service –John Fuller, Hutchinson; Food & Beverage Service- Bobby George.		
Further Suggestions:		

Year-I/Semester-I

Programme/Class: Degree	Year: First	Semester: First
Course Code: BHM-103	Course Title: Front Office Operations I, BHM-103	
Course outcomes: 1. Classification criteria of Hotels. 2. Use the basic tools and equipment's, 3. Duties and responsibilities of front office personals, 4. The front office process and 5. Handling various types of Guest..		
Credits: 3		Compulsory
Max. Marks: 30+70		Min. Passing Marks:
Total No. of Lectures-Tutorials-Practical (in hours per week): L-T-P:		
Unit	Topics	No. of Lectures Total=49
I	INTRODUCTION TO HOSPITALITY INDUSTRY:- Hospitality and its Origin/History/Meaning & Definition Tourism Industry and its Importance, Defining Hotel, Hotels evolution and growth in the world & India	
II	CLASSIFICATION OF HOTELS:- On the basis of Size/Star/Location / Clientele/Ownership basis/Length of stay/Level of service/Boatels/ Floatels/ Rotels/Management and Affiliation/Heritage hotels/eco hotels/suite hotels/Resorts etc.	

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III	INTRODUCTION TO FRONT OFFICE:- Organizational / Hierarchy Chart Front office functional area/Ancillary areas Front office layout & Equipment's Types of Rooms, Suites, Executive floors or Club floor Concepts	
IV	FRONT OFFICE ORGANIZATION:- Duties and Responsibilities of F.O Persons. F.O co-ordination with other Departments Attributes of Front Office Personnel	
V	THE GUEST:- Defining Guest & Their basic requirements. Types of Guests- F.I.T, Business Travelers, G.I.T, S.I.T, Domestic, Foreigners.	
VI	GLOSSARY OF TERMS (With Reference to above topics)	
Suggested Readings: Managing front office operations by M.Kasavana; Hotel F.O. Training manual by Suvradheep Gauranga Ghosh; Front Office Management by S.k Bhatnagar; Hotel front office management by James Bardi; Hotel Front Office- Operations & Management By- Jata Shankar. R. Tewari; Hotel Front Office- A Training Manual By- Sudhir Andrews; Front Operation & Administration. By- Dennis Foster; Front office procedures & Management. By- Peter Abbot		
Further Suggestions:		

Year-I/Semester-I

Programme/Class: Degree	Year: First	Semester: First
Course Code: BHM 104	Course Title: Accommodation Operations-I, BHM-104	
Course outcomes: 1. Usage of tools and equipment's, 2. Housekeeping basic procedures, 3. Basic room amenities and basic room setups, 4. Handling guest queries		
Credits: 3	Compulsory	
Max. Marks: 30+70	Min. Passing Marks:	
Total No. of Lectures-Tutorials-Practical (in hours per week): L-T-P:		
Unit	Topics	No. of Lectures Total=46

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I	INTRODUCTION:- Meaning & Definition Importance of Housekeeping Responsibilities of Housekeeping Department	
	Organizational Structure Housekeeping functional area/Ancillary areas Housekeeping layout	
II	HOUSEKEEPING ORGANIZATION:- Duties and Responsibilities of Housekeeping Persons. Housekeeping co-ordination with other Departments Attributes of Housekeeping Personnel	
III	HOUSEKEEPING TOOLS & Equipment's:- Classification of Equipment's The various Tools & its usage Basics of Handling Cleaning equipment's	
IV	THE HOTEL GUEST ROOMS:- Types of guest rooms Layout of guest rooms (Types) Layout of Floor pantry Basic Room amenities	
V	House Keeping Procedures:- Basics of cleaning Procedures Housekeeping Control Desk, Importance, Role, Co-ordination Key Handling & Control Forms, Formats & registers used in Control Desk Handling Guest query & requests	
VI	GLOSSARY OF TERMS(With reference to above topics)	
Suggested Readings: Hotel Housekeeping Training Manual, By- Sudhir Andrews; Housekeeping Operation & Management, By- Malini Singh; Hotel Housekeeping Management & Operations, By- Sudhir Andrews; Hotel Housekeeping Operations & Management, By- G. Raghubalan & Smritee Raghubalan		
Further Suggestions:		

Year-I/Semester-I

Programme/Class: Degree	Year: First	Semester: First
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Course Code: BHM 105		Course Title: <u>APPLICATION OF COMPUTERS (AOC) BHM 105</u>	
Course outcomes: <ol style="list-style-type: none"> 1. Usage of M-S office application. 2. Role and usage of Operating System. 3. Basic understanding of Network setups. 4. Net browsing and E-mailing 			
Credits: 3		Compulsory	
Max. Marks: 30+70		Min. Passing Marks:	
Total No. of Lectures-Tutorials-Practical (in hours per week): L-T-P:			
Unit	Topics		No. of Lectures Total=45
I	INTRODUCTION TO COMPUTERS:- What is a computer, Components of a computer system, generation of computers, Storage devices, CD ROM's, Pen Drives, other external storage devices.		
II	OPERATING SYSTEMS:- Introduction, Functions, types and Components.		
III	WORD PROCESSING, SPREAD SHEETS AND PRESENTATIONS:- What is Word Processing, Features of MS WORD, Editing Commands and Mail merge Understanding spreadsheet, Features, Formulae and functions. If Statement, preparing sample worksheets, Preparing Different graphs. Features of POWER POINT, Preparing a presentation Preparing an Organization chart		
IV	Networks & Networking:- Describe the concept of connectivity, Basic understanding of various kinds of network topologies, Identify the various types of networks and show an overview understanding of local area network.		
V	Going Online:- Explain the scope of features offered by online information services. Describe basic Internet concepts. Define "browser" and explain the basic concepts of browsing and the operation of a browser. Describe the scope of Internet resources and the various types of Internet applications.		
VI	INTRODUCTION TO INTERNET:- What is Internet, Network, Network of Networks, WWW, Search Engines, e- mail, creating web page.		
Suggested Readings: Fundamental of Computers, S.Jain. BPB Publication: Mastering Microsoft Office, Lonnie E. Moseley & David M. Boodey, BPB Publication			

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FOOD PRODUCTION PRACTICAL – BHM 106

	Topics
1	Familiarization and Understanding the usage of equipment and tools
2	Proper usage of a kitchen knife and hand tools
3	Familiarization & identification of commonly used raw material: For commodities listed in theory.
4	Basic hygiene practices to be observed in the kitchen & Importance of Kitchen Uniform.
5	First aid for cuts & burns & Safety practices to be observed in the kitchen
6	Basic cuts of vegetables: Julienne, Jardinière, Brunnoise, Macedoine, Payssane, Chiffonade, Wedges, Mirepoix, Fluting, Turned.
7	Methods of Cooking:
A	Boiling: Potato and Rice (Drain and Absorption method)
B	Poaching: Egg and Fruits
C	Steaming: Pudding and Vegetables
D	Stewing: Vegetable stew and Bean Stew
E	Frying: Fritters and Patties
F	Sautéing and Stir Frying: Vegetable and Noodles
G	Roasting: Potato and Vegetable roast
H	Grilling: Vegetable and Cottage Cheese,
I	Braising: Vegetables
J	Broiling: Breads, Spices
K	Baking: Potato and vegetable
8	Egg cookery including 5 classical preparations

Practical:

	Topics
1	Restaurant Etiquettes
2	Restaurant Hygiene practices
3	Practicing Mise- En –Scene activities
4	Practicing Mise- En –Place activities
5	Identification of Tools, Equipment's, Cutlery, Crockery, Glass & Chinaware, Flatware, Hollowware, Table Appointments, Linen etc.
6	Care and Maintenance of various Tools, Equipment's, Flatware's, Hollowware's etc.
7	Side board Organization
8	Laying & Relaying of Table cloth
9	practicing 7 to 10 Napkin folds
10	Rules for Laying a basic Cover
11	Carrying a Salver/Tray
12	Service of Water
13	Handling the Service Gear
14	Carrying Plates, Glasses & other Equipment's
15	Clearing an Ashtray
16	Handling precautions.

PERSONALITY DEVELOPMENT PRACTICES-1 (BHM 108)

Topics

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1	Elements of Personality Development
	Understanding Elements of Personality, Advantages and Disadvantages.
2	Personality Enrichment
	Grooming, Personal hygiene, Basic Etiquettes, Social, Business and Dining Etiquettes, Body Language –use and misuse
3	Developing Communication Skills
	Writing phrases, stories, short notes, news briefs
	Practicing routine dialogues between –Friends (one to one, Group), Teachers, developing class room participation.
	Presentation Skills- Dressing for presentation, Preparing short notes, Using PPT.
4	Interpersonal Skills
	Dealing with seniors, colleagues, juniors, teachers etc. at work place. Art of good Conversation, Art of Intelligent Listening.
5	Telephone conversation
	Thumb rules, voice modulation, tone, do's & don'ts, manners and accent.

Year-I/Semester-II

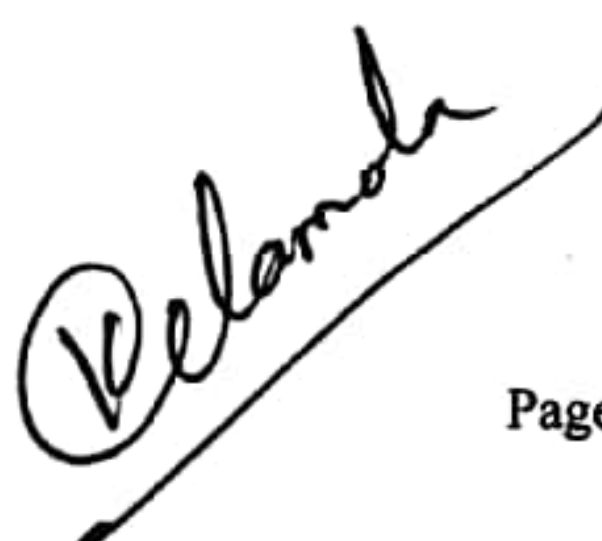
Year-I/Semester-II		
Programme/Class: Degree	Year: First	Semester: Second
Course Code: BHM 201	Course Title: FOOD PRODUCTION FOUNDATION – II-BHM 201	
Course outcomes: 1. Cook dishes using advance and latest cooking methods. 2. Handle basic fish and meat preparation and cooking procedures, 3. Prepare Stocks, Sauces, Soups & Salads, 4. Use basic baking principles during Bread making.		
Credits: 3	Compulsory	
Max. Marks 30+70	Min. Passing Marks:	
Total No. of Lectures-Tutorials-Practical (in hours per week): L-T-P:		
Unit	Topics	No. of Lectures Total=47
I	Advanced Methods of Cooking:- Advanced methods-micro-wave, infra-red, induction, Boil in bag, etc. Their Culinary Use	
II	Breakfast preparation of traditional / classical items:- Continental breakfast & English breakfast Indian breakfast	
III	Fish cookery:- Introduction to fish Cookery- Classification of fish with examples. Selection of Fish, Storing fish Different cuts of fish, and their cooking methods	

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IV	Meat cookery:- Introduction to meat cookery- cuts and methods of cooking of Beef, Veal, Pork, Lamb with examples of each Introduction to Poultry and Game with examples of each Selection and Storing of Meats	
V	Stocks, Soups and Sauces:- Stocks: Definition, Classification, Preparation and Precautions, Uses Soups: Definition, Classification, Preparation and Precautions, Examples of each Sauces: Definition, Classification, Preparation and Precautions, Derivatives of Each.	
VI	Basic Salads:- Parts of Salad; Types of Salad and their examples Various dressings used: Vinaigrette and Mayonnaise based dressings	
VII	Basic Bakery:- Principal of baking. Basic Bread Making: Role of Ingredients: Flour, Salt, Sugar, Yeast, Fat, Liquid, Egg, Flavourings, Bread improvers. Method of bread making: (i) Straight dough method, (ii) Sponge and dough method, (iii) Salt delayed method, (iv) Flying ferment method. Bread varieties: White Loaf, Multi Grain Loaf, Whole Wheat Loaf, Soft Rolls and Hard Rolls. Bread faults and remedies	
Suggested Readings: Art of Indian Cookery, Rocky Mohan, Roli; Modern Cookery (Vol-I) Philip .Thangam, Orient Longman; Larousse Gastronomique, Paul Hamlyn; The Complete Guide to the Art of Modern Cookery, Escoffier		
Further Suggestions:		

Year-I/Semester-II		
Programme/Class: Degree	Year: First	Semester: Second
Course Code: BHM 202	Course Title: FOOD & BEVERAGE SERVICE OPERATION -I (BHM 202)	


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Course outcomes:

1. Plan menus and serve meals.
2. Handle Breakfast service, demonstrating proper order taking, service and billing process.
3. Help guest in briefing the NON-Alcoholic beverages.
4. Handle various situations of Guest handling

Credits:
3

Compulsory

Max. Marks: 30+70

Min. Passing Marks:

Total No. of Lectures-Tutorials-Practical (in hours per week): L-T-P:

Unit	Topics	No. of Lectures Total=45
I	Types of Meals:- Breakfast-Introduction, Types, Service Methods, a la carte and TDH setups Brunch, Lunch, Hi -Tea, Dinner, Supper, Elevenses and others	
II	Types of Menu:- Introduction to menu ; Types-Ala Carte & Table D'hôtel Menu Planning, considerations and constraints, Menu Terms Menu Design French Classical Menu- 11 , 13 and 17 courses separately Classical Foods & its Accompaniments with Cover Indian regional dishes, accompaniments and service	
III	Order taking , Service and Billing:- Handling Table reservation KOTs & BOTs Duplicate & Triplicate System, Computerized K.O.T's Sequence of Food Service Table Clearing Process Billing Methods, Payment methods and Cash Handling	
IV	Non – Alcoholic Beverages:- Definition and Classification Hot Beverages-Types- Different types of Tea and Coffee, Cocoa, Hot Chocolate, Preparation and Service Cold Beverages-Types- Cold Coffee, Shakes, Mock tails, Juices, Syrups, Aerated Drinks, Preparation and Service	
V	Customer care and Handling Situations:- Unavailability of Table/reservation Wrong Order Taking, Handling Unavailability of Food items Handling Special Requests Order Delays, Spillages, Return Food Lost and found properties Illness Drunken Guest, Un expectable appearance of Guest Dealing with children and Infants Handling Handicaps, Old age guest. Customer with communication Difficulties	

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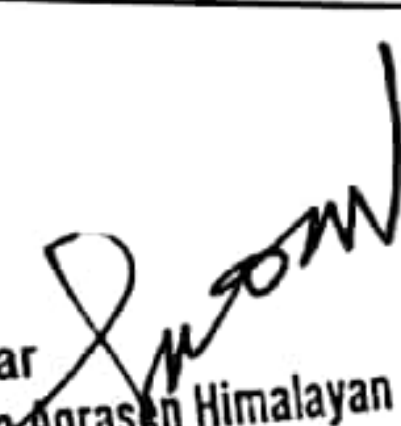
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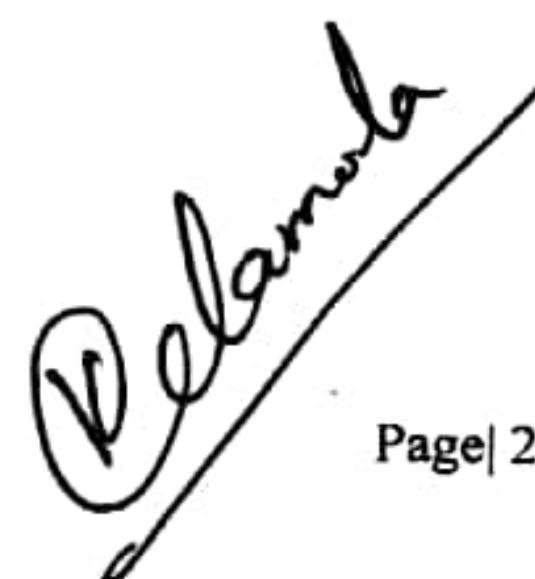
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VI	Food & Beverage Terminology related to the inputs of the semester	
Suggested Readings: Food & Beverage Service Training Manual-S. Andrews; Food & Beverage Service –Lillicrap & Cousins; Modern Restaurant Service –John Fuller; Professional Food & Beverage Service Management –Brian ; Food Service Operations – Peter Jones & Casse;Menu planning-J Kivela,		
Further Suggestions:		

Year-I/Semester-II

Year-I/Semester-II		
Programme/Class: Degree	Year: First	Semester: Second
Course Code: BHM 203	Course Title: Front Office Operations-II, BHM-203	
Course outcomes: 1. Should know room selling process, make reservations and cancellations. 2. Complete the registration process and bell desk process. 3. Handle front office documentation.		
Credits: 3		Compulsory
Max. Marks: 30+70		Min. Passing Marks:
Total No. of Lectures-Tutorials-Practical (in hours per week): L-T-P:		
Unit	Topics	No. of Lectures Total=46
I	ROOM TARIFF:- Basis of room tariff, Tariff fixation / calculating room tariff. Types of room tariff: Rack rate, discounted rates. Types of Meal Plan used in the hotel industry. Forms & Format/ Tariff Card/Brochure	


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II	ROOM RESERVATION:- Importance & Functions of Reservation sections Modes of reservations Channels & sources of reservations [Direct, Travel Agent, C.R.S Inter-cell agencies, GDS, Tour Operators, Airlines etc.] Types of reservation [Tentative, confirmed, Guaranteed, etc.] Systems of reservations non automatic, semi, fully automatic Cancellations and Amendments Processing Individual & Group reservations Forms & Formats	
III	INFORMATION & BELL DESK OPERATION:- Introduction of Bell desk, Equipment's used in Bell desk Functions of Bell desk [Scanty, Left Luggage procedure]. Luggage handling, Paging, Mail and Message handling, Change of room etc Functions of information department Forms & Formats	
IV	GUEST CYCLE & FRONT OFFICE SYSTEMS:- Pre-arrival Arrival Stay Departure & Post Departure Front Office Systems : Non Automated / Semi -Automated / Fully Automated.	
V	REGISTRATION:- Introduction to the Registration section. Steps of registration with or without reservation. Pre- registration activities. Processing VIP, Foreigners & group registration.	
Suggested Readings: Managing front office operations by M.Kasavana; Hotel F.O. Training manual by Suvradeep Gauranga Ghosh: Front Office Management by S.k Bhatnagar; Hotel front office management by James Bardi; Hotel Front Office- A Training Manual By- Sudhir Andrews; Front Operation & Administration. By- Dennis Foster; Front office procedures & Management. By- Peter Abbot		
Further Suggestions:		

Year-1/Semester-II		
Programme/Class: Degree	Year: First	Semester: Second
Course Code: BIIM 204	Course Title: Accommodation Operations-II, BHM-204	
Course outcomes: <ol style="list-style-type: none">1. Clean rooms, handling different surfaces and maintain records.2. Handle Housekeeping basic procedures,3. Prepare various reports		

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Credits: 3		Compulsory
Max. Marks: 30+70		Min. Passing Marks:
Total No. of Lectures-Tutorials-Practical (in hours per week): L-T-P:		
Unit	Topics	No. of Lectures Total=48
I	CLEANING ART:- Principles of Cleaning Dirt & Dust	
II	CLEANING MODUS OPERANDI:- Cleaning Equipment's- Types, Operating Principles, Characteristics, storage, Maintenance Cleaning Agents- Types, Operating Principles/applications, Characteristics, PH scale, and storage	
III	DIFFERENT SURFACES:- Metals, Glass, wood, Ceramic, Leather, Rubber, Stone.	
IV	CLEANING OF GUEST ROOMS:- Daily Cleaning of Room. Weekly Cleaning/ Spring Cleaning Evening Service/ Turndown Service Replenishment of guest supplies & amenities. Lost and Found Procedure	
V	RECORDS, REGISTERS, FORMS & FORMATS:- Staff placement register, floor registers, guest special request register, Logbook, Memo book, Carpet shampoo register, baby sitting register, lost & found register, store indent book etc. Room occupancy report, guest room inspection form/checklist, housekeeping report, work order, room boys report.	
Suggested Readings: Hotel Housekeeping Training Manual. By- Sudhir Andrews: Housekeeping Operation & Management, By- Malini Singh: Hotel Housekeeping Management & Operations. By- Sudhir Andrews: Hotel Housekeeping Operations & Management. By- G. Raghubalan & Smritee Raghubalan: The Professional Housekeeper. By- Madelim Schneider & Georgia Tucker		
Further Suggestions:		

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Year-I/Semester-II		
Programme/Class: Degree	Year: First	Semester: Second

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(Signature)

Course Code: BHM 205		Course Title: COMMUNICATION SKILLS - II BHM 205	
Course outcomes: 1. Usage of proper English grammar in dialogue process, 2. Write formal and informal letters and write resume, 3. Deliver speech and handle interviews.			
Credits: 3		Compulsory	
Max. Marks: 30+70		Min. Passing Marks:	
Total No. of Lectures-Tutorials-Practical (in hours per week): L-T-P:			
Unit	Topics		No. of Lectures Total=46
I	COMMUNICATION:- Definition of communication Types of communication Process of communication, Channels of communication		
II	WRITING SKILLS:- Letter writing - formal and informal Resume writing Report writing Note making and note taking		
III	REMEDIAL ENGLISH:- Parts of speech Articles and prepositions Tenses Short Story writing, Dialogue writing		
IV	PUBLIC SPEAKING AND INTERVIEW SKILLS:- Writing a speech, preparing speech note Developing confidence and overcoming fear Delivering different types of speeches Appearance and dress (grooming) Interview skills, Presentations skills, planning, preparation, practicing, presentation to different groups Qualities of a good speaker, presenter and listener		
V	IMPORTANCE OF COMMUNICATION IN HOSPITALITY SECTOR:- Importance of communication in hospitality sector, Hotel and restaurant English Interdepartmental communication Writing for Training Log Book and Report		

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Suggested Readings:

Further Suggestions:

FOOD PRODUCTION PRACTICAL - II (BHM 206)

	Topics
1	Revision of Vegetable Cuts and Demonstration of Stock Making
2	Demonstration of Fish Cuts and Chicken Cuts, Their Storage techniques
3	Demonstration of Mother Sauces and their derivatives, and Storing techniques
4	Demonstration of Preparation of Consommé with classical garnishes
5	Preparation of traditional / classical Indian, English and Continental breakfast dishes
6	Preparation of Basic Continental Cookery: 3 Course Menus
	• Soups: Puree, Crème, Broth, Consommé, Cold, Volute, Chowder and Bisque
	• Appetizers: Classical Salads: Vinaigrette Based, Mayonnaise based dressing salads
	• Application of different meat cuts using different cooking methods
	• Desserts using different cooking methods
7	Preparation of Basic Breads: White Loaf, Multi Grain Loaf, Whole Wheat Loaf, Soft Rolls and Hard Rolls.

FOOD & BEVERAGE SERVICE COURSE - II (BHM 207)

	Topics
1.	Writing a Menu in French & its Equivalent in English
2.	Breakfast Table Lay-up.
3.	TDH & A la Carte Cover
4.	Restaurant Reservation System
5.	Receiving the guests
6.	Sequence of Service
7.	Taking an Order of Food & Making a KOT.
8.	Table Service
9.	Clearing, Crumbing, Presenting the bill
10.	Service of Cold & Hot - Non Alcoholic Beverages

FRONT OFFICE PRACTICAL (FOOP-I) (BHM 208)

	Topics
1	Basic Manners, Grooming & Hygiene Standards. Welcoming, receiving, escorting of the guest

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2	Front Office Communication – Verbal- Practicing Reception Dialogues, Handling Informative queries, Briefing Tariff card to Guest, Handing – Taking overs. Non verbal – Preparing Telephonic Transmittal slips, Preparing paging messages, Handling Guest messages. Preparing routine log books, Writing and recording complaints.
3	Preparation and study of countries: Capitals, currencies, airlines and flags chart
4	Telecommunication skills – telephonic situation handling
5	Practicing filling of Forms and formats
6	Identification of equipment, work structure and stationery
7	Basic manners and grooming standards required for Front Office operation

HOUSEKEEPING PRACTICALS – I (BHM 301)

	Topics
1	Familiarization of Guest Room Layout
2	Identification of Guest Room Amenities , setup of room attendant trolley and preparing check list
3	Identification of cleaning equipment – Manual & mechanical
4	Cleaning of different surfaces
5	Practical involving following activities- Scrubbing, polishing, wiping, washing, rinsing, swabbing, mopping, sweeping, brushing, buffing
6	Practical activities involving usage of cloths and their types, abrasives, polishes, chemical agents and commercially available products.

Year-2/Semester-III

Programme/Class: Degree	Year: First	Semester: Second
Course Code: BHM 301	Course Title: <u>FOOD PRODUCTION OPERATION – I-BHM 301</u>	

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Course outcomes:

1. Cook dishes using traditional Indian cooking methods.
2. Handle Tandoor preparation and cooking,
3. Prepare Popular regional dishes,

Credits:
3

Compulsory

Max. Marks: 30+70

Min. Passing Marks:

Total No. of Lectures-Tutorials-Practical (in hours per week): L-T-P:

Unit	Topics	No. of Lectures Total=47
I	Indenting:- Principles of Indenting for volume feeding Portion size of various items for different types of menu Standardizing recipes and modifying	
II	Basics of Indian Cuisine:- Introduction to Indian Cookery, Identification of various varieties of rice, cereals and pulses Simple methods of preparations and ingredient combination ratios - Rice, Dals, Vegetables, Indian breads	
III	Indian Masalas:- Blending of spices and concept of masalas Different masalas used in Indian cookery - Dry & Wet masalas & their Composition Masalas used in Regional Cuisine Special masala blends	
IV	Indian Curries:- Concept & importance of curries and gravies Types of Indian Curries and its combination.	
V	Tandoor:- Understanding concept of Tandoor Tandoor Seasoning, tools used in tandoor Marinades used in tandoor cooking Tandoor Breads and roasts	
VI	Indian Regional Cooking:- Brief study of following regional Cuisine- South Indian, Goa, Hyderabad, Bengal, Gujarat, Rajasthan, Awadhi, Punjab, Kashmir & Uttarakhand Understanding Dietary habits, role of staple food, traditional cooking methods, popular dishes and tools used.	

Suggested Readings:

Art of Indian Cookery, Rocky Mohan, Roli; Prasad - Cooking with Masters, J. Inder Singh Kalra, A Taste of India, Madhur Jaffrey, Pavillion.; Dastarkhwan-e-Awadhi, Sangeeta Bhatnagar & R.K. Saxena. ; Zaika, Sonya Atal Sapru, HarperCollins; Punjabi Cuisine, Premjit Gill; Hyderabadi Cuisine, Pratibha Karan, HarperCollins

Further Suggestions:

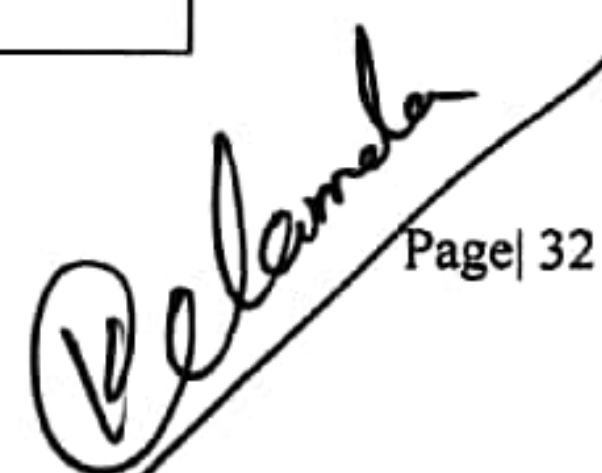
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Year-2/Semester-III

Programme/Class: Degree	Year: First	Semester: Second
Course Code: BHM 302	Course Title: BHM KU 302- Food and Beverage Service-II	
Course outcomes: 1. Plan IRD operations. 2. Explain the basics of wines. 3. Explain beer production and types of beer 4. Will be able to understand the role of Aperitifs and Vermouths		
Credits: 3	Compulsory	
Max. Marks: 30+70	Min. Passing Marks:	
Total No. of Lectures-Tutorials-Practical (in hours per week): L-T-P:		
Unit	Topics	No. of Lectures Total=48
I	In Room Dining Service:- Introduction, general principles and types Cycle of Service, scheduling and staffing Forms and Formats Order Taking, Suggestive Selling, breakfast cards Time management- lead time from order taking to clearance	
II	Alcoholic Beverages:- Definition & Classification of Alcoholic Beverages Types of grapes used in wine production. Wine making - viticulture, vinification Vinification types- Still, Sparkling, Aromatized and Fortified. Classification of Wines. Wine controlling terms –France, Germany, Italy, Spain, Portugal Wines region of France-Bordeaux, Burgundy, Loire, Rhone Alsace, Jura, Provence Wines of Italy, Spain, Germany, Portugal, Australia, South Africa, Chilly, California & India Storage of wines, glassware types, other equipment's and tools associated to wines.Important brands of wine and Service of wines- Glassware used, Temperature for service of wines.	
III	Beers:- Introductions to beer Brief introduction to Beer Production Types and Brands – Indian and International Other fermented and brewed beverages – Sake, Cider, Perry	


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IV	Aperitifs & Vermouths:- Definition Types- Wine based & spirit based Usage and storage.	
V	Tobacco:- Types – Cigars & Cigarettes Cigar strengths and sizes Brands – Storage and service	
Suggested Readings: Food & Beverage Service Training Manual-S. Andrews; Food & Beverage Service –Lillicrap & Cousins; Modern Restaurant Service –John Fuller; Professional Food & Beverage Service Management – Brian ; Food Service Operations – Peter Jones & Casse;Menu planning-J Kivela. Food & Beverage Management by John Cousins. David Foskett F&B Mgmt by Sudhir Andrews		
Further Suggestions:		

Year-2/Semester-III

Year-2/Semester-III		
Programme/Class: Degree	Year: First	Semester: Second
Course Code: BHM 303	Course Title: Front Office Operations-II, BHM-303	
Course outcomes: <div>1. Should know Property management systems 2. Procedure required in Guest check in & Checkout. 3. Night audit Process. 4. Revenue Control.</div>		
Credits: 3		Compulsory
Max. Marks: 30+70		Min. Passing Marks:
Total No. of Lectures-Tutorials-Practical (in hours per week): L-T-P:		
Unit	Topics	No. of Lectures Total=48
I	Computer application in Front Office Applications:- Importance of Computer in Front Office, what is PMS PMS application is Front Office (Reservation, Front Desk, Room, Cashier, Night Audit, set up, Reporting, Back office Module) Different PMS systems :- Amedus, IDS, Shawman, Fidelio	

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II	Check In Procedure:- Check in Procedure in different situations like :- guest having confirmed reservation, Walk –in Guest, Group/crew , Scanty Baggage Guest, International Travellers Forms & Formats Check in Procedure in Fully automated hotels	
III	Check out Procedure:- Departure activity at various desk :- Bell Desk, at lobby, Reception, Cashier Different Methods of Settlement :-Cash , Credit Card, Cheques, Travels Cheques, Bill to company, Combined settlement method Front Office Record Check out options :- On Desk Express Check out, Self Check out Forms & Formats	
IV	Control of Cash & Credit:- Front office Accounting Cycle Credit control process in various cases :- guest pay by Credit Card, Travel agent voucher, Airlines, Scanty baggage, Credit control during stay, credit facility to companies, check in tour group. Problems may arise in credit control Process required in cash Control Handling Foreign Exchange	
V	Night Auditing:- Importance of Night Auditing, Duties & Responsibility of Night Auditor Common Revenue Centers of a Hotel Basis steps involved in preparing Night Audit :- Complete posting, Reconcile room status discrepancies ,verify room rates, verify no- show reservations, Cash Deposit ,Clear & Back up the system Distribute report Vouchers/Folios/Ledgers/Allowances/Reports	
Suggested Readings: Managing front office operations by M.Kasavana: Hotel F.O. Training manual by Suvradeep Gauranga Ghosh; Front Office Management by S.k Bhatnagar: Hotel front office management by James Bardi; Hotel Front Office- A Training Manual By- Sudhir Andrews: Front Operation & Administration, By- Dennis Foster; Front office procedures & Management, By- Peter Abbot, Hotel Front Office Operation & Management :- Jatashankar R. Tewari		
Further Suggestions:		

Year-2/Semester-III

Year-2/Semester-III		
Programme/Class: Degree	Year: First	Semester: Second
Course Code: BHM 304	<i>Course Title: Accommodation Operations-II, BHM-304</i>	

Course outcomes:		
1. Handling linen room, Uniform importance and process, 2. Well verse with the laundry operations and procedure, 3. Prepare various flower arrangements. 4. Knowing housekeeping operations other than hotels		
Credits: 3		Compulsory
Max. Marks: 30+70		Min. Passing Marks:
Total No. of Lectures-Tutorials-Practical (in hours per week): L-T-P:		
Unit	Topics	No. of Lectures Total=48
I	Linen Room:- Activities of linen room Layout and equipment's in linen room Selection criteria for linen purchasing Calculating linen requirement Linen control measures, inventory handling and Discard	
II	Uniform and Sewing Room:- Advantages of providing uniform, Types of uniform Issue and exchange procedure Layout of uniform and sewing room Activities of sewing room and equipment used	
III	Laundry:- OPL and Contract laundry Layout and machineries Laundry aids and their handling Flow process of OPL. Wash cycle Dry cleaning and stain removal Valet Service	
IV	Flower arrangement and Indoor plants:- Need and importance, Equipment's & Tools required Care and conditioning of cut flowers Principal of design, Styles of flower arrangement Selection and care of indoor plants Procedure of layering the pot	
V	Housekeeping in Institution and facilities other than hotels:- Hospitals, Malls, Multiplex and Airlines	
Suggested Readings: Hotel Housekeeping Training Manual. By- Sudhir Andrews: Housekeeping Operation & Management. By- Malini Singh: Hotel Housekeeping Management & Operations. By- Sudhir Andrews: Hotel Housekeeping Operations & Management. By- G. Raghubalan		
Further Suggestions:		

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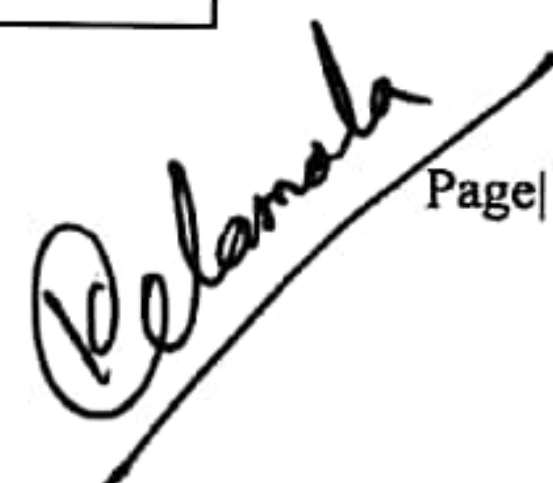
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Year-2/Semester-III

Programme/Class: Degree		Year: First	Semester: Second
Course Code: BIIM 305		Course Title: Hotel Accounts, BHM 305	
Course outcomes: 1. What is the role of accounting in a business organization to maintain and providing business information to the users of accounting? 2. How to prepare and handling different types of accounts. 3. Advantages and limitations of trial balance 4. Definition, importance and characteristics of audit			
Credits: 2		Compulsory	
Max. Marks: 30+70		Min. Passing Marks:	
Total No. of Lectures-Tutorials-Practical (in hours per week): L-T-P:			
Unit	Topics		No. of Lectures Total=40
I	Introduction to Accounting:- Meaning and definition Types and Classification Principles of Accounting Introduction to Uniform System of account Contents of Income statement Contents of Financial statement Practical problems of Income statement and Financial statement		
II	Primary Books (Journal):- Meaning and definition Format of journal Rules of Debit and Credit Practical problems		
III	Secondary Books(Ledger) and Subsidiary Books:- Meaning and Uses of Ledger Format and Posting Practical problems of ledger Needs and uses of subsidiary Books Classification of subsidiary Books Purchase Book; Sales Book; Purchase Return Book; Sales Return Book; Journal Proper & Practical Problems		


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IV	Cash Book:- Meaning and Use Advantages Simple, Double and Triple column cash book Petty cash book Practical Problems	
V	Trial Balance:- Meaning ; Advantages; Limitations & Practical problems	
VI	Bank Reconciliation Statement:- Meaning Reasons why pass book and cash book do not balance Practical problems	
VII	Departmental Accounting:- An introduction of departmental Accounting Allocation and apportionment Advantages and Drawback of allocation Basis of allocation Practical problems	
Suggested Readings: <ol style="list-style-type: none"> 1. Comprehensive Accountancy . S.A.Siddiqui 2. A Complete Course in Accounting Volume - I, N.D.Kapoor 3. Double-Entry Book-Keeping , R.C. Chawla & C.Juneja 4. Introduction to Accountancy, T.S.Grewal 5. Elements of Hotel Accounts, G.S. Rawat, J.M.S.Negi 		
Further Suggestions:		

Year-2/Semester-III

Programme/Class: Degree	Year: First	Semester: Second
Course Code: BHM 306	Course Title: Food Science & Nutrition - BHM-306	


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 Head of Department

Course outcomes:		
1. Meal preparation with nutrients in proper amount 2. Importance of nutrition for health Storage and preservation of food		
Credits: 2		Compulsory
Max. Marks: 30+70		Min. Passing Marks:
Total No. of Lectures-Tutorials-Practical (in hours per week): L-T-P:		
Unit	Topics	No. of Lectures Total=42
I	Introduction : Food & its relation to health, Objectives in the study of nutrition	
II	Major Nutrients : Their characteristics, functions, metabolism, food sources, deficiencies, Carbohydrates, Lipids, Proteins, Vitamins & Minerals	
III	Classification of raw materials into food groups : Cereals, Pulses, Milk & milk products, milk borne disease and methods of preservation, Eggs, Meat varieties, preservatives, cooking poultry white and red meat, Fish, cooking, disease produced by fish, Fruit & Vegetables, Nuts & dried fruits. Sweetening agents, Spices & condiments, emulsions, colloids, flavour and browning	
IV	Effect of Heat on Food: Effect of cooking on- Nutritive value of food, Pigments and texture. Method of retention of Nutrients.	
V	Water : Definition, Dietary sources (visible, invisible), functions of water, role of water in maintaining health (water balance).	
VI	Balanced Diet / Menu planning: Definition, importance of balanced diet, RDA for various nutrients – age, gender, physiological state, planning of nutritionally balanced meals based upon the three food group system, factors affecting meal planning, critical evaluation of few meals served at the Institutes/Hotels based on the principle of meal planning, calculation of nutritive value of dishes/meals. Basics of In-valid cookery and therapeutic diets.	

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Suggested Readings:

Clinical dietetics & nutrition – F. P. Anita
 Food science chemistry & experimental foods –
 Dr. M Swaminathan Food & Nutrition – Dr. M.
 Swaminathan
 A text book of Bio chemistry – A. V. S. S. Rama Rao
 Catering Management an integrated approach
 Mohinseth, Surjeet Mulhan Food facts & principles –
 Manay & Shalakshara Swamy
 Food science – Sumathi Mudambi
 Fundamentals of food and nutrition, Mudambi & Rajgopal 4th edition 2001

Further Suggestions:

BHM 307- Food Production Practical-III

S.No	Topics
1	Revising Preparation of Basic – Vegetable, Fruit, Meat, Poultry and Fish cuts
2	Preparation of Basic egg dishes- Boiled, Poached, Fried, Baked
3	Basic Meat, Fish and Poultry preparations. Preparation & jointing of chicken, Filleting of Fish & Identification of meat cuts and preparation of dishes (As per the knowledge shared in 2 nd Semester)
4	Preparation of Basic gravies and commonly used Indian masala's
5	Regional cookery of India- Karnataka, Tamilnadu, Kerala, Gujrathi, Luck now, Awadhi, Punjabi, Bengali, Hyderabad, Kashmiri, Uttarakhand cuisines with proper accompaniments like chutney, Indian breads rice preparations etc., (minimum 1 menu each)
6	Tandoor cooking- Breads, Kebabs, Roast etc.
	Note: The Institutions adopting this syllabus must ensure that for all Food Production practical sessions the list of names of preparations / dishes, sets of menus, recipes should be specifically mentioned for standardized teaching and evaluation. This may be done by constituting a team of experts to compile the details keeping the local conditions in Consideration.

BHM 308- Food and Beverage Service –III Practical

S.No	Topic
1	Understanding Room Service Amenities, Room Service equipment's.
2	Room Service Tray & Trolley Lay-Up. Carrying Continental Tray
3	Functional Layouts for room service

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4	Role play: Knocking & opening guest door, wishing the guest, placing tray, checking order, presenting bill, greeting at exit.
5	Order taking on telephone (standard phrases)
6	Set-up for In Rooms.
7	Procedure for handling fruit basket's (amenities) and actual practices of placing same with finger bowl, knife on B&B plate etc. in guest room.
8	Conducting Briefing/De-Briefing for F & B outlets.
9	Taking an Order & Service of Beer, Sake and Other Fermented & Brewed Beverages.
10	Taking an order & Service of –Sparkling, Aromatized, Fortified, Still Wines. Order of service (starting with wine approval from host, wrapping bottle with napkin etc.)
11	Opening different types of wine bottles. (Different types of cork screws)
12	Use of different glasses, holding & carrying glasses
13	Set up a table with Prepared Menu with wines.
14	Service of Cigars and Cigarettes.

FRONT OFFICE PRACTICAL-1 (FOP- 1) BHM309

	<u>Topic</u>
1	Preparing & Filling up of Registration card during Check in, handling registration records.
2	Handling Check-In and Check-Out process
3	Filling various vouchers, folios, handling allowances and various reports
4	Familiarization with different forms & formats such as :- Expected arrival/ departure sheet, group/crew arrival sheet, C-Form, Bell boy errand card, Cashier report, cashier envelop, encashment certificate, Express C/out, High Balance Report, Incident Report
5	Front office cashiering practices and Night audit practice
6	Role play on Check out process for: FIT, GIT (group leader), handling cash/ credit card, foreign currency.
7	Basis phraseology used during check in, check out and Handling situations.
8	Initial practice on PMS software

ACCOMMODATION OPERATION PRACTICAL-II BHM310

S.No	Topics
1.	Practicing 2 nd Semester Practical's
2.	Practicing different types of Flower arrangements (including 6 basic arrangements)

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3.	Making floor plans, wall elevations and templates
4.	Creating model of a guest room / public area with interior decoration themes
5.	Stain removal of 10 common stains
6.	Guest Room Cleaning & handling Mini Bar
7.	Bed Making & Evening Turndown

Year-2/Semester-IV

Industrial Training

Programme/Class: Degree	Year: Second	Semester: Fourth
Course Code: BHM 401	Course Title: Industrial Training BHM 401	
Credits: 24	Compulsory	
Max. Marks: 200+200	Min. Passing Marks:	
Total Duration: 22 Weeks		

Year-3/Semester-V

Programme/Class: Degree	Year: Third	Semester: Fifth
Course Code: BHM 501	Course Title: BHM- 501- FOOD PRODUCTION OPERATIONS- II	

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Course outcomes:

1. Familiarization aspect with Volume feeding
2. Precaution while indenting in volume feeding
3. Familiarization with China, France, Italy, Spain, Mexico and Middle East cuisine.
4. International breads and Dessert

Credits:
3

Compulsory

Max. Marks: 30+70

Min. Passing Marks:

Total No. of Lectures-Tutorials-Practical (in hours per week): L-T-P:

Unit	Topics	No. of Lectures Total=48
I	Volume Feeding:- Basic principles of menu planning- recapitulation Points to consider in menu planning for various volume feeding outlets Introduction to institutional and industrial catering Classification of institutional and industrial catering Menu planning with theme Parties Problem associated with off premise catering Concept of Centralized Production Unit	
II	Recipe Formulation:- Principles of Indenting for volume feeding Portion size of various items for different types of volume feeding Modifying recipes for indenting for large scale catering	
III	International Cuisine:- Geographic location, Historical background, Staple food with regional influences, Equipment & Specialties: China, France, Italy, Spain, Mexico and middle East	
IV	Appetizers & Garnishes:- Classification and examples of Appetizers Traditional Garnishes with examples	
V	Sandwiches:- Parts of Sandwiches: Bread, Spread, Filling and Garnish with examples Types of Sandwiches	
VI	Bakery and Confectionary:- Introduction to International Breads and Dessert: France, Italy and Germany Cake making: Batter, foam and Chiffon types, Faults and remedies Types of Pastry: Choux, Short Crust, Puff, Hot Water and Danish Pastry	

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Suggested Readings:

Quantity Food Production, Planning, and Management, 3rd Edition, by John B. Knight
 Baking – Martha Day, Professional Pastry Chef – Bo Friberg, John Wiley.
 Classical Recipes of the world –Smith, Henry, Larousse Gastronomique – Paul Hamlyn.
 Art of Indian Cookery, Rocky Mohan, Roli, Larousse Gastronomique-Cookery
 Encyclopedia, Paul Hamlyn, The Complete Guide to the Art of Modern Cookery.
 Escoffier, Theory of Cookery, Dr.S.K.Singh & Pranshu, Modern Cookery for Teaching & Trade, Ms. Thangam Philip, Orient Longman, Professional cookery, Bali

Further Suggestions:

Year-3/Semester-V

Year-3/Semester-V		
Programme/Class: Degree	Year: Third	Semester: Fifth
Course Code: BHM 502	Course Title: BHM-502-Food & Beverage Service	
Course outcomes: <div>1. Plan a Bar setup, do basic Bar Mise-en-place.</div> <div>2. Should be able to handle bar operations, service of liquor and cocktails</div> <div>3. Perform Gueridon service.</div> <div>4. Handle Banquet set ups and operations.</div>		
Credits: 3		Compulsory
Max. Marks: 30+70		Min. Passing Marks:
Total No. of Lectures-Tutorials-Practical (in hours per week): L-T-P:		
Unit	Topics	No. of Lectures Total=48

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I	Spirits:- Introduction to distillation process Introduction to spirits (Whisky, Rum, Brandy, Vodka, Gin & Tequila) Production in brief Brands- Indian and International & Service Other alcoholic beverage – Absinthe, Ouza Aquavit, Slivovitz, Arrack, feni, Grappa, Calvados etc. Concept of proof and its types, Gay-Lussac percentage	
II	Liqueurs:- Types Production Brands & Service	
III	Bar:- Introduction, Types & Layout, Bar displays. Equipment's used License Requirements Staffing- Job description, Job specification Bar planning & Designing Bar menus	
IV	Cocktails:- Introduction & History Types & preparation Classical cocktail, recipes and garnishes Costing, Innovative Cocktails & Mock tails Cocktail bar, Equipment, Garnishes, Decorative accessories Interaction with guest, Suggestive selling	
V	Gueridon Service:- Introduction, History Staffing& Equipment's used Ingredients used, Common preparation, Flambé dishes Carving, Salad making etc. Trolley service – Beverages, Starters, High-tea, Desserts etc	
VI	Function Catering:- BANQUETS- Introduction, Types, Organization of Banquet department. Duties and responsibilities of the Banquet Manager. Booking procedures., Banquet menus, Buffets FORMAL & INFORMAL BANQUETS Reception, Cocktail parties (Standing & Sit down), Conventions Seminars, Exhibitions, Fashion Shows, Trade fairs, Wedding	
Suggested Readings: Food & Beverage Service Training Manual-S. Andrews; Food & Beverage Service –Lillierup & Cousins; Modern Restaurant Service –John Fuller; Professional Food & Beverage Service Management –Brian ; Food Service Operations – Peter Jones & Casse; Menu planning-J Kivela, Food & Beverage Management by John Cousins, David Foskett F&B Mgmt by Sudhir Andrews Restaurant Management by Robert Christie Mill Food & Beverage Service & Management by Bobby George & Sandeep Chaterjee		
Further Suggestions:		

Year-3/Semester-V

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Programme/Class: Degree		Year: Third	Semester: Fifth
Course Code: BHM 503		Course Title: Accommodation Operations-III, BHM-503	
Course outcomes: i. SOP, inventory procedure, ii. Framing and following the budget iii. Handle job allocations, iv. Plan Interior decoration and refurbishing			
Credits: 3		Compulsory	
Max. Marks: 30+70		Min. Passing Marks:	
Total No. of Lectures-Tutorials-Practical (in hours per week): L-T-P:			
Unit	Topics		No. of Lectures Total=48
I	PLANNING AND ORGANIZING HOUSEKEEPING DEPARTMENT:- Area inventory list Frequency schedule Performance standard and productivity standard Time and motion study SOP's		
	Job allocation and work schedule Calculating staff and strength Duty roaster Team work and leadership Training Inventory level for non-recycled items Purchasing system, method of buying Stock records issue and control		
II	BUDGET:- Introduction to budget Types of budget Budget process Controlling expenses Income statement		

III	INTERIOR DECORATION:- Purpose and importance Elements of design Principals of design	
IV	COLORS:- Color wheel Classification of colors Color schemes	
V	LIGHT:- Classification Types of lighting Importance and applications	
VI	FLOOR AND WALL COVERING:- Types and characteristics Selection criteria Care and maintenance	
VII	WINDOW AND WINDOW TREATMENT:- Types of windows Stiff window treatments Soft window treatments Care and maintenance	
VIII	FURNITURE, FITTINGS, SOFT FURNISHING AND ACCESSORIES:- Types Selection, care, use and maintenance	
IX	NEW PROPERTY COUNTDOWN:- Three months before the opening Two months before the opening Six weeks before the opening Four weeks before the opening One weeks before the opening	
Suggested Readings: Hotel Housekeeping Training Manual, By- Sudhir Andrews; Housekeeping Operation & Management, By- Malini Singh; Hotel Housekeeping Management & Operations, By- Sudhir Andrews; Hotel Housekeeping Operations & Management, By- G. Raghubalan & Smritee Raghubalan; The Professional Housekeeper, By- Madelin Schneider & Georgia Tucker, Housekeeping operations and management by Margret Kappa		
Further Suggestions:		

Year-2/Semester-III

Programme/Class: Degree	Year: Third	Semester: Fifth
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Course Code: BHM 504		Course Title: FUNDAMENTALS OF MANAGEMENT, BHM504	
Course outcomes: <div>1. Managerial functions in a Hotel</div> <div>2. Various process of management</div> <div>3. Managerial control in a Hotel</div> <div>4. Importance of Motivation</div>			
Credits: 3		Compulsory	
Max. Marks: 30+70		Min. Passing Marks:	
Total No. of Lectures-Tutorials-Practical (in hours per week): I.-T-P:			
Unit	Topics		No. of Lectures Total=46
I	NATURE & FUNCTIONS:- Importance of Management Definition of Management Management Functions Role of a Manager Management Skills		
II	DEVELOPMENT OF MANAGEMENT THOUGHT:- Early Classical Approaches Neo Classical Approaches Modern Approaches		
III	PLANNING & DECISION MAKING:- Nature & Importance of Planning Types of Plans Meaning of Decision Types of Decisions Steps in Rational Decision-making		

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IV	ORGANISING:- Concept, nature, significance of organizing, Formal and informal organization, Organization chart of a 5 star hotel, Types of organization, functional, Line and staff relationship, Delegation and Authority, Centralization and Decentralization. Recruitment – internal and external sources, Steps in the process of selection, recruitment Selection.	
V	DIRECTING:- Meaning, nature, significance, characteristics of directing, chain of command, authority – responsibility-accountability relationship Elements of Direction – supervision, communication, training and development, leadership, motivation. Leadership – meaning, importance, theories and styles. Communication – meaning, significance, types, process and barriers to communication. Supervision – Meaning, nature and significance of supervision	
VI	MANAGERIAL CONTROL:- Meaning of Managerial Control Steps in Control Process Need for Control System Benefits of Control Control Techniques	
VII	MOTIVATION:- Meaning, nature and importance of motivation, morale incentives, Motivation and productivity relationship, Types of motivation, theories of motivation – Herzberg's hygiene-motivation (two factor) theory, Maslow's theory of need hierarchy, Mc Gregory's theory 'X' and theory's	
Suggested Readings: Principles of Management by PC Tripathi & PN Reddy; Principles of Management by BS Moshal		
Further Suggestions:		

Year-3/Semester-V		
Programme/Class: Degree	Year: Third	Semester: Fifth

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Course Code: BHM 505		Course Title: Travel and Tourism Operations- BHM 505	
Course outcomes: <div>1. Tourism product development</div> <div>2. Basic aspects of tourism marketing</div> <div>3. Tourism Policies</div> <div>4. Plan keeping in view the Socio economic impact of tourism</div>			
Credits: 3		Compulsory	
Max. Marks: 30+70		Min. Passing Marks:	
Total No. of Lectures-Tutorials-Practical (in hours per week): L-T-P:			
Unit	Topics		No. of Lectures Total=48
I	Concept of Tourism:- Origin and objectives of tourism Elements of tourism; Scope of tourism; Nature of tourism Travel motivations Job opportunities and employment generation Govt. revenue and foreign currency exchange Economic growth based on tourists statistics Economic benefit of tourism		
II	Tourism products and resources:- Architectural heritage of India Culture and iconography of India Classical and folk arts of India Fairs and festivals of India Natural and other tourism resources		
III	Tourism planning and development:- Steps of tourism planning Tourism policy of India Tourism in State and its policy Participation of public and private sector in planning		
IV	Tour Operations:- Meaning & Definition Types of Tour operator: Inbound, Outbound Domestic. Tour Packaging – definition, components of a tour package Types of Package Tour: Independent Tour, Inclusive Tour, Escorted Tour, Business Tour Guides & escorts – Their role and function Qualities required to be a Guide or escort.		

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V	Itinerary Planning:- Steps to plan a Tour Planning Route map Transport booking –reservation Accommodation – Reservation & Food facilities Local guide /escort Climate /seasonality Shopping & cultural show Tour Costing	
VI	Socio Economic impact of tourism:- International understanding and tourism National integration and tourism Protection of arts and folk arts Improvement of human relationships Infrastructure development Ecological destruction; Water pollution , Air pollution ,Noise Pollution Environmental hazards Antisocial activities	
Suggested Readings: Tourism Development – A.K. Bhatia; Dimensions of tourism – R.N. Kaul; Tourism Management – P.N. Seth; International Travel & Tourism- Jagmohan Negi; Tourism and travel management – Bishwal R. Gosh; Marketing research – G.C. Beri; Dimensions of tourism – R.N.Kaul		
Further Suggestions:		

Year-3/Semester-V

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Food Production Practical, BHM 506

S.No	Topic
1	Practice of a three course menu including appetizer, entrée and dessert with Traditional accompaniment of China, France, Italy, Spain, Mexico and Middle East cuisine.
2	Practice of working lunch menu including Traditional soups and sandwiches.
3	Preparation of traditional breads from France, Italy and Germany
4	Preparation of traditional dessert from France, Italy and German
5	Application of different types of pastry into bakery products
6	Preparations of various cake and sponges
	Note: The institutions adopting this syllabus must ensure that for all Food Production practical sessions the list of names of preparations / dishes, sets of menus, recipes should be specifically mentioned for standardized teaching and evaluation. This may be done by constituting a team of experts to compile the details keeping the local conditions in mind.

Food and Beverage Service Practical- IV BHM 507

S.No	Topic
1	Bar set up and operations, Understanding and observing Bar Layout
2	Preparing Bar menus
3	Service of Spirits & Liqueurs
4	Cocktail/ Mock tail Preparation, presentation and service
5	Taking Bar inventory and Practicing Bar stock maintenance
6	Interaction with guest and Suggestive selling
7	Practicing Flambé dishes
8	Practicing –Carving, Salad making etc
9	Practicing Trolley service – Beverages, Starters, High-tea, Desserts etc
10	Practicing banquet booking procedure
11	Preparing Function Prospectus
12	Setting up different buffets
13	Organizing different banquet functions
14	Different conference set ups

Accommodation Operation Practical- III BHM 508

S.No	Topic
1	Inventory of store and public area, ledger maintenance
2	Preparing Sample colour schemes
3	Planning Lighting schemes for Different set up
4	Caring and maintain floors
5	Window maintenance and treatment
6	Maintaining furniture and fixtures
7	Preparing purchasing SOP for room linen
8	Types of Inventories and their duration
9	Preparing duty rosters
10	Decoration according to the different event and themes.

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PERSONALITY DEVELOPMENT PRACTICAL- II (BHM 509)

S.No.	Topics
1.	Update on current affairs
2.	Self- introduction, Personal SWOT Analysis
3.	Presentation skills & seminar skills
4.	Practicing dialogues for customer handling at – Front Desk, Restaurant, Bar, Rooms
5.	Practicing dialogues for complaint handling
6.	Practicing dialogues for inter- departmental coordination.
7.	Conversation between colleagues, friends.
8.	Practicing routine dialogues with seniors and faculties
9.	Telephonic Conversation - Do's and Don'ts, Telephone Etiquettes, Practicing dialogues on phone
10.	Presentation skills
11.	Just a minute (JAM) sessions
12.	Extempore (Standard rules, Guidelines)
13.	Group Discussions (Standard rules, Guidelines)

Year-3/Semester-VI

Year-3/Semester-VI		
Programme/Class: Degree	Year: Third	Semester: Sixth
Course Code: BHM 601	Course Title: ADVANCED FOOD PRODUCTION, BHM 601	
Course outcomes: <ol style="list-style-type: none">1. Familiarization with day to day operation of larder kitchen.2. Charcuterie and its various application3. Convenience Food & Fast Foods4. Application of Icing & Toppings. Frozen Dessert, Chocolate, Meringue and sugar work.5. Cold platter and display		
Credits: 3	Compulsory	
Max. Marks:30+70	Min. Passing Marks:	
Total No. of Lectures-Tutorials-Practical (in hours per week): L-T-P:		

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Unit	Topics	No. of Lectures Total=48
I	Larder:- Introduction of Larder Work Definition and Layout of larder Importance of Larder Control and Leasing with other Departments Equipment found in the larder Larder Brigade Functions, Sections of the Larder, Duties & Responsibilities of Larder Chef	
II	Charcuterie:- Introduction of Charcuterie Types of forcemeats, Preparation and Uses of forcemeats Sausage – Types & Varieties, Casings – Types & Varieties, Fillings – Types & Varieties, Additives & Preservatives Types of Brines, Preparation of Brines, Methods of Curing, Types of Marinades, Uses of Marinades, Difference between Brines, Cures & Marinades Cuts of ham, Bacon & Gammon Difference between Ham, Bacon & Gammon Definition of Aspic and jelly, their uses Introduction to Quenelles, Parfaits and Roulades, Pate, Terrine, Galantine	
III	Convenience Food & Fast Foods:- Definition, Characteristics, Menu examples Equipment used, Differences Role of convenience foods in fast food operation, Advantages & Disadvantages of convenience Food, Labour & Cost saving aspects	
IV	Bakery & Confectionery:- Varieties of icing and uses of Icings Types and Classification of Frozen desserts Ice Creams- Definitions, Methods of preparation Additives and preservatives used in Ice - Creams manufacture History, Manufacture & Processing of Chocolate, Types of Chocolate, Tempering of Chocolate, Cocoa butter, white Chocolate and its Application Introduction, Types and Uses of Meringues Sugar Types and Various cooking stages	
V	Cold platter and displays:- Fruit And vegetable carvings, Centre piece , Cold Platter, New trends plate and platter presentation	

Suggested Readings:

The Larder Chef- M.J.Leto & W.h.K.Bode ,ButterWorth Heineman; Professional Chef – Art of Garde manger- Frederic H.Semerschmid; Classical Food Preparation & Presentation- W.H.K.Bode; The creative art of garnishes –Yvette Stachowiak; Garnishes, Lyn Rutherford; Professional Baking, Wayne Glasslen; Professional Chef by Arvind Saraswat, FLBS Publisher; On Cooking, Labensky

Further Suggestions:

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Year-3/Semester-VI

Programme/Class: Degree	Year: Third	Semester: Sixth
Course Code: BIIM 602	Course Title: <i>Advanced Food & Beverage Service and Controls, BHM 602</i>	
Course outcomes: <div><div></div><div>1. Planning F& B operations</div><div>2. Menu Engineering, Sales promotions</div><div>3. Perform F&B Controls and Inventory Controls</div><div>4. Classification and Types of costs involved in F&B.</div><div>5. Calculation of Costs and Profits.</div><div>6. The Break Even Analysis Graph</div></div>		
Credits: 3	Compulsory	
Max. Marks: 30+70	Min. Passing Marks:	
Total No. of Lectures-Tutorials-Practical (in hours per week): L-T-P:		
Unit	Topics	No. of Lectures Total=48
I	Planning & operating various Food& Beverage Outlets:- Physical layout of functional and ancillary areas. Factors to be considered while planning Calculating space requirements. Selection and planning of heavy duty and light equipment's	
	Quantities of crockery, cutlery and glassware required. Planning décor, furnishings -. Factors, Concept, Menu, Space, Lighting, Colors and Market Standard Operating procedures Staffing in a Restaurant – points to be considered- Duty Rota's, Staff Training (Night Club, Disco, Bar, Restaurant & Theme Restaurant, Coffee Shop, Room Service, Banquet Hall)	


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II	Managerial Operations:- Concept of Management Sales promotion-introduction, advertising, merchandising, public relations Menu Engineering & Menu Merchandising	
III	Understanding F&B control:- Introduction and objectives of F&B Control, fundamentals of control Problems in F&B Control F&B Controls- Purchasing, Receiving, Storage and Issuing Controls F&B Sales Controls Prevention of frauds and pilferage	
IV	Inventory Control:- Objective, Method, Levels and Technique Perpetual Inventory, Monthly Inventory, Pricing of Commodities Comparison of Physical and perpetual Inventory	
V	Cost Dynamics & Budgetary Control:- Elements of cost, cost group Price, Cost and Sales Concept- Definition, Elements, Classification Volume/Profit Relationships (Breakeven Analysis) Budgetary Control- Introduction, Objectives & types of Budget, Budgetary Control Process Importance	
Suggested Readings: Food & Beverage Service Training Manual-S. Andrews: Food & Beverage Service –Lillicrap & Cousins: Modern Restaurant Service –John Fuller: Professional Food & Beverage Service Management –Brian : Food Service Operations – Peter Jones & Casse:Menu planning-J Kivela, Food & Beverage Management by John Cousins, David Foskett F&B Mgmt by Sudhir Andrews Restaurant Management by Robert Christie Mill Food & Beverage Service & Management by Bobby George & Sandeep Chatterjee		
Further Suggestions:		

Year-3/Semester-VI

Programme/Class: Degree	Year: Third	Semester: Sixth
Course Code: BIIM 603	Course Title: Room Division Management, BHM-603	

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Course outcomes:		
<ol style="list-style-type: none"> 1. Check out and settlement procedure 2. Hotel front office accounting process 3. Operate Property Management Systems 4. Yield management Basics and forecasting 5. How to manage front office personnel 6. Handle Emergency situations (accident, illness, theft, fire, bomb) 		
Credits: 3		Compulsory
Max. Marks: 30+70		Min. Passing Marks:
Total No. of Lectures-Tutorials-Practical (in hours per week): L-T-P:		
Unit	Topics	No. of Lectures Total=45
I	GUEST SAFETY & SECURITY:- Importance of Security systems Control over room keys Items kept in First aid box Handling situations like accident, illness, theft, fire, bomb Forms & Formats	
II	ACCOMMODATION MANAGEMENT ASPECTS Tariff Decisions Cost and pricing – Hubbart formula Marginal or contribution pricing Market pricing Inclusive / non inclusive rates occupancy and revenue reports, Daily Front Office reports and statistics and its analysis Internal & External factors affecting pricing Pricing strategy adopted by hotels for [Room tariff, F & B Items, Functions, Packages]	
III	SALES TECHNIQUES Various Sales Tools Role of Front Office Personnel in maximizing occupancy Overbooking, Repeat guests, Return Reservations. Offering Alternatives and Suggestive Selling Internal / In-house sales promotion Direct sales – travel agents, tour operators, hotel booking agencies, Internet, tourist information center, direct mail, personal calls, and selling letters	
IV	YIELD MANAGEMENT AND FORECASTING:- Methods of measuring hotel performance/yield Elements and benefits of yield management Challenges in Yield management Yield management strategies Forecasting and various ratios Yield Management Prospects Statistical representations of reports	
V	MANAGING FRONT OFFICE PERSONNEL Recruiting and Selecting Employees The Orientation Process Training Career Path for Front Office employees Professional Enrichment	

Suggested Readings:

Managing front office operations by M.Kasavana; Hotel F.O. Training manual by SuvradeepGaurangaGhosh; Front Office Management by S.kBhatnagar; Hotel front office management by James Bardi; Hotel Front Office- Operations & Management By- Jata Shankar. R. Tewari; Hotel Front Office- A Training Mannual By- Sudhir Andrews; Front Operation & Administration. By- Dennis Foster; Front office procedures & Management. By- Peter Abbot

Further Suggestions:

Year-3/Semester-VI

Year-3/Semester-VI		
Programme/Class: Degree	Year: Third	Semester: Sixth
Course Code: BHM 604	Course Title: Environmental Studies, BHM-604	
Course outcomes: 1. Planning for Ecotels 2. Managing Hotel waste effectively		
Credits: 3	Compulsory	
Max. Marks: 30+70	Min. Passing Marks:	
Total No. of Lectures-Tutorials-Practical (in hours per week): L-T-P:		
Unit	Topics	No. of Lectures Total=45

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I	Introduction and development of environmental message Staff – Raise awareness build commitment, provide support, reward efforts, celebrate success Business partner's coordination (Guests participation) Community – sponsorship, urban beautification, alternate energy sources	
II	Waste Management & Conversion Why manage waste Recycling Non-hazardous energy separation Waste conversion measures	
III	Energy Management Introduction Energy efficiency action plan Assessing current performance Energy conservation measures Guidelines for major use areas Making decision about investments Evaluation of new technology	
IV	Water Water and the environment Improving water quality	
V	Air Pollution Sources Effects Improving indoor air quality External air emissions Hotels and air pollution	
VI	Noise Pollution Introduction Problems of noise & program for tackling it	
VII	Ecotels Concept and meaning Needs and importance of Ecotels Case studies India, abroad	
Suggested Readings: Environmental Management for Hotels - Butterworth & Heinemann		
Further Suggestions:		

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Year-3/Semester-VI

Programme/Class: Degree	Year: Third	Semester: Sixth
Course Code: BHM 605	Course Title: HUMAN RESOURCE MANAGEMENT –BHM 605	
Course outcomes: 1. Students should be able to understand: 2. The difference between HR &HRM. 3. HR Planning and the process of recruitment &selection. 4. Various methods for development of IIR. 5. Relationship between HR &Hospitality		
Credits: 3	Compulsory	
Max. Marks: 30+70	Min. Passing Marks:	
Total No. of Lectures-Tutorials-Practical (in hours per week): L-T-P:		
Unit	Topics	No. of Lectures Total=46
I	OVERVIEW OF HRM Meaning &Definition Functions of HRM Emerging Role of HR HRMRole of HR Executives Challenges to HR Professionals Organizational Structure &HRM	
II	EMPLOYMENT OF HUMAN RESOURCE Human Resource PlanningJob Analysis &Design Recruitment &Selection Attracting & Retaining Talent	


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III	MANAGEMENT & DEVELOPMENT OF HUMAN RESOURCE Managing Careers Performance Appraisal need and types Training Need Analysis Training & Development Compensation Management	
IV	INDUSTRIAL RELATIONS Industrial Relations Grievance Handling Disciplinary Action Collective Bargaining	
V	HRM AND HOSPITALITY INDUSTRY Introduction to Hospitality Industry Importance of HR in Hospitality Industry Importance of Culture in International Hospitality Industry Effects of Culture on Hospitality Industry HR Issue in Hospitality Industry	
VI	EMPLOYEE MOTIVATION Principles of motivation Theories of motivation	
Suggested Readings: Personnel Management & Industrial Relations: Dr P C Shejwalkar & Mr S R Malegaonkar; Personnel Management: Mamoria; Pramod Verma: Personnel Management in Indian Organisations.; Edwin b. Flippo: Personnel Management. McGraw Hill.; Human Resource Management in the Hospitality Industry: Frank M /Mary L Monochello		
Further Suggestions:		

Year-3/Semester-VI		
Programme/Class: Degree	Year: Third	Semester: Sixth

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FOOD PRODUCTION PRACTICAL-V BHM-606

S. No	Activity
1	Misc-en- place for larder and handling equipment's
2	Demonstration of preparation of forcemeat
3	Demonstration and practice sessions on vegetable and fruit carving
4	Demonstration and practice sessions on cold platter presentation
5	Practice of a three course menu including appetizer and entrée with application of Charcuterie products : a) Quenelles, b) Parafaits c) Roulades, d) Pate, e) Terrine, f) Galantine
6	The dessert course with application of icing, chocolate work, and meringue
	Note: The institutions adopting this syllabus must ensure that for all Food Production practical sessions the list of names of preparations / dishes, sets of menus, recipes should be specifically mentioned for standardized teaching and evaluation. This may be done by constituting a team of experts to compile the details keeping the local conditions in mind.

BHM 607 Practical: Advance F&B services BHM

S. No	Activity
1	Planning a layout for a coffee shop, specialty fine dine restaurant, take away, cafeteria and Practicing service of these areas
2	Different types of Restaurant set ups
3	Organizing theme parties & food festivals
4	Taking inventory of store & F&B Outlets
5	Calculating costs for cafeteria & F&B outlets
6	Designing a menu for a fine dine restaurant
7	Planning Sales Promotion for a restaurant
8	Practicing Menu Merchandising

Room division Management practical BHM 608

S.No.	Session
1	Yield management calculations. Preparing statistical data based on actual calculations
2	Role play and problem handling on different accommodation problems, Role play of Front Office Assistants, GRE, Lobby Manager, Bell Captain, Bell Boys, Concierge and Car Valet

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3	Preparation of sales letters, brochure, tariff cards and other sales documents
4	Role play on Check in process for : guest having confirmed reservation, Walk –in Guest, Group/crew , Scanty Baggage Guest, International Travelers.
5	Handling various situations
6	Computer proficiencies in all hotel computer applications – actual computer lab hours for Property Management System Handling one PMS Software Generating Reports Handling computerized Night Audit Process
	TOTAL

Personality Development Practical-III BHM 609

	Topics
1	Basic concept of Recruitment and Selection: intent and purpose, selection procedure, types of interviews
2	Preparing for interviews: self-planning, writing resume, knowledge of company profiles, academic and professional knowledge review, update on current affairs and possible questions
3	Facing an interview panel: time- keeping, grooming, dress code, document portfolio, frequently asked questions and their appropriate answers, Current affairs (Latest international and domestic news), General Knowledge, self- introduction, addressing panel, mental frame-work during interviews
4	Mock Interview participations and practicing group discussions
5	Presentation skills, seminar skills, addressing groups
6	Conducting / Participating - meeting, objective / agenda orientation, clarity of thought and its expression, pre-preparation, conduct during meeting and making minutes of the meeting
7	Team Building - Its importance and Relevance, Team building and leadership exercises

Year-4/Semester-VII

7th Sem Professional Electives – Food Production Management BHM 701, F&B Management BHM 702, Rooms Division Management BHM 703 (Student will have to opt 1 out the choice).

7th Sem Open Elective – Customer Relationship Management BHM 704, Entrepreneurship development BHM 705, Organizational Behavior BHM 706, Total Quality Management BHM 707, Basic French BHM 708, (Student will have to opt 1 out the choice).

Programme/Class: Degree	Year: Fourth	Semester: Seventh
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Course Code: BHM 701	Course Title: Food Production Management- BHM 701		
Course outcomes: <div>1. Kitchen and store management.</div> <div>2. Purchase and receiving procedure and handle various record found in Stores and Kitchen</div> <div>3. Quality control procedures in kitchen</div>			
Credits: 3		Professional Elective	
Max. Marks30+70		Min. Passing Marks:	
Total No. of Lectures-Tutorials-Practical (in hours per week): L-T-P:			
Unit	Topics		No. of Lectures Total=46
I	Kitchen Management:- Principles of planning for quantity food production with regard to: Space allocation, Equipment's selection, Staffing Inventory management, System Catering		
II	Stores management:- Principles of storage, Types of stores, Guidelines for efficient storage Layout of Dry and cold room, Staff Hierarchy, Control procedures, EOQ, Re-order levels Duties and responsibility of a store manager		

III	Purchasing:- Aims and objectives of purchasing policy, central purchasing and identifying regular suppliers Job description of Purchase Manager Types of Purchases/ Methods employed	
IV	Receiving:- Aims of Receiving and receiving procedure Jobs description of the Receiving Manager Equipment required for receiving Documents required while receiving (from hotel and from supplier) Use of Standards and Specifications while receiving	
V	Kitchen Records And Formats:- Different records, registers, vouchers, formats, tags and color-coding	

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VI	Quality Control Procedure:- Cost control, quality control, portion control, waste control and budgetary control	
Suggested Readings: <ol style="list-style-type: none"> 1. Principle of Inventory & Material Management By Richard J Jersine, Publisher: Prentice Hall 2. Introduction to Material Management By J R Tony Arnold, Steve Chapman, Lloyd M Clive, Publisher Prentice Hall 3. Purchasing Selection & Procurement for the Hospitality Industry, Fifth Edition By 		
Further Suggestions:		

Year-4/Semester-VII		
Programme/Class: Degree	Year: Fourth	Semester: Seventh
Course Code: BHM 702	Course Title :Food & Beverage Management BHM-702	

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(Signature)

Course outcomes: <ol style="list-style-type: none"> 1. Operations of F&B outlets 2. Menu management 3. F&B costing and breakeven analysis 4. KOT control system 5. Banquet department's role 		
Credits: 3		Professional Elective
Max. Marks: 30+70		Min. Passing Marks:
Total No. of Lectures-Tutorials-Practical (in hours per week): L-T-P:		
Unit	Topics	No. of Lectures Total=48
I	Basics of F&B Operations:- Introduction to F&B Industry – Classification & Types Types of F&B Outlets, Types of Service methods, Mis en Scene & Place Restaurant Service cycle Types of Meal & its Accompaniments Menu- Types, Classical food & its accompaniments IRD Service cycle – Scripting, Do's & Don'ts Classification Various Tools and Equipment's, Usage of Equipment, Types, Sizes and usage of Furniture Linen, Napkins, Chinaware, Silverware, Glassware & Disposables	
II	Menu Management:- Menu Planning Menu designing Menu Engineering Menu Merchandising	
III	Cost Management & Budgeting:- Classification of Costs, Types of Costs Profit calculation Break Even Analysis Budgetary Control Process	
IV	Control System:- KOT/Bill Control System Making bill, Editing, Void, Re-print, Managers role Cash handling equipment, Record keeping Importance of billing System	
V	Beverage Management:- Classification -Alcoholic & non Alcoholic Distillation Process – Types of spirits, brand name World of Wine-Types, Making Process, Laws Service of beverage- Style, pattern & equipment used Food and beverage combinations	

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VI	Banquet Management:- Role of banquet in F&B service department Banquet booking procedure- booking confirmation. Designing FP Different types of banquet setups	
Suggested Readings: Food & Beverage Service Training Manual-S. Andrews; Food & Beverage Service –Lillicrap & Cousins; Modern Restaurant Service –John Fuller; Professional Food & Beverage Service Management –Brian ; Food Service Operations – Peter Jones & Cassel; Menu planning-J Kivela. Food & Beverage Management by John Cousins, David Foskett F&B Mgmt by Sudhir Andrews Restaurant Management by Robert Christie Mill Food & Beverage Service & Management by Bobby George & Sandeep Chaterjee		
Further Suggestions:		

Year-4/Semester-V01

Programme/Class: Degree	Year: Fourth	Semester: Seventh
Course Code: BHM 703	Course Title: Rooms Division Management BHM 703	
Course outcomes: <ol style="list-style-type: none">1. Identify the key functions of the Rooms Division department2. Associate the role of the Rooms Division Manager with the management function of a hospitality provider in an effective manner3. Explain the rooms division manager/front office manager's role as leader and decision maker4. Discuss the importance of the Rooms Division department in the service provision within the hospitality context5. Demonstrate the basic techniques of reservations, registration, room allocation and guest accounting6. Examine the role of Revenue Management and its application within the Rooms Division department7. Design standard operational procedures that can be utilized in the management of guest services8. Identify and examine the various technology packages used in the management of the rooms division department9. Explain the role of Rooms Division managers in managing human resources		
Credits: 3	Professional Elective	
Max. Marks: 70+30	Min. Passing Marks:	
Total No. of Lectures-Tutorials-Practical (in hours per week): L-T-P:		

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Unit	Topics	No. of Lectures Total=48
I	Front Office Operations:- The Guest Cycle, reservations, registration, legal issues, room assignment, check in procedures, key cards etc. Front Office Responsibilities Front Office accounting Check-out and settlement, the night audit, safety deposit The use of technology in the front office department – Property Management Systems, Reservation Technology Systems Selling from the Front Office	
II	Room Division/Front Office Management:- Planning and Evaluating Operations Revenue Management – Statistical Reporting: Room Rate Management Managing Human Resources Managing Guest Services Future trends and developments in the Rooms Division	
III	Safety & Security in Rooms Division:- Work environment safety Hotel Security Aspects and Implementation Safety Awareness & Accident Prevention Case Studies	
IV	Opening of new Properties:- Pre-Opening of Hotels New property operations Starting up Rooms Division Countdown to start Hotel and Case study	
V	Evaluation of Hotel Performances:- Hotel Performance measurement Yield Managements, element of yield Management, measuring of yield management. Benefit strategies and prospects of yield Management	
	Forecasting, data required for fore casting and benefit of forecasting	
VI	Conservation of Recourses:- Conservation of water Conservation of electrical energy Conservation of manpower Housekeepers role in Environmental Management	

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Suggested Readings:

Hotel Front Office Management and operation. Dukes Peter. 3rd edition Jowa Prown. 1970.

Professional Management of Housekeeping Operations – Thomas J.A., Jones, Ed.D.R.EH, John Wiley & Sons, Inc.

The professional housekeeper-Madelin Schneider, Georgina tucker, Mary Scoviak
John Wiley & Sons, Inc

Housekeeping Operations Workbook, Macmillan Education Ltd. – Valerie Paul & Christine Jones. Housekeeping Supervision Jane Fellows, Macdonald & Erans Ltd. London.

Housekeeping Management Margaret kappas. Aleha Nitschke. Education Institute. USA.
Black Sam. Hotel Front Office Training Manual. Andrews S.. Tata Publishing Company
Limited 1982.

Further Suggestions:

Year-4/Semester-VII

Year: VII		Semester: VII	
Programme/Class: Degree	Year: Fourth	Semester: Seventh	
Course Code: BHM 704	Course Title: CUSTOMER RELATIONSHIP MANAGEMENT BHM-704		

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Course outcomes: <ol style="list-style-type: none"> 1. Be a good customer relationship manager 2. Should practice customer retention strategies in operating areas 3. Should use customer information in ethical way for better practices. 		
Credits: 3		Open Elective
Max. Marks: 30+70		Min. Passing Marks:
Total No. of Lectures-Tutorials-Practical (in hours per week): L-T-P:		
Unit	Topics	No. of Lectures Total=48
I	Customer Relationship Management:- Introduction to CRM Need, Meaning, Tools, Process, Customer marketing organizations, CRM Success factor	
II	The Customer Service / Sales Profile:- The Three Level of Service The Shape of Customer Service CRM Creating demand for Hospitality & Tourism	
III	Choosing your CRM Strategy CRM Strategy Starting Point The CRM Strategy Creation Identify Potential Strategies	
IV	Customer retention Managing Customer Information Ethics and legalities of Data use Tools for capturing Customer Information Interaction between CRM Technology	
V	Relationship marketing Introduction, approaches and growth CRM on Internet Choosing the Right niche Rules for the Success on the road to E-commerce	
VI	Case Study	
Suggested Readings: <ul style="list-style-type: none"> • CRM by Kristen Anderson & Carl Kerr, Tata McGrawHills • The CRM Hand-book by Jill Dyche, Pearson Education Singapore • Management & Public Relation & Communication by Shailesh Sen Gupta, Vikas Publishing House, N.D. • Consumer Behaviour by Dr. SL Gupta, Sultan Chand & Sons 		

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- Hospitality Management: Current Trends & Practices by Dr. JM Negi, Amity University Press, New Delhi

Further Suggestions:

Year-4/Semester-VII

Year-4/Semester-VII		
Programme/Class: Degree	Year: Fourth	Semester: Seventh
Course Code: BHM 705	Course Title: ENTREPRENEURSHIP DEVELOPMENT- BHM 705	
Course outcomes: 1. Conceive idea for entrepreneurship 2. Develop an entrepreneurship proposal 3. Do the feasibility study 4. Utilize Govt. schemes and coordinate with funding agencies.		
Credits: 3	Open Elective	
Max. Marks: 30+70	Min. Passing Marks:	
Total No. of Lectures-Tutorials-Practical (in hours per week): L-T-P:		

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Unit	Topics	No. of Lectures Total=45
I	THE BASICS OF ENTREPRENEURSHIP The Foundations of Entrepreneurship Inside the Entrepreneurial Mind: From Ideas to Reality Understanding new entrepreneurial concepts Role of Innovation and creativity	
II	BUILDING THE BUSINESS PLAN: BEGINNING CONSIDERATIONS Designing a Competitive Business Model and Building a Solid Strategic Plan. Conducting a Feasibility Analysis and Crafting a Winning Business Plan Present idea for a hospitality business Forms of Hospitality Business Ownership Franchising and its importance Legal requirements and processes necessary to start a new business. Buying an Existing Business	
III	BUILDING THE BUSINESS PLAN: MARKETING AND FINANCIAL CONSIDERATIONS Building a Powerful Marketing Plan E-Commerce and the Entrepreneur Pricing Strategies Creating a Successful Financial Plan Managing Cash Flow	
IV	PUTTING THE BUSINESS PLAN TO WORK: SOURCES OF FUNDS Sources of Financing: Government promotional schemes for new entrepreneurship setups Choosing the Right Location and Layout Obtaining Technology Global Aspects of Entrepreneurship Planning and developing the Human Resources Support schemes- Government & Local state Govt. Level Role of District Industry center Preparing DPR	
V	Case Study	
Suggested Readings: Innovation and Entrepreneurship: Drucker P, Entrepreneurship Management: Dr. A. Kaulgud, Entrepreneurship Development: Taneja S.		
Further Suggestions:		

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IV	Motivation Meaning & Importance. Techniques. Theories of Motivation – Maslow & McGregor's	
V	Conflict Management 5.1 Traditional Vs. Present Views 5.2 Reasons for Conflicts Conflict management & Strategies to overcome conflict	
	Stress Management 6.1. Concepts of Stress 6.2 Sources & Effects of Stress 6.3 Strategies to overcome individual & organizational stress.	
	Role of Ethics Ethics & Ethical Behaviour 7.1 The impact of ethics on "Bottom-Line "Outcomes 7.2 Sexual Harassment 7.3 Pay and promotion Discrimination 7.4 Employee Privacy Issues	
Suggested Readings: Organizational Behaviour - Stephen Robins: Organizational Behaviour – Fred Luthans: Management of Organizational Behaviour – Paul Hersey & Kenneth H. Blanchard.		
Further Suggestions:		

Year-4/Semester-VII

Year-4/Semester-VII		
Programme/Class: Degree	Year: Fourth	Semester: Seventh
Course Code: BHM 707	<i>Course Title: TOTAL QUALITY MANAGEMENT BHM 707</i>	
		

Course outcomes: Students after undergoing this course should be able to develop plan aligned with TQM concepts and should be able to develop practices as per TQM standards.		
Credits: 3		Open Elective
Max. Marks: 30+70		Min. Passing Marks:
Total No. of Lectures-Tutorials-Practical (in hours per week): L-T-P:		
Unit	Topics	No. of Lectures Total=46
I	Quality in Service Industry Definitions, Concepts and models, Quality plans	
II	Core Concepts of TQM Internal Customer, Right First Time, Customer Focus, Continuous Improvement, Basics of Six Sigma	
III	Organizational culture & leadership for TQM Commitment, Vision & Mission, Creating environment, Quality Circle, Flow group Concept	
IV	Problem solving Tools & Techniques Brain Storming, Pareto Analysis, Fishbone Diagram	
V	Core values of Japanese Management Group Orientation, Perfectionism, Innovation, Diligence Kaizen & Continuous Improvement "5 S" Philosophy, Process Mapping & Improvement (5 W & 1 H) Kaizen & Continuous Improvement "5 S" Philosophy, Process Mapping & Improvement (5 W & 1 H)	
VI	Cost of Quality Failure, Appraisal, Preventive Cost	

VII	Role of Communication in TQM Language Concept, Effective Ways	
IX	Service Quality Standards QMS – ISO 9001:2000 EMS – ISO 14001:1996 HACCP	
Suggested Readings: 1.) "Managing Quality in Science Sector" – Mike Asher 1996 – Kogan Page Ltd. 2.) "The essence of Total Quality Management" – John Bank 1996 – Prentice Hall of India Pvt. Ltd. New Delhi. 3.) "Word of Kaizen" - A Total Quality Culture of Survival – Shyam Talawadekar – Published by Quality Management System, Thane 4.) "Quality is Free" – and "Quality is still Free" by Philip Crosby 5.) "The Eight Core Values of Japanese Businessmen" – Yasutaka Sai – Jaico Publishing House 6.) "TQM in Action" - John Pike & Richard Barheo – Clrpure & Hall		
Further Suggestions:		

Year-4/Semester-VII

Year-4/Semester-VII		
Programme/Class: Degree	Year: Fourth	Semester: Seventh
Course Code: BHM 708	Course Title: BASIC FRENCH BHM 708	
Course outcomes:		
Credits: 3	Open Elective	
Max. Marks: 30+70	Min. Passing Marks:	
Total No. of Lectures-Tutorials-Practical (in hours per week): L-T-P:		
Unit	Topics	No. of Lectures Total=48


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I	INTRODUCTION TO FRENCH GRAMMAR (i) The alphabets (ii) Use of Capital letter (iii) The accents in French (iv) Liason (v) The Vowels & consonant Elision	
II	THE ARTICLES (i) Le, La, Les; un, une, des and their usage with common nouns e.g. the table, the chair, a wall, a windowed. (ii) Counting Numbers Ordinal & Cardinal: 1-100; 1st-100 th . (iii) Common adjectives – e.g. Grand/Petit/Haut/Bas etc. (iv) Conjugation (Affirmative and Negative) – er ending regular verbs + the verbs être and avoir (present indicative tense). The verb 'aller'; boire; server, faire, prendre, finir, voir, lire, dire. (v) The days of the seasons, weeks & months of the year in French. (vi) Les professions (le médecin etc.): les noms de pays (Angleterre, Allemande, Espagne, Inde, etc.)	
III	VOCBULARY & COMPREHENSION (i) Dialogue: Ordering breakfast; translation of French menu terms. (ii) Common greetings and frequently used phrases (Short phrases). (iii) Learning complaint handling in French (iv) Writing short phrases. Comprehensive & translation 1. Between 2 persons 2. Meals (Le repas)	
IV	AU RECEPTION Translation & comprehension - Front Office, reception – conversation, practicing various French terms.	
V	AU RESTAURANT Basic Conversation, practicing basic French terms	

Suggested Readings:

Cours de langue et de civilization
française- G. Mauger Parlez a l hotel –
A. Talukdar
French for Hotel Management: Bhattacharya

Further Suggestions:

Year-4/Semester-VII

Programme/Class: Degree	Year: Fourth	Semester: Seventh
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Course Code: BHM 709

Course Title: HOSPITALITY SALES MARKETING BHM-709

Course outcomes:

1. Usage of marketing concepts in Hospitality sector.
2. Understand the difference between sales & marketing.
3. Becoming responsive towards changing trends of market.
4. Utilizing marketing tools effectively when needed.

Credits:
3

Compulsory

Max. Marks: 30+70

Min. Passing Marks:

Total No. of Lectures-Tutorials-Practical (in hours per week): L-T-P:

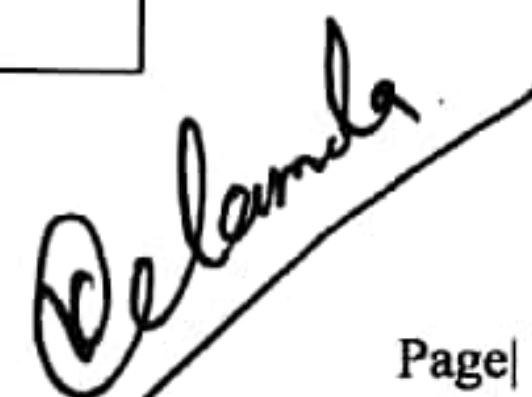
Unit	Topics	No. of Lectures Total=45
I	Introduction to Marketing 1.1 Definition of Marketing 1.2 Customer Orientation & Core Concept of Marketing 1.3 Marketing Management – Definition Philosophies and pillars of Marketing management 1.4 Introduction to 7 P's of Marketing mix 1.5 Factors effecting business environment & changing trends of market globally in hospitality industry.	

II	Consumer Behaviour 2.1 Concept of Consumer Behaviour 2.2 Consumer Behaviour model 2.3 Consumer decision making process 2.4 Factors affecting Consumer Behaviour – Cultural, Social, Personal ,Psychological	
III	Market Segmentation 3.1 Definition & need for market segmentation Basis for segmentation - Geographic, Demographic, Behavioral and Psychographics	
IV	Hospitality Product 4.1 Definition 4.2 Levels of Product, Hospitality products 4.3 Branding , types of branding 4.4 New Product Development, Product Life Cycle 4.5 Product Differentiation	
V	Distribution 5.1 Definition and importance of Distribution system 5.2 Channel levels of distributions 5.3 Intermediaries for Hospitality Industry [Travel Agents, Tour Wholesalers, Hotel representatives, National/ regional/ local/ tourist agencies, CRS, INTERNET based reservation systems] 5.4 Modern methods of distribution (Franchising, Alliances etc.) 5.5 Location of services	
VI	Promotion 6.1 Definition and characteristics of promotion tools 6.2 5 M's of Advertising 6.3 Various Sales promotion tools used in hotels & their application 6.4 Publicity and public relation - Tools and opportunities in the Hotel Industry 6.5 Principles of personal selling Direct Marketing - Telemarketing and internet	
Suggested Readings: 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		
Further Suggestions:		

Year-4/Semester-VII

Programme/Class: Degree	Year: Fourth	Semester: Seventh
Course Code: BHM 710	Course Title: RESEARCH METHODOLOGY BHM-710	


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Course outcomes:		
1. Usage of Research tools Hospitality sector. 2. Develop research hypothesis 3. Undertake a research project and write a report with complete the data analysis		
Credits: 3		Compulsory
Max. Marks: 30+70		Min. Passing Marks:
Total No. of Lectures-Tutorials-Practical (in hours per week): L-T-P:		
Unit	Topics	No. of Lectures Total=45
I	Understanding Research Methodology Meaning & definition, scope and purpose of doing research, types of research, areas of research, applications of research, research process - identifying problem.	
II	PROJECT THEME Identifying the theme of project, criteria for selecting the title of project, statement of research problem and research objective, rationale for conducting study.	
III	RESEARCH DESIGN AND DATA COLLECTION Hypothesis - meaning and types, how to formulate a hypothesis, Research design - meaning, types of research design, primary research and secondary research, research approaches - observation, experiment, survey, census survey, sample survey, research instrument - questionnaire, interview, mechanical, questionnaire Schedule.	
IV	SAMPLING PLAN Meaning and types of sampling, probability sampling, non-probability sampling, sample design, sampling unit, sampling size, sampling media, sample selection process.	
V	FIELD WORK Planning, organizing and supervising the field work.	
VI	DATA ANALYSIS Classification, Tabulation, Analysis and Interpretation of data, Role of computers in educational research.	
VII	REPORT WRITING Types of report, report format, executive summary, literature review, findings, conclusions and recommendations, referencing, bibliography	

Suggested Readings:

1. Business Research Methods – Alan Bryman & Emma Bell, Oxford University Press.
2. Research Methodology – C.R.Kothari

Further Suggestions:

Year-4/Semester-VII

Programme/Class: Degree		Year: Fourth	Semester: Seventh
Course Code: BHM 711		Course Title: <i>FINANCIAL MANAGEMENT BHM-711</i>	
	a.i.5. Long term debt to Total Capitalisationratio a.i.6. Fixed Charge Coverage ratio a.i.7. Operating cash flows to Total Liabilitiesratio (iv) Activity Ratio's (v) Profitability Ratio's		
IV	Capitalisation Meaning, over & under Capitalisation		
V	Sources of Finance Short, Mid & Long term finances Role of commercial banks Financing Institutions Corporate Share capital & Corporate debt Different forms of Securities		
VI	Working Capital Concept, Source, Management of working capital		
VII	Budgets Meaning & Importance Types Steps in budgeting Pay back period, ARR, NPV & P.Index		

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VIII	Depreciation Policies Meaning, causes, Objectives, Determination	
Programme/Class: Degree	Year: Fourth	Semester: Seventh
Course Code: BHM 712	<i>Course Title: FACILITY PLANING- BHM-712</i>	
IX	Cost – volume – profit analysis (i) Meaning (ii) Principles of measuring cost and benefits (iii) Break-even analysis (iv) Margin of safetyProblems	
Suggested Readings: <ol style="list-style-type: none"> 1. Hotel Accountancy & Finance- S.P Jain & K.L Narang First 1999 Kalyani Publishers B1/1292,Rajinder Nagar,Ludhiana 2. Hotel Accounting & Financial Control - Ozi D'Cunha Gleson Ozi D'Cunha – First-2002- Dickey Enterprises , Kandivali (W)Mumbai 3. Accountancy in the Hotel & catering Industry – Richard Kotas – Fourth –1981- International TextbookCompany 4. Elements of Hotel Accountancy- G.S.Rawat & JMS Negi – Fifth Revised – 1994- Aman Publications. Daryaganj, New Delhi–2. 		
Further Suggestions:		
Year-4/Semester-VII		
Course outcomes: <ol style="list-style-type: none"> 1. Prepare Facility plan for Hospitality sector. 2. Plan effective maintenance of operational areas Handle Hazards 		
Credits:3		Compulsory
Max. Marks: 30+70		Min. Passing Marks:

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Total No. of Lectures-Tutorials-Practical (in hours per week): L-T-P:		
Unit	Topics	No. of Lectures Total=46
I	HOTEL DESIGN <ol style="list-style-type: none"> Design Consideration Attractive Appearance Efficient Plan Good Location Suitable material Good workmanship Sound financing Competent Management 	
II	STORES –LAYOUT AND DESIGN <ol style="list-style-type: none"> Stores layout and planning (dry, cold and bar) Various equipment of the stores Work flow in stores 	
III	CAR PARKING Calculating of Car park area for different types of Hotel.	
IV	PROJECT MANAGEMENT <ol style="list-style-type: none"> Introduction to Network analysis Basic rules and procedure for network analysis C.P.M and PERT Comparison of CPM & PERT Classroom exercises Network crashing determining crash cost, normal cost	
V	ENGINEERING & MAINTENANCE <ol style="list-style-type: none"> Role & Importance of maintenance Types of Maintenance- preventive maintenance, corrective maintenance, emergency maintenance, scheduled maintenance, condition based maintenance, contract maintenance, hotel engineering contract Basics of HVAC system Fire fighting –fire prevention and fire fighting system, classes of fire. Fire extinguishers – portable and stationary. Fire Safety and alarm systems. Energy conservation – Necessity, energy conservation Programme in hotels, Energy conservation in different areas of hotel, energy wastage in hotel, energy management 	
Suggested Readings: <ol style="list-style-type: none"> Service and Maintenance for Hotels and Residential Establishments – Rosemary Hurst, Heiman Landai The Management of Maintenance and engineering systems in Hospitality Industry – Frank. G. Barsanik, John Wiley & Sons Maintenance and Engineering for Lodging & Food Service Facilities – M. R. Frank D. Boronik Managing Hospitality Engineering System – Michael. H. Redli and David. M. Stinky 		

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Further Suggestions:

Professional Elective Practical

(Note- Students will undergo practical in the same subject which they have selected as Theory elective subject)

FOOD PRODUCTION MANAGEMENT PRACTICAL- BHM713

	Topics
1.	Menu development for 5 course Indian and International cuisine
2.	Preparing Standard recipes for developed menu's
3.	Indent preparation for menu's developed
4.	Food costing for developed menu's for 4 PAX and 100 PAX
5.	Practicing Food Holding techniques and Plate Presentations
6.	Practicing Buffet setup's as per theme
7.	Preparing Cold Platters and preparing charcutiere items
8.	Practicing Food Carvings
9.	Preparing Famous International breads
10.	Practicing cake decoration
11.	Practicing Sugar and Chocolate work

*The institutions adopting this syllabus must ensure that for all Food Production practical sessions the list of names of preparations / dishes, sets of menus, recipes should be specifically mentioned for standardized teaching and evaluation. This may be done by constituting a team of experts to compile the details keeping the local conditions in mind.

FOOD & BEVERAGE MANAGEMENT PRACTICAL- BHM714

	Topics
1.	Restaurant Etiquettes
2.	practicing Mis- En Scene & Mis en Place activities
3.	Identification of Tools, Equipment's, Cutlery, Crockery, Glass & Chinaware, Flatware, Hollowware, Table Appointments, Linen etc. Care and Maintenance of various Tools, Equipment's, Flatware's.
4.	Table Service
5.	Service of Spirits
6.	Service of Wine
7.	Service in Guest Room
8.	Planning menu for a Special Dinner
9.	Preparing Function prospectus
10.	Different types of buffet setup

ROOMS DIVISION MANAGEMENT PRACTICAL- BHM 715

	Topics
1.	Preparing SOP for Guest Arrival
2.	Handling complete Guest Departure Procedure
3.	Handling all type of Cleaning procedures
4.	Handling complaints
5.	Preparing operating budget for Room Division Operations

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6.	Calculating staff requirement for Room Division operations
7.	Preparing Duty Rotas
8.	Practicing yield management aspects
9.	Field visit to an Ecotels to understand eco-friendly measures adopted in Hotels.
10.	Assignment on new concepts adopted in Hotels
11.	Practicing on software for Hotel Operations

PROJECT-I- BHM 716

OBJECTIVE OF PROJECT

The project is intended to serve the student develop ability to apply multidisciplinary concepts, tools and techniques to deal with any subject related to hospitality industry. Emphasis should be placed on project for selected professional elective subject area.

TYPE OF PROJECT

The project may be one of the following type:

- Comprehensive case study of work process
- Inter-Organizational study
- Any other study related to Hospitality segment

PROJECT SUPERVISION

Each project shall be guided by a supervisor duly appointed by the department/coordinator.

PROJECT PROPOSAL (SYNOPSIS): Project proposal/Synopsis of the project should be prepared in consultation with the guide and submitted in the department. The synopsis should clearly state the objectives and purpose of the proposed project to be undertaken. It should have full detail of the rationale, description of universe sampling, research instruments to be used, limitations if any and future directions for further research etc.

PROJECT DOCUMENTATION

Content for the Project Work

- Cover Page
- Title Page
- Certificate
- Acknowledgment
- Synopsis
- Index
- Content framework:
 - Introduction (Aims & Objectives, History, Primary Data, Explanation of Terms)
 - Research Methodology (Methods adopted for collecting Data)
 - Questionnaires, Interview, Mailsetc.
 - Data Analysis & Data Interpretation (Data is depicted with the help of Bar Chart, pie Chart, Graphs, Statistical formulae and interpreted)
 - Conclusions and Limitations
 - Suggestions
- Annexures
- Bibliography (List of Reference Books)
- Questionnaire (Blank Format)

PROJECTSUBMISSION

Final draft of the project should be submitted in the department duly certified by the concerned guide.

PROJECT PRESENTATION & EVALUATION

Formal presentation and evaluation of the project before internal and external panel constituted by

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the University.

Year-4/Semester-VIII

Industrial Training

Programme/Class: Degree	Year: Fourth	Semester: Eight
Course Code: BHM 801	Course Title: Job Training BHM801	
Credits: 24		Compulsory
Max. Marks: 200+200		Min. Passing Marks:
Total Duration: 22 Weeks		

PROJECT- II- BHM 801

(Field Project Work)

OBJECTIVE OF PROJECT

The project is intended to serve the student develop ability to apply multidisciplinary concepts, tools and techniques to deal with operational areas of hospitality industry. Emphasis should be placed on project for selected professional elective subject area.

TYPE OF PROJECT

The project may be one of the following types:

- Comprehensive study of departmental process
- Inter-Organizational study
- Field study

PROJECT SUPERVISION

Each project shall be guided by a supervisor duly appointed by the department/coordinator.

PROJECT PROPOSAL (SYNOPSIS): Project proposal/Synopsis of the project should be prepared in consultation with the guide and submitted in the department. The synopsis should clearly state the objectives and purpose of the proposed project to be undertaken. It should have full detail of the rationale, description of universe sampling, research instruments to be used, limitations if any and future directions for further research etc.

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PROJECT DOCUMENTATION

Project report should be properly documented and will include, Executive summary, Research/Field work design & Methodology, Literature review, Data collection and Analysis, Conclusions and recommendations and Bibliography. In case of field study or inter departmental operational study the chapter plan will be planned accordingly in consultation of Guide.

PROJECT SUBMISSION

Final draft of the project should be submitted in the department duly certified by the concerned guide.

PROJECT PRESENTATION & EVALUATION

A formal presentation and evaluation shall be done for the project before internal and external panel constituted by the University.



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