

Minutes of meeting of Board of studies for Hotel Management & Catering Technology

A meeting of Board of Studies for Hotel Management & Catering Technology was held on 10.07.2011 at 11am in the Department of Hotel management & Catering Technology, MJP Rohilkhand University, Bareilly. Following members were present in the meeting:

1. Prof. A.K.Sarkar, Dean Faculty of Management & Head Dept. of Hotel Management- Convener
2. Mr. P.K.Gupta, Asstt. Professor, Department of Hotel Management- Internal member
3. Mr. D.S.Negi, Asstt. Professor, Department of Hotel Management- Internal member
4. Mr. Nikhil Thapar, Managing Director, East Lite Hotel, Bareilly

Following are the minutes of the meeting:

1. The syllabus for 4 year BHMCT programme prepared by the committee constituted by Hon'ble Vice Chancellor with reference to Govt. order no. 566/sattar-1-2011-16(26)/11 dated 28.04.2011 vide Registrar's notification dated 06.06.2011 was presented before the Board of Studies . The Board appreciates the efforts of the committee in formulating the syllabus.
2. Mrs Hema Verma , Asstt. Professor, Department of Hotel Management- Internal member of the Board of Studies, is on study leave to attend FDP at IIM Ahmadabad. She, however, gave necessary assistance in formulating the syllabus and has also sent an email approving the present syllabus. The Board appreciates her efforts. Copy of email is attached with the minutes.
3. The Committee informed the Board that it had studied syllabi of various universities particularly Model syllabus of All India Council for Technical Education (AICTE) which is the approving body for the BHMCT programme as also the syllabus of MJP Rohilkhand University, Bareilly, Bundelkhand University, Jhansi, U.P.Technical University, Lucknow, West Bengal Technical University, Punjab Technical University and National Council for Hotel Management & Catering Technology, Noida, (under Ministry of Tourism, Govt. of India, New Delhi) in process of formulating the new syllabus for BHMCT. The committee has also considered the available infrastructure.
4. The Board of Studies for Hotel Management & Catering Technology is pleased to approve the syllabus and proposed ordinance and would like to implement the new syllabus wef academic session 2011-2012 subject to approval by appropriate authorities.

Bachelor of Hotel Management and Catering Technology

(BHMCT)

Proposed Course Outline

Approved by

Board of Studies of Hotel Management & Catering Technology

Submitted by

Department of Hotel Management & Catering Technology

Faculty of Management

M.J.P.Rohilkhand University

BAREILLY

Proposed Ordinance and Course Outline

for

Bachelor of Hotel Management and Catering Technology (BHMCT)

1. Eligibility for Admission:

10+2 or equivalent qualification, passed with at least 50% marks; relaxation of 5% marks for SC/ST candidates

2. Intake: 40 seats

3. Reservation:

Reservation shall be applicable as per State Government/University norms.

4. Duration of the Course:

a) Duration of the Course leading to the **Degree of Bachelor of Hotel Management and Catering Technology (BHMCT)** shall be four academic years, spread-over *eight semesters* i.e., two semesters in each academic year: *July to November/ December* and, *January to April/ May*, respectively.

b) Maximum duration to complete the course shall be 8 years.

4. Admission

a) Admissions to BHMCT Course shall be based on the merit of the Entrance Test conducted by U.P. Technical University on duly notified date.

b) Entrance Test

Generally the entrance test shall be convened during last week of May or First week of June by UPTU , Lucknow and result shall be available on U.P.T.U. website within 15 days of the conduct of entrance test.

c) Counseling

Counselling will be conducted by the university conducting the entrance examinations and students will be allotted seats as per their ranking and availability.

d) Admission Against Vacant Seats

If the seats remain vacant after giving opportunity to all the eligible candidates standing in the merit of the Entrance Test; applications for direct admission may be invited by the concerned University through appropriate notification. Admissions, in such case, shall be strictly made on the merit of the qualifying examination (i.e., 10+2 or equivalent) of the applicants.

e) In any eventuality, if entrance test is not conducted for some reasons, the admissions shall be made on the basis of the performance of the candidates in their qualifying examination (i.e., marks obtained in 10+2 or equivalent)

5. Course Fee

- a) The course fee, to be remitted annually, shall be prescribed by the University from time to time. Information to this effect will be specifically incorporated in the Admission Bulletin/Brochure of the concerned Academic Year. The course fee shall have to be remitted by the students in the beginning of every academic year on duly notified dates. Candidates failing to deposit the fee in time shall be liable for penalty, as prescribed by the University.
- b) The fee structure laid down in the Admission Bulletin of the specific year will remain applicable all through the course duration of the candidates who have taken admission in the concerned academic year. However, if fee is reduced during the subsequent year(s), the reduced fee will also be applicable to the students who have taken admission during previous year(s).

6. Teaching

In each but Fifth semester, there shall be actual teaching for a minimum of 90 days, excluding admission, preparatory and examination period. The Fifth Semester shall be devoted to Industrial Training and final preparation of Training Report and Log Book and Research Project.

7. Medium of Instruction:

Medium of Instruction in BHMCT course shall be 'English'. The condition of English medium has been laid-down in view of the industry 'requirement vis-à-vis better entrepreneurial/employment opportunities for the incumbent students.

8. Attendance:

The Student will have to fulfill the minimum requirement of attendance as per the rule of University.

9. Examination

- a) **Sessional Examination/Internal Assessment:** In every semester, 30% marks shall be assigned for internal assessment/ sessional examination, in each theory and practical subject/paper. The subject teacher shall conduct one Sessional examination on a date notified at least one week in advance. Students failing to appear in the sessionals, or obtaining less than 40% marks in the internal assessment of any paper shall not be eligible to appear in concerned semester examination. The department shall have to preserve the records of internal assessment for at least for six months from the date of the commencement of the concerned semester examination. In case, if any student

fails to appear in one or more papers on medical ground/ genuine ground then he/she may be provided one more chance during the same semester with due permission of the Head of the Department on payment of re-examination fee of Rs 1000/- for one or more papers.

- b) Semester Examinations (Written/Theory Examination):** Examination of *odd* and *even* semesters shall normally be conducted during the month of *December* and *April/May*, in that order. The question paper will be set by examiners appointed by the Vice-Chancellor on the recommendation of the Board of Studies. Minimum half of papers will be set by the core faculty members of the Department and remaining half may be sent outside. The pattern of the question paper will be prescribed and duly notified by the University from time to time. The weightage of each theory paper will be 70 marks and duration of the examination shall be 3 hours each..
- c) Practical Examinations**
Practical examinations may be normally convened before theory examinations. However, in unavoidable circumstances, practical examinations can also be held after theory papers.
- d) Extensive on the job training (Twenty Two Weeks):** Immediacy after their Fourth Semester Examinations, the Students shall be required to undertake a Twenty-Two weeks' extensive on-the-job training in a leading hotel/resort property, duly approved by the Department. The students will have to inform the Department about the details of the Hotel they will be undergoing the training, their date of joining along with an undertaking that they will report back by the date notified by the Department so that the examinations are not delayed. The evaluation of the Training Reports and Log Books submitted by the students on the prescribed format as well as viva voce, will be conducted by a team of internal and external expert. *Last date for submission of the report shall be notified by the Department and will usually be at least 15 days prior to the commencement of the end semester examination examinations*
- e) Elective** in the fifth semester will be any one operational area (out of Food Production, Food & Beverages Service, Front Office Operations, House Keeping operations) in which the student has undergone the training and has interest .
- f) Research Project:** At the onset of fifth Semester, every Student shall be assigned an applied topic (problem) for Research under the supervision of one of the core faculty members of the Department. A panel, comprising of one external and one internal expert who is in charge of Research project shall evaluate the Projects and conduct viva voce examination on the same. *Last date for submission of the project shall be notified by the Department and will usually be at least 15 days prior to the commencement of the end semester examination examinations* **Note:** *Students will be allowed to submit their Research project only if the respective supervisor is satisfied with the work and has accordingly recommended it for evaluation.*

10. Qualifying Marks and Promotion:

- a) The minimum passing marks in each individual paper will be 40% and in aggregate 50% in each Semester. This percentage will apply on aggregate marks of internal evaluation and end semester examination. Any candidate who fails to secure minimum of 40% marks but secures 20% or more marks in not more than four papers in first semester of the first academic year will be promoted to the next semester.
- b) In the first seven semesters the candidate will be declared only as “Pass” or “Fail” Division will be awarded only on the basis of combined result of all the eight semesters of BHMCT programme.
- c) If a candidate fails to appear in any Practical/Seminar/ Training Report/Logbook/Project Reprt/Viva-Voce Examination then he/she may be provided a second chance with due permission of the Registrar on the Payment of prescribed fee for each Practical/viva voce. If a candidate fails in Practical/Seminar/ Training Report/Logbook/Project Reprt/Viva-Voce Examination of any Semester then he/she will be declared as failed
- d) No regular admission will be given to failed students. Any candidate who fails in the exams or is entitled to carry over papers as “back papers” may reappear in the next subsequent exams. However the marks obtained previously by the candidate in the internal evaluation of the paper concerned, shall be retained and added with the marks obtained in the subsequent end semester exams.
- e) - There will be no re-evaluation or supplementary exams.
- f) The syllabi will be prescribed by the Board of Studies.
- g) A candidate to be admitted to the examination in any semester who has secured minimum marks to pass in each paper but has not secured minimum marks to pass in aggregate may reappear in any of the paper(s) of the semester concerned (subject to maximum of three), according to his/her choice in order to secure the minimum marks, prescribed to pass in the aggregate.
- h) The award of the division to the successful candidate will be on the basis of the combined results of BHMCT part I, II and III , IV(of eight semesters) as follows:
 - (i) **Candidates securing 60% and above** **I Division**
 - (ii) **All others** **II Division**

- i) - No person shall be admitted as a candidate for the examinations of any of the part after the lapse of eight years after the admission to the first year of BHMCT course. However under special circumstances this period may be extended by one additional year (i.e. total nine years) with the special permission of the Dean.
- j) - Grace marks in individual semesters may be granted in one paper with one mark only. This mark will not be counted in Grand-Total. This rule will also apply in case of Back in Aggregate.

11. Ex-Student

In case a student fails in the examination as per relevant provisions, he/she may be allowed to re-appear in subsequent examination as an ex-student, without having the need to attend classes. He/she shall be required to appear and clear all papers, practical, dissertation, exam etc. as per provision of the syllabus in that year.

12. Scrutiny

Scrutiny facility will be given to the student in two papers on payment of prescribed fee as decided by the University from time to time.

13. Amendment:

Course structure, course fee, eligibility condition for admission, intake capacity and, examination/evaluation procedure are subject to amendment from time to time as may be decided by University authorities.

Bachelor of Hotel Management and Catering Technology
Proposed Course Outline

BHMCT FIRST YEAR

Semester – I

| Sl. No. | Subject Code | Subject | Theory 100 | | Practical 100 | |
|---------|------------------|--------------------------------------|-------------|---------|---------------|---------|
| | | | Int. 30 | Ext. 70 | Int. 30 | Ext. 70 |
| 1. | BHM- 101 | Food Production I | 30 | 70 | 30 | 70 |
| 2. | BHM- 102 | Food & Beverages Service I | 30 | 70 | 30 | 70 |
| 3. | BHM- 103 | Front Office Operations I | 30 | 70 | 30 | 70 |
| 4. | BHM- 104 | House Keeping Operations | 30 | 70 | 30 | 70 |
| 5. | BHM - 105 | Basics of Communication | 30 | 70 | - | - |
| 6. | BHM- 106 | Introduction to Hospitality Industry | 30 | 70 | | |
| | | Total Marks | 1000 | | | |

Semester – II

| Sl. No. | Subject Code | Subject | Theory 100 | | Practical 100 | |
|---------|-----------------|-------------------------------|-------------|---------|---------------|---------|
| | | | Int. 30 | Ext. 70 | Int. 30 | Ext. 70 |
| 1. | BHM- 201 | Food Production – II | 30 | 70 | 30 | 70 |
| 2. | BHM- 202 | Food & Beverages Service – II | 30 | 70 | 30 | 70 |
| 3. | BHM- 203 | Front Office Operations – II | 30 | 70 | 30 | 70 |
| 4. | BHM- 204 | Housekeeping Operations – II | 30 | 70 | 30 | 70 |
| 5. | BHM- 205 | Hygiene and Sanitation | 30 | 70 | - | - |
| 6. | BHM- 206 | Hotel Accounting – I | 30 | 70 | - | - |
| | | Total Marks | 1000 | | | |

SECOND YEAR

Semester – III

| Sl. No. | Subject Code | Subject | Theory 100 | | Practical 100 | |
|---------|--------------|--------------------------------|-------------|---------|---------------|---------|
| | | | Int. 30 | Ext. 70 | Int. 30 | Ext. 70 |
| 1. | BHM- 301 | Food Production – III | 30 | 70 | 30 | 70 |
| 2. | BHM- 302 | Food & Beverages Service – III | 30 | 70 | 30 | 70 |
| 3. | BHM- 303 | Front Office Operations – III | 30 | 70 | 30 | 70 |
| 4. | BHM- 304 | Housekeeping Operations – III | 30 | 70 | 30 | 70 |
| 5. | BHM- 305 | Nutrition and Food Science | 30 | 70 | - | - |
| 6. | BHM- 306 | Hotel Accounting – II | 30 | 70 | - | - |
| | | Total Marks | 1000 | | | |

Semester – IV

| Sl. No. | Subject Code | Subject | Theory 100 | | Practical 100 | |
|---------|--------------|-------------------------------|-------------|---------|---------------|---------|
| | | | Int. 30 | Ext. 70 | Int. 30 | Ext. 70 |
| 1. | BHM- 401 | Food Production – IV | 30 | 70 | 30 | 70 |
| 2. | BHM- 402 | Food & Beverages Service – IV | 30 | 70 | 30 | 70 |
| 3. | BHM- 403 | Front Office Operations – IV | 30 | 70 | 30 | 70 |
| 4. | BHM- 404 | Housekeeping Operations – IV | 30 | 70 | 30 | 70 |
| 5. | BHM- 405 | Hotel Engineering | 30 | 70 | - | - |
| 6. | BHM- 406 | Research Methodology | 30 | 70 | - | - |
| | | Total Marks | 1000 | | | |

THIRD YEAR

SEMESTER – V

| S. No. | SUB CODE | SUBJECT | MAX. MARKS |
|--------|-----------|-----------------|------------|
| 1. | BHM- 501 | Training Report | 200 |
| 2. | BHM – 502 | Log Book | 200 |
| 3. | BHM – 503 | Project Report | 200 |
| 4. | BHM - 504 | Elective | 100 |
| | | Total | 700 |

Semester – VI

| Sl. No. | Subject Code | Subject | Theory 100 | | Practical. 100 | |
|---------|-----------------|--|-------------|---------|----------------|---------|
| | | | Int. 30 | Ext. 70 | Int. 30 | Ext. 70 |
| 1. | BHM- 601 | Food Production V | 30 | 70 | 30 | 70 |
| 2. | BHM- 602 | Food and Beverage Services -V | 30 | 70 | 30 | 70 |
| 3. | BHM- 603 | Front Office Operations- V | 30 | 70 | 30 | 70 |
| 4. | BHM- 604 | Housekeeping Operations-V | 30 | 70 | 30 | 70 |
| 5. | BHM- 605 | Contemporary Ecological and Environmental Issues | 30 | 70 | | |
| 6. | BHM- 606 | Principles of Management | 30 | 70 | | |
| | | Total Marks | 1000 | | | |

FOURTH YEAR

Semester – VII

| Sl. No. | Subject Code | Subject | Theory 100 | | Practical 100 | |
|---------|--------------|---------------------------|----------------------------------|---------|---------------|---------|
| | | | Int. 30 | Ext. 70 | Int. 30 | Ext. 70 |
| 1. | BHM- 701 | Elective – I | 30 | 70 | 30 | 70 |
| 2. | BHM- 702 | Elective – II | 30 | 70 | 30 | 70 |
| 3. | BHM- 703 | Hotel Marketing | 30 | 70 | - | - |
| 7. | BHM- 704 | Human Resource Management | 30 | 70 | | |
| 5. | BHM- 705 | Financial Management | 30 | 70 | - | - |
| 7. | BHM- 706 | Business Communication | 30 | 70 | - | - |
| 8. | BHM-707 | Managerial Economics | 30 | 70 | | |
| 9 | BHM -708 | Seminar | 100 for Presentation & Viva Voce | | | |

TOTAL 1000

Semester – VIII

| Sl. No. | Subject Code | Subject | Theory 100 | | Practical 100 | |
|---------|--------------|-------------------------------------|------------|---------|---------------|---------|
| | | | Int. 30 | Ext. 70 | Int. 30 | Ext. 70 |
| 1. | BHM- 801 | Growing Dimension of Tourism | 30 | 70 | | |
| 2. | BHM- 802 | Event Management | 30 | 70 | | |
| 3. | BHM- 803 | Facility Planning | 30 | 70 | - | - |
| 4. | BHM- 804 | Material Management for Hospitality | 30 | 70 | | |
| 5. | BHM- 805 | Entrepreneurship Development | 30 | 70 | | |
| 6. | BHM-806 | Hotel Law | 30 | 70 | | |
| 7. | BHM807 | Organizational Behaviour | 30 | 70 | | |
| 8. | BHM 808 | Computer Application | 30 | 70 | 30 | 70 |
| | | Total Marks | 900 | | | |

GRAND TOTAL 7600

Semester – I

| Sl. No. | Subject Code | Subject | Theory 100 | | Practical 100 | |
|---------|--------------|--------------------------------------|-------------|---------|---------------|---------|
| | | | Int. 30 | Ext. 70 | Int. 30 | Ext. 70 |
| 1. | BHM- 101 | Food Production I | 30 | 70 | 30 | 70 |
| 2. | BHM- 102 | Food & Beverage Services I | 30 | 70 | 30 | 70 |
| 3. | BHM- 103 | Front Office Operations I | 30 | 70 | 30 | 70 |
| 4. | BHM- 104 | House Keeping Operations I | 30 | 70 | 30 | 70 |
| 5. | BHM - 105 | Basics of Communication | 30 | 70 | - | - |
| 6. | BHM- 106 | Introduction to Hospitality Industry | 30 | 70 | | |
| | | Total Marks | 1000 | | | |

BHM – 101 FOOD PRODUCTION I

Objective: *The course aims to Introduce the students to Basic Kitchen knowledge Which will subsequently Help to understand and apply Professional Cookery during the subsequent semesters. Thus, topics ranging from ‘culinary history’, ‘kitchen organization’, ‘food production equipment’, ‘basic elements of cooking’ and, ‘Mother Sauce & Stocks’ have been incorporated for study.*

Module I – Introduction

- Food Production – meaning and scope
- Culinary History ; origin of classical and modern cuisine
- Culinary Terms
-

Module II - Kitchen Organization

- Kitchen organization and staffing
- Duties and responsibility of various Chefs; levels of skills and experiences
- Coordination with other departments
- Layout of the kitchen in various organizations
- Layout of receiving, service and wash up areas

Module III - Basic Element of Cooking Food

- Aims and objectives of cooking food
- Various textures
- Various consistencies
- Pre-preparation Techniques
- Preparation Techniques

Module IV-Basic Food Preparation

- Identification of Indian/ Continental Vegetables
 - Basic Vegetable Cuts
 - Vegetable Cooking

Module – V- Stocks

- Definition and Type of Stocks
- Basic Stock Preparation
- Stock Recipes
- Uses and storage

Module – VI - Mother Sauces

- Basic Mother Sauces and their Uses
- Classification of Sauces
- Recipes
- Derivatives

Practical

Proper Usage of kitchen Knives and other hand tools.
Identifying different commodities
Proper use of tools and equipments related to food production.
Identification of basic ingredients/commodities; use of objective and subjective methods and simple identification techniques
Understanding weights, measurements and temperatures.
Conversion of weights in home measures and convenient measures.
Preparation of basic Stocks and sauces, and
Vegetables Cuts and cooking

Suggested Readings

Arora Krishna: Theory of Cookery; Frank Bros & Co.
Klinton & Cesarani: Practical Cookery; Arnold Heinemann.
Larousse Gastronomique- Cookery Encyclopedia by Paul Hamlyn
Modern Cookery for Teaching and the Trade Vol.I & Vol. II – Thangam
E.Philip (Mumbai, Orient Longman).
Chef's Manual of Kitchen Management – John Fuller.
Le Repertoire De La Cuisine – L.Saulnier.

BHM - 102- FOOD & BEVERAGE SERVICES I

Objective: *The Course has been designed so as to inculcate basic understanding on the structural and operational perspectives of Food and Beverage Service with basic knowledge about F&B areas & familiarization of equipments so that the students may be gradually exposed to the professional and applied intricacies of the subject.*

Module I - Introduction to F & B Service

- F & B Service: origin, growth and development
- Role of catering establishments in Hotel industry.
- Structure of Catering Industry
- Types of various Food and Beverage Establishments.

Module II- Organization of F &B Service Department:

- Organizational structure of a Large, medium and small hotel
- Duties and Responsibilities of F & B staff.
- Job description and job responsibilities of various ranks
- Attitude and attributes of F & B staff.
- Interdepartmental coordination

Module III - Food & Beverage Service Areas:

- Coffee Shops
- Snack Bar/Counter Service.
- Specialty Restaurant.
- Room Service.
- Night Clubs
- Fast Food
- Bar
- Discotheque
- Cafeteria

Module IV -Ancillary Departments:

- Pantry
- Still Room
- Food Pickup areas
- Stores
- Kitchen Stewarding.

Module V - F & B Service Equipment – Familiarization & selection

- Classification of Equipment
- Crockery
- Tableware
- Glassware
- Hollowware
- Flatware
- Other special equipment
- Linen including Furniture

Practical:

- Identification, care and maintenance of F& B Service equipment
- Silver cleaning.
- Basic Restaurant Etiquette.
- Rinsing and Drying of Silver Cutlery, Crockery, and special equipment.
- *Mise-en -Scene* and *Mise-en-place*.
- Practice of different serviette folds.

Suggested Readings

Lillicrap Dennis, Cousins John & Smith Robert: Food & Beverage Services; Hodder & Stoughton Educational.

Andrews Sudhir: Food & Beverage Service Training Manual; Tata McGraw Hill.

Essential Table Service for Restaurants – John Fuller

The Waiter – A.J.Curry

Modern Restaurant Service – John Fuller

Beverage Management – Michael Coltman

BHM- 103: Front Office Operations – I

Objective: *The course endeavors to introduce the students about the concept, significance, organization and basic functions of Hotel Front Office.*

Module I - Introduction to Front Office:

- Front Office – meaning, nature and scope
- Functions of Front Office
- Components of Front Office
- Organizational structure of Front Office of large, medium and small hotels
- Significance, role and contribution of Front Office in hotel operations
- Terminology

Module II –Organization of Front Office:

- Qualities/Attributes of Front Office staff
- Factors affecting Staffing : size of hotel, location, service ,standards, types of guests, level of automation
- Duties of Front Office Staff: Reservation Assistant , Reception, Information Assistant, Front Office Cashier, Bell Captain, Bell Boy, Concierge, Telephone Operator, Guest Relation Executive, Front Office Manager, Lobby Manager, Business Centre and Night Auditor etc.

Module III- The Accommodation Product:

- Type of guest rooms
- Room rates, rack rate, corporate rate, commercial rate, airline rate, group rate, children's rate, package plan rate, series rate(back to back), government rates, weekend rates, half day charges
- Meal Plans : AP, MAP, EP, CP
- Classification of Hotels on basis of size, star, Location, ownership, independent, management contracts, Chains, franchised, supplementary accommodation, Time share, condominium

Module IV- Cooperation & Coordination with other departments

- Importance
- How it is done

Module V- Front Office Layout and Equipments:

- Layout
- Room Rack/ Numerical Rack
- Information Rack / Alphabetical Rack
- Mail /Key Rack
- Computers
- Billing Machine
- Folio Well
- PABX, EPABX, Fax

Practical

- Telecommunication skills and telephone manners.
- Front office terminology
- Forms/formats related to front office
- Basic manners and grooming standard required to front office operations.

Suggested Readings

Andrews, Sudhir: 1985, Hotel Front Office, Tata MC Graw Hill, New Delhi.

Malik, S. Profile of Hotel and Catering Industry, Heinemann, 1972.

Check in Check out – Jerome Vallen

Front Office Procedures – Peter Abbott & Sue Lewry

Basic Hotel Front Office Procedures – Peter Renner

Managing Front Office Operations – G.E.Steadman

Front Office Operations and Management – Dennis L.Foster

Effective Front Office Operations – Michael L.Kasavana

Front Office Procedure, Social Skills and Management – Peter Abbott & Sue Lewry Butterworth- Heineman

BHM- 104: Housekeeping Operations – I

Objective: *The course structure has been planned in a manner that the students are able to develop basic understanding on the concept of House Keeping Operations with particular reference to art and science of cleaning.*

Module I- Introduction to Housekeeping Department

- House Keeping – objectives, Functions, scope and significance
- Types of establishments; organizational structure of. small, medium, large Housekeeping Department
- Duties and Responsibilities of housekeeping personnel.
- Layout of a typical Housekeeping Department.
- Terminology in Housekeeping

Module II- Cleaning Science

- Classification of cleaning agents and their applications.
- Characteristics of a good cleaning agent
- Selection, care and storage of cleaning agents.
- Polishes - metal, furniture and floor.
- Composition, care and cleaning of various surfaces (metals, glass, leather, plastic, ceramics, wood, floor finishes and wall finishes).

Module III- Cleaning Equipments

- Types of equipment.
- Operating Principles of equipment.
- Selection, care and storage of house keeping equipment.
- Automation in house keeping functions

Module IV- Cleaning and Maintenance of Guest Rooms

- Types of guest rooms
- Bathroom & room supplies
- Types of cleaning – special cleaning programmes, periodical cleaning, spring cleaning, public area cleaning.
- Making up of a guest room – occupied room, vacant room and departure room.
- Turndown service/Second Service
- Guest room inspection; neglected areas
- Guest corridors– types of floors and floor; floor finishes and their treatment
- Rooms under repair
- Standard contents of a guest room; placement and frequency of change.
- Service pantry.

Practical:

- Familiarization of house keeping areas
- Identification of various floor surfaces;
- Identification of cleaning equipments; laundry equipments – washing machine, clothes dryer and automatic iron etc.
- Identification and classification of cleaning agents
- Glass Cleaning and Mirror Cleaning.
- floors and bathroom cleaning.
- Understanding scrubbing, polishing, wiping, washing, rinsing, swabbing, mopping, sweeping and brushing,

Suggested Readings

Andrews Sudhir, Hotel Housekeeping Manual, Tata McGraw Hill.

Branson & Lennox, Hotel Housekeeping, Hodder & Stoughton.

A.C. David, Hotel and Institutional Housekeeping.

Wellek, Hotel Housekeeping.

Professional Management of Housekeeping Operations, Martin Jones, Wiley.

Accommodation and Cleaning Services, Vol.I & Vol.II, David.Allen, Hutchinson

BHM- 105: Basics of Communication

Course Objectives: *The basic objective of the course is to help the students to acquire and develop communication skills necessary for efficient management, and also to understand the significance of effective communication in an organization. The module has been designed keeping in mind the various aspects of communication necessary for day-to-day transactions with Special reference to Hotels, Restaurants and other Hospitality Institutions.*

Module – I Essentials of Grammar

- Parts of speech
- Punctuation
- Vocabulary building
- Phonetics

Module – II Letter & Resume writing

- Types of letters- Formal/informal
- Drafting applications
- Preparing the Resume

Module – III Effective Speaking in Hospitality Business

- Generic queries vs. Restaurant and Hotel terminology
- Significance of polite communication in the context of hoteliering
- Communication with/in group
- Qualities of a good Speaker

Module – IV Interviews and Public Speaking:

- Interviews
- Debates
- Discussions
- Speeches
- Seminar Talks

Module – V Speech improvement

- Pronunciation, stress and, accent
- Significance of effective of Speech in hospitality industry, especially in hotels.
- Common phonetic difficulties and Connective drill Exercises
- Acquaintance with frequently used foreign sounds – need and significance
- Telephonic communication – nature, scope and relevance in the context of hotel industry
- Developing Telephone Skills – principles and practices

Suggested Readings:

.Kaul Asha, ‘ *Business Communication*’ Prentice Hall of India, New Delhi 1999

Lesikar, Pettit, ‘ *Business Communication*’ Richard Irwin Inc., All India Traveller Bookseller Delhi 1996

Murphy and Hildbrandt, ‘ *Essentials of Business Communication*’, Mc Graw Hill International, New York

Parag Diwan And Agarwal, *Business Communications*’

Semester – II

| Sl. No. | Subject Code | Subject | Theory 100 | | Practical 100 | |
|---------|--------------|-------------------------------|-------------|---------|---------------|---------|
| | | | Int. 30 | Ext. 70 | Int. 30 | Ext. 70 |
| 1. | BHM- 201 | Food Production – II | 30 | 70 | 30 | 70 |
| 2. | BHM- 202 | Food & Beverage Services – II | 30 | 70 | 30 | 70 |
| 3. | BHM- 203 | Front Office Operations – II | 30 | 70 | 30 | 70 |
| 4. | BHM- 204 | Housekeeping Operations – II | 30 | 70 | 30 | 70 |
| 5. | BHM- 205 | Hygiene and Sanitation | 30 | 70 | - | - |
| 6. | BHM- 206 | Book Keeping & Accountancy | 30 | 70 | - | - |
| | | Total Marks | 1000 | | | |

BHM- 201 Food Production Operations – II

Objective: This Course has been designed to familiarize the students with basic cooking methods, and preparation of Egg, Soup, and Cereals in 5 Star Hotels. The Students have also be introduced to concept of Kitchen Hygiene & HACCP principles.

Module I – Food Cooking Methods

- Introduction to Cooking Methods
- Classification
- Principles of Cooking
- Precautions & care

Module II- Menu Planning

- Introduction to Menu Planning
- Types of Menu
- Principles of menu Planning
- Menu Planning for Various Outlets

Module III- Soups

- Introduction & Importance
- Classification with Examples
- Basic Recipes
- International soups

Module IV- Egg Cookery

- Introduction to Egg Cookery
- Structure of egg
- Selection Of Egg
- Uses of Egg in Cookery

Module V – Rice, Cereals and Pulses Preparation

- Identification of Various Types of Rice, Cereal and Pulses
- Preparation Of Rice – Boiled, Plain, Fried -----
- Preparation of Cereals Chapatis, Phulkas, Parathas -----
- Preparation of Pulses

Module – VI Kitchen Hygiene

- Hygiene Practices to be Followed
- HACCP Principles applicable to Hotel Kitchen
- Role of Kitchen Stewarding

Practicals

- *Preparation of basic soups and sauces*
- Preparation of basic masalas.
- Basic use of eggs in cookery
- Preparation of Various Types of Omelettes and other egg Preparation
- Rice, Cereals, and Pulse Cooking
- Application of heat by using moist method

Suggested Readings

Arora Krishna: Theory of Cookery; Frank Bros & Co.
Klinton & Cesarani: Practical Cookery; Arnold Heinemann.
Larousse Gastronomique- Cookery Encyclopedia by Paul Hamlyn
Modern Cookery for Teaching and the Trade Vol.I & Vol. II – Thangam
E.Philip (Mumbai, Orient Longman).
Chef's Manual of Kitchen Management – John Fuller.
Le Repertoire De La Cuisine – L.Saulnier.

BHM- 202 Food and Beverage Services– II

Objective: *This course aims to acquaint the students with service methods applicable to 'various types of meals', 'familiarize them with organization and functions of a restaurant' and, make them understand the importance of 'menu planning'.*

Module I –Restaurant Setup

- Mise-en-scene
- Mise-En-Place
- Sideboard

Module II - Food and Beverage Service Methods

- Table Service-Silver, English, American, Family, French, Russian etc.
- Self Service-Buffer, Cafeteria and Counter Service.
- Specialized Service-Gueridon, Tray, Trolley, Lounge, Room etc.
- Single Point Service-Take away, Vending, Kiosks, and Bars etc.

Module III -Type of Meals

- Breakfast
- Brunch
- Lunch
- Hi-Tea
- Dinner
- Supper

Module IV Non Alcoholic Beverage

- Classification of Non alcoholic beverage & Uses
- Tea - Origin, Manufacturing, Types & Brand names
- Coffee - Origin, Manufacturing, Types & Brand names
- Juices, Soft Drinks & Health Drinks – Introduction, Brand names

Module V- Menu

- Meaning, scope and significance
- Types of menu; *Ala Carte* and, *Table D’Hote*
- French Classical Menu

Module V- Menu Planning

- Objectives of menu Planning
- Factors to be considered while compiling the menu.
- General accompaniments and covers.
- Planning lunch and dinner Menu.

Module VI - Tobacco

- History & Uses
- Processing of Tobacco for Cigarette, Cigar, & Pipe
- Cigarettes – Types, brand names & Service
- Pipe Tobacco - Types, brand names & Service
- Cigar - Types, brand names & Service.
- Care & storage

Practicals:

- Laying and relaying of Table cloth; rules for laying a table; changing a tablecloth.
- Carrying silver/tray, plates, glasses and other equipments.
- Handling the Service Gear
- Arrangement of Silverware on the table and sideboards
- Laying table for different types of covers.
- Mise-en-place for Brunch, Lunch, Hi-Tea , Dinner and Supper
- Service Sequence
- Presentation & encashment of Bill
- Preparation & Service of Non Alcoholic Beverages

Suggested Readings

Lillicrap Dennis, Cousins John & Smith Robert: Food & Beverage Services; Hodder & Stoughton Educational.

Andrews Sudhir: Food & Beverage Service Training Manual; Tata McGraw Hill.

Essential Table Service for Restaurants – John Fuller

The Waiter – A.J. Curry

Modern Restaurant Service – John Fuller

Beverage Management – Michael Coltman

Table and Bar – Jeffrey Clarke

Bar and Beverage Book – Costas Katsigns & Mary Porter.

Mr. Boston's Bartender's and Party Guide- Warner

BHM- 203 Front Office Operations – II

Objectives: *This module aims at exposing the students to core functions and procedures of Front Office related to reservation, registration and guest handling.*

Module I - Guest Cycle

- Introduction; scope
- Pre-arrival
- Arrival
- Stay
- Departure
- After Departure

Module II -Guest Handling Procedure

- Guest Cycle
- Introduction to check in and check out procedure
- Types of guests: pleasure traveler and business travelers
- Types of guest and their needs

Module II - Reservations

- Importance of Reservation; registration modes
- Channels and sources (FIT, Travel Agents, GIT, Airlines)
- Types of reservations (Tentative, Confirm, Guaranteed, Non – guaranteed etc.
- System of Reservations (Non-automatic, Semi-automatic and Fully Automatic)
- Cancellation, Amendments and overbooking
- Commission
- Reservation confirmation, Reservation Maintenance, Reservation reports and Reservation Consideration

Module III - Registration Process – I

- Pre-registration Activity; Registration Record
- Room and rate Assignment
- Room Status; room rates; room locations; future blocks
- Methods of payment: cash · personal checks, credit cards; direct billing; special programs and groups

Module IV - Registration Process – II

- Issuing the Room Keys
- Fulfilling special requests
- Creative options
 - Self-Registration, Selling the guest rooms
 - When Guest cannot be accommodated
 - Walk-in Guest; guest with non-guaranteed reservations
- Guest with Guaranteed reservations

Practicals

- **Guest cycle exercise**
- Mock reservation exercises
- Role play- phone reservation queries
- Mail handling and Key handling
- FIT, VIP and Group Check-in related exercises
- Preparation of various reports
- Welcoming the guest, exchanging pleasantries and satisfying routine queries

Suggested Readings

- Andrews, Sudhir: 1985, Hotel Front Office, Tata MC Graw Hill, New Delhi.*
- Malik, S. Profile of Hotel and Catering Industry, Heinemann, 1972.*
- Check in Check out – Jerome Vallen*
- Front Office Procedures – Peter Abbott & Sue Lewry*
- Basic Hotel Front Office Procedures – Peter Renner*
- Managing Front Office Operations – G.E.Steadman*
- Front Office Operations and Management – Dennis L.Foster*
- Effective Front Office Operations – Michael L.Kasavana*
- Front Office Procedure, Social Skills and Management – Peter Abbott & Sue Lewry*
Butterworth- Heinemann.

BHM- 204 Housekeeping Operations – II

Objective: *This paper has been planned to ensure that the incumbent students are able to effectively assimilate the intricacies of house keeping procedures including those related to house keeping control desk; fabrics and fibre; Linen/Uniform Room management and Key control.*

Module I – Housekeeping Procedures

- Indenting from stores; Inventory of Housekeeping Items.
- Handling lost and Found
- Paging systems and methods.
- Handling of guest queries, problems and requests.

Module II - Housekeeping Control Desk

- Desk Control – records, registers; keys - types and keys.
- Intra and Interdepartmental coordination; service pantry - location, layout and essential features.
- Dealing with guest arrivals – departures,
- Missing and damaged goods procedure
- Role of control desk during Emergency.

Module III - Fabrics and Fibres

- Fibre - characteristics and classification of fibres; need to understand fibres; synthetic filaments, silk filaments and staple fibres.
- Knitting, weaving and bonding
- Weaving: classification of weaves
- Fabrics commonly used in hotels.
- Bonded fabrics

Module IV - Linen / Uniform Room Management

- Linen: nature and classification
- Selection criteria for the linen items.
- Activities of the linen room; location, equipment and layout of a linen room (basic rules), sewing area - equipment and activities; job specification of tailor; basic hand stitches; fastener
- Purchases of linen/linen hire – qualitative and quantitative assessment;
- Storage, inspection, issuing and stocktaking of linen; procedure and records; condemned linen
- Number of sets, issuing procedure and exchange of uniforms; procedure for exchange; designing uniform: functional and aesthetic considerations
- Soft furnishings: curtains, bedspreads, upholsteries and cushions)etc - selection criteria and requirement

Practicals

Identification of different types of linen, fabrics and fibres
Familiarization with Indenting and Inventory formats related to housekeeping.

Preparation of lost and Found register; dealing case examples

Understanding Desk Control – records, registers and keys

Understanding Linen room records

Role Play - Handling of guest queries, problems and requests

Learning maintenance of linen and, basic hand stitching.

Suggested Readings

Andrews Sudhir, Hotel Housekeeping Manual, Tata McGraw Hill.

Branson & Lennox, Hotel Housekeeping, Hodder & Stoughton.

A.C. David, Hotel and Institutional Housekeeping.

Wellek, Hotel Housekeeping.

Professional Management of Housekeeping Operations, Martin Jones, Wiley.

Accommodation and Cleaning Services, Vol.I & Vol.II, David.Allen, Hutchinson.

BHM- 205: Hygiene and Sanitation

COURSE OBJECTIVE:

The course is aimed at familiarizing the students regarding contaminated food, causes of contamination and sanitary techniques to develop ethics towards maintaining hygiene and sanitation in and around the hotel property.

UNIT-I

Introduction to Hygiene and Sanitation: Hygiene, Sanitation, Importance of hygiene and sanitation in The Hospitality Industry, Personal hygiene for staff members in the production areas in preparing food or coming in touch with food and beverages, Personal hygiene for staff coming in touch with guests.

UNIT-II

Food Poisoning and Food Spoilage

Food Poisoning: Meaning, Types

Water and food borne diseases

Moulds, Yeasts, Bacteria

HACCP-Brief Introduction

UNIT-III

Proper care and food sanitation

Food handling for kitchen and service staff

High-risk Foods

Preventing Contamination

Temperature Control

Storage of various food materials

Food hygiene regulation

UNIT-IV

Premises and Equipment care

Design of premises

Equipment used in kitchen: cleaning and disinfection

Protective clothing: selection, efficiency, comfort, care and maintenance

UNIT-V

Cleaning Methods

Cleaning Agents: Water – Hard & soft water, Detergents, Abrasives, Disinfectants

Cleaning Schedules

Pest Control & waste disposal

REFERENCES:

Hotel Management-Educational and Environmental Aspects-Yogendra K. Sharma

Food Science and Nutrition - [Sunetra Roday](#)

Food Hygiene- Kavita Ed Marwaha

Food and Hygiene- William Tibbles

Elements of Hygiene and sanitation- Theodore Hough

The Essentials of Food Safety and Sanitation- David McSwane, Nancy R. Rue

Handbook of Hygiene and Public Health- Bedi Y.P.

The Foods We Eat- Warren, C.C.

Managing Food Hygiene , Nicholas Johns, Publishers: Macmillan.

The Food Hygiene Handbook by Richard A S Preger, Publishers: High Field Publications.

BHM- 206: Book Keeping & Accountancy

Objective: *This paper endeavours to acquaint the students with accounting principles and basic accounting procedures and formats so that they could effectively understand hotel accounting in the subsequent semesters.*

Module I

- Accounting: meaning, definition, objectives and scope
- Accounting Vs Accountancy
- Basic terms in Accounting
- Branches of Accounting
- Concept and Conventions; Generally Accepted Accounting Principles(GAAP)
- Uses and Limitation of accounting.
- Parties interested in accounting information.
- Accounting Standards with reference to hospitality industry.

Module II:

- Accounting Equation; meaning, computation and effect of transaction.
- Basic accounting procedures: Journal-debit and &credit, rules of debit & credit, method of journalizing.
- Ledger - meaning of ledger, utility of ledger, posting of entries.

Module III:

- Practical system of book-keeping - Cash book; types of cash books, Contra Entry.
- Trial Balance – meaning and objective; preparation of trial balance, errors & rectification of errors.

Module IV:

- Bank Reconciliation Statement - meaning, cause of difference, need & importance of BRS, preparation of BRS.
- Depreciation-meaning, need and methods.

Module V:

- Financial Statement - Trading account; Profit and Loss A/c; balance Sheet.
- Trading Account-meaning, need, preparation of trading a/c.
- P/L a/c - meaning, need, preparation of P/L a/c.
- Balance Sheet - meaning need, preparation of balance sheet.

Suggested Readings:

T,S, Grawal, 'Double Entry Book Keeping', Sultan Chand & Sons New Delhi

C. Mohan Juneja, Chawla, Saksena, 'Double Entry Book Keeping', Kalyani Publication, New Delhi

Gupta & Radhaswamy, 'Advanced Accountancy'

SC Gupta, 'Advanced Accountancy', Sultan Chand & Co. New Delhi

Joseph A Wiseman & James A Cashin, 'Advanced Accountancy' Mc Graw Hill Publishers

Semester – III

| Sl. No. | Subject Code | Subject | Theory 100 | | Practical 100 | |
|----------------|---------------------|--------------------------------|-------------------|----------------|----------------------|----------------|
| | | | Int. 30 | Ext. 70 | Int. 30 | Ext. 70 |
| 1. | BHM- 301 | Food Production – III | 30 | 70 | 30 | 70 |
| 2. | BHM- 302 | Food & Beverages Service – III | 30 | 70 | 30 | 70 |
| 3. | BHM- 303 | Front Office Operations – III | 30 | 70 | 30 | 70 |
| 4. | BHM- 304 | Housekeeping Operations – III | 30 | 70 | 30 | 70 |
| 5. | BHM- 305 | Nutrition and Food Science | 30 | 70 | - | - |
| 6. | BHM- 306 | Hotel Accounting | 30 | 70 | - | - |
| | | Total Marks | 1000 | | | |

BHM- 301 Food Production Operations – III

Objectives: *This course of study aims at introducing the students to ' Indian Cookery ',with specific Reference 'Indian Regional Cuisine' & Tandoori Preparation, 'and, 'basic knowledge of Bakery & Confectionary.*

Module I- Indian Cookery

- Introduction to Indian Cookery
- Spices Used in Indian Cookery
- Role of Spices in Indian Cookery
-

Module II – Regional Indian Cuisine

- Introduction to Regional Cuisine
- Factors Affecting Regional Cuisine
- Cuisine of Different States – Andhra Pradesh, Goa, Bengal, Gujarat, Kashmir, Maharashtra, Punjab Rajasthan, Uttar Pradesh with Specific Reference to Mughlai, Awadhi, Hydrabadi Cuisine

Module III-Tandoor

- Introduction to Tandoor
- Preparation & care of Tandoor
- Mise-En-Place for Tandoori Preparation
- Recipes of Prominent Tandoori Dishes
- Tandoori Breads

Module IV- Basic Bakery & confectionary

- Introduction to Bakery & confectionary
- Yeast dough, Types of Dough, Faults & remedies
- Types & Role of Sugar, Cooking of Sugar
- Paste, Types of Paste
- Cakes, Cake Making Methods, Faults & remedies

Module V- Raising Agents & Shortenings

- Types of Raising Agents & Shortenings Agents
- Role of Raising
- Role of Shortenings
- Advantages & Disadvantages of Using Raising & Shortenings Agents

Practical

Preparation of basic masalas and gravies,

Preparation of regional cuisines

Preparation of Tandoori items

Bread making- white brown , multi grain.

Cake making- Sponge, Chocolate, Swiss Roll, Yule log , Trifle, Fruit cake etc Indian Desserts

Suggested Readings:

Arora Krishna: Theory of Cookery; Frank Bros & Co.

Klinton & Cesarani: Practical Cookery; Arnold Heinemann.

Larousse Gastronomique- Cookery Encyclopedia by Paul Hamlyn

Modern Cookery for Teaching and the Trade Vol.I & Vol. II – Thangam E.Philip
(Mumbai, Orient Longman).

Chef's Manual of Kitchen Management – John Fuller.

Le Repertoire De La Cuisine – L.Saulnier.

BHM- 302 Food and Beverage Services – III

Objectives: *The framework of this paper has been designed with the aim to develop professional skills of the students required for serving the various alcoholic beverages to the guests. With the study of present module, the students will also be able to understand control methods and procedures involving F & B Service.*

Module –I Alcoholic Beverages - Beers and other Fermented and Brewed Beverages

- Definition, characteristics
- classification of alcoholic beverages

Types of Beer

- Beer Manufacturing Process
- Brands (Indian and International)
- Service of different types of Beer.
- Sake, cider and Perry

Module –II- Cheeses:

- Introduction
- Types
- Production
- Brands and Service
- Storage

Module –III Spirits

- Introduction & Definition
- Types of Manufacturing process – (Pot Still & Patent Still)
- Production of Spirits
- Service of Spirit
- Proof Spirit – English, American & gay Lussac

Module –III Gueridon Flambé Service

- History of Gueridon
- Definition
- Advantage / Disadvantage
- Types of trolleys
- Gueridon Equipment

Module V– Control Methods

- Necessity and functions of control system; control measures
- Billing methods - duplicate and triplicate system
- KOTs and BOT'; computerized KOT's

Practicals:

Practice of social skills; dress code

Flambe

Preparation of BOT & KOT.

understanding beer & Spirit labels.

Service of Beer – (Bottle, Can, and Draught)

Service of Spirit

Suggested Readings:

Lillicrap Dennis, Cousins John & Smith Robert: Food & Beverage Services; Hodder & Stoughton Educational.

Andrews Sudhir: Food & Beverage Service Training Manual; Tata McGraw Hill.

Essential Table Service for Restaurants – John Fuller

The Waiter – A.J.Curry

Modern Restaurant Service – John Fuller

Beverage Management – Michael Coltman

Table and Bar – Jeffrey Clarke

BHM – 303 Front Office Operations- III

Objectives: This module aims at exposing students with payment , Credit , cashiering, meetings, and Bell Services at the Hotel .

Module I- Credit Card

- Types
- Method of Accepting Credit Cards
- Precautions

Module II- Meetings

- Elementary knowledge of procedure with regards to content, formats
- Notice, Agenda, Attendance, Quorum & minutes

Module III- Bell services

- Area, layout and staff
- Luggage handling
- Paging,
- Door & Car Parking

Module IV- Charges & Credits

- Cashier's Reports
- Credit Control
- Method of settling guests accounts

Module V - Foreign Exchange

- Introduction to regulation regarding foreign exchange
- Encashment certificate
- Accepting foreign exchange
- Exempted guests

Practicals: Practoce regarding Handling:

Credit Cards

Meetings,

Luggage,

Paging,

Accepting Payments

Suggested Readings

Andrews, Sudhir: 1985, Hotel Front Office, Tata MC Graw Hill, New Delhi.

Malik, S. Profile of Hotel and Catering Industry, Heinemann, 1972.

Check in Check out – Jerome Vallen

Front Office Procedures – Peter Abbott & Sue Lewry

Basic Hotel Front Office Procedures – Peter Renner

Managing Front Office Operations – G.E.Steadman

Front Office Operations and Management – Dennis L.Foster

BHM- 304 Housekeeping Operations – III

Objectives: *This module exposes to students to the various vital areas of house keeping, ranging from 'stain removing'; 'laundry operations; 'floral arrangements' and 'cleaning of public areas' to 'pest control'.*

Module I- Laundry

- Laundry operations: nature, scope, significance and guiding principles
- Duties and responsibilities of Laundry staff - laundry manager, sift in charge, dry cleaning supervisor, spotter *cum* Presser, laundry clerk, valet runner and laundry attendants
- Equipment layout and planning of laundry
- Flow Process of Industrial Laundry
- Stages in wash cycle; dry cleaning
- Role and classification of Laundry agents
- Guest Laundry services; collection and delivery

Module II- Stain Removal

- Classification; classification of stains
- General rules for stain removal; classification of stain removals
- Methods of removing stains from different surfaces;
- Precautions and limitations

Module III- Beds & Linen

- Types of Beds
- Types of linen & their sizes

Module IV- Cleaning of Public Areas

- Cleaning of lobby, cloak room, restaurants, bar, banquet hall, administrative offices, Lifts, elevators, staircases, corridors, and, front and Back Areas; material and methods
- Cleaning Process
- Upkeep of public areas

Module V- Pest Control

- Types of pest found in hotels
- Areas of infestation; consequences of infestation
- Prevention and control measure; risks and precautions
- Responsibility of housekeeping in pest control

Practicals

Exercises involving -

Stain removal – removal of ink, blood, turmeric, oil and grease etc

Laundry Procedures for bed sheets, pillow cover, napkins, upholsteries and towels etc

Dry Cleaning – woolens, silk and satin

Public area cleaning – poolside, lobbies, corridors, common conveniences, stairs, lifts and escalators

Pest control - rats, termite and insects/bugs

Suggested Readings:

Andrews Sudhir, Hotel Housekeeping Manual, Tata McGraw Hill.

Branson & Lennox, Hotel Housekeeping, Hodder & Stoughton.

A.C. David, Hotel and Institutional Housekeeping.

Wellek, Hotel Housekeeping.

Professional Management of Housekeeping Operations, Martin Jones, Wiley.

Accommodation and Cleaning Services, Vol.I & Vol.II, David.Allen, Hutchinson.

BHM- 305 Nutrition and Food Science

Objective: *After the study of this module, the students will be able to know the affects of micro organisms on food and apply the acquired knowledge in preserving food against contamination, intoxication and spoilage.*

Module I - Introduction to Food Science

- Meaning of Food, Nutrition, Malnutrition, Importance of Food
- Food Science: definition, scope and, significance
- Food chemistry, food microbiology, food processing and Food Science: Concept and linkages

Module - II Bacteria, Yeast and Moulds

- Bacteria: harmful affects of bacteria; food spoilage and putrefaction, Factors affecting growth of Bacteria
- Food borne Illnesses; food poisoning and Food Spoilage.
- Moulds: meaning and purpose; beneficial effects; cheese making and antibiotics.
- Yeast: uses, role and significance in food and beverage Industry; alcoholic fermentation; bread baking.

Module III - Nutrition

- Types, Dietary sources, functions, Daily dietary requirements; affects of dietary deficiency and excess of carbohydrates, lipids, protein, vitamins, minerals and water
- Balanced diet and nutrition: quantitative and quality requirements according to age, sex, occupation and climate etc.

Module IV - Food Preservation

- Food Preservation: need and scope; principles of preservation;
- Methods of preservation: low temperature treatment (refrigeration, freezing); thermal preservation (pasteurization, sterilizing, canning); dehydration Chemical preservatives, Irradiation etc.

Module V – Food Standards

- Food spoilage; causes of Food Spoilage
- Food Packaging: types and functions; packaging material; Aseptic packaging, modified-Atmosphere Packaging.
- Food standards; food adulteration, adulterants and control measures
- Food Additives
- Ethical, legal and regulatory framework
- HACCP

Suggested Readings

Clinical Dietetics & Nutrition by F.P. Anita

Fundamentals of Food and Nutrition, Mudambi and Rajgopal

BHM- 306 Hotel Accounting

Objectives: *The module aims at acquainting the students with key areas, issues and procedures concerning hotel accounting.*

Module I

- System of Accounting followed in hotels
- Meaning of tabular system and its importance in hotel industry
- Revenue Producing Departments of a Hotel.
- Types of ledgers maintained in hotels
- Meaning, purpose and preparation of Visitors Tabular Ledger and Guest Weekly Bills

Module II

- Organisational Structure of Accounts and Finance department in a Five Star Hotel
- Responsibilities, Duties and Area of work
- Computers in Hotel accounting
 - Foreign Exchange and Hotels
 - Room Tariff – types and range of room tariffs in a standard hotel; basis of charging Room rates - 24 hrs. basis, night Stay basis and check out time basis
 - Fixing room rates – criteria and strategic considerations
 - Methods for calculating and fixing room rates

Module III

- Guest accounting; Allowances Granted to the guests
- Hotel Statistical Information
- Methodology of Food Costing
- Advantages of using computers in accounting; commonly used software in hotel accounting

Module IV

- Hotel Sales Record & Control of Rooms
- Departmentalization of hotel revenue including operating costs
- Night Audit – Basic Principles
- Daily report
- Sales record and control of revenue producing departments

Module V

- Record & control of Cash – Incoming & Outgoing Cash
- Preparation of various reports - Revenue Report, City Ledger
- Summary Report, Guest account Control report, Management Information Report
- Uniform System of Accounts in Hotels-Objectives, Advantages , Systems & Procedures

Suggested readings:

Book keeping in the Hotel & Catering Industry - Richard Kotas.

A uniform system of accounts for hotels- hotel association of New York.

Financial & Cost Control Techniques - Dr. Jag Mohan Negi.

Dr. Jag Mohan Negi. Elements of Hotel Accountancy H.K.S. Books International.

T,S, Grawal, 'Double Entry Book Keeping', Sultan Chand & Sons New Delhi

*C. Mohan Juneja, Chawla, Saksena, 'Double Entry Book Keeping', Kalyani Publication,
New Delhi*

Gupta & Radhaswamy, 'Advanced Accountancy'

SC Gupta, 'Advanced Accountancy', Sultan Chand & Co. New Delhi

*Joseph A Wiseman & James A Cashin, 'Advanced Accountancy' Mc Graw Hill
Publishers.*

Semester – IV

| Sl. | Subject Code | Subject | Theory 100 | | Practical 100 | |
|-----|--------------|-------------------------------|-------------|---------|---------------|---------|
| | | | Int. 30 | Ext. 70 | Int. 30 | Ext. 70 |
| 1. | BHM- 401 | Food Production – IV | 30 | 70 | 30 | 70 |
| 2. | BHM- 402 | Food & Beverages Service – IV | 30 | 70 | 30 | 70 |
| 3. | BHM- 403 | Front Office Operations – IV | 30 | 70 | 30 | 70 |
| 4. | BHM- 404 | Housekeeping Operations – IV | 30 | 70 | 30 | 70 |
| 5. | BHM- 405 | Hotel Engineering | 30 | 70 | - | - |
| 6. | BHM- 406 | Research Methodology | 30 | 70 | - | - |
| | | Total Marks | 1000 | | | |

BHM- 401 Food Production -IV

Objectives: *This module will enable the students to develop skills, knowledge required to organise, and prepare international Cuisine and cold work.*

Module I – Continental Cuisine

- Introduction to Continental Cuisine
- Cooking Technique
- Basic Ingredients Used
- Continental Recipes

Module II – Cold Work

- Introduction to Garde Manger Section and layout
- Garde Manger Work and Its Importance
- Study of Cuts of 1) Fish
 - 2) Chicken
 - 3) Meat
 - 4) Beef & Their Uses
 - Basics, Types and Preparation of Pate, Terrine, galantine, ballontine, Mousse, Quenelles
 - Force Meat & Its Preparation
 - Salad – Types Preparation, Dressings
 - Sandwiches & canapés – Types, Fillings

Module III – International Cuisine

Chinese, Italian, Thai, Mexican, Japanese

- Introduction
- Cooking Style
- Equipment Used

Module IV- Bakery & Confectionary

- Pastry – Short Crust, Laminated, & Choux
- Methods of preparation
- Recipes
- Uses & precautions

Module V- Bread

- Bread Making Methods
- Role of Ingredients
- Bread faults & remedies

Practical

Preparation of Continental menu Four Course & Five Course

Preparation of International Cuisine – Chinese, Japanese, Thai, Italian & Mexican

Preparation of Breads – White, Brown & Multigrain.

Preparation of Pastries

Suggested Readings

Arora Krishna: Theory of Cookery; Frank Bros & Co.

Klinton & Cesarani: Practical Cookery; Arnold Heinemann.

Larousse Gastronomique- Cookery Encyclopedia by Paul Hamlyn

Modern Cookery for Teaching and the Trade Vol.I & Vol. II – Thangam E.Philip

(Mumbai, Orient Longman).

Chef's Manual of Kitchen Management – John Fuller.

Le Repertoire De La Cuisine – L.Saulnier.

BHM- 402 Food and Beverage Services -IV

Objective: *The course structure has been designed to develop the insight of the students on bar and bar related operations and elaborate knowledge of Wines, cocktails & mocktails, Banqueting procedure have been detailed for the knowledge of students.*

Module –I Wines

- Definition and classification
- Viticulture and, viticulture methods
- Vinification -Still, sparkling, aromatised and fortified wines
- Wines of France, Italy, Spain, Portugal, South Africa, India and American
- Wine Glasses and Equipments; Storage and service of wines
- Food and Wine Harmony; vine diseases
- Wine Terms

Module –II Bar Operation:

- Types of bar
- Layout of Bar
- Bar Planning, Designing and Bar Menu
- Bar Equipment
- Bar Control
- Bar Staff hierarchy

Module –III Cocktails & Mock tails:

- Introduction & Definition,
- Classic Cocktails & Cocktails - Recipes
- Equipments & Glassware
- Garnishes and Decorative accessories

Module –IV Aperitif

- Introduction & Definition
- Types of Apertif & Uses
- Service

Module –V Liqueurs:

- Introduction & Definition
- Types
- Production Methods
- Brands Names
- Service

Module –VI Banquets

- Introduction to Banquets
- Banqueting, Staffing & Functions
- Types of Banquet
- Banquet Arrangements
- Menu Planning
-

Practicals:

Identification of different types of glassware and wine bottles from different regions.

Matching wines with food.

Service of white, rose and sparkling wines; Champagne Service;

Understanding wine terminology

 Mocktail and Cocktail Preparations

 Presentation and Service of Cocktail and Mocktails

Service of Apertif & Liqueur

Arrangement of Layout for Various Banquets

Suggested Readings:

Lillicrap Dennis, Cousins John & Smith Robert: Food & Beverage Services; Hodder & Stoughton Educational.

Andrews Sudhir: Food & Beverage Service Training Manual; Tata McGraw Hill.

Essential Table Service for Restaurants – John Fuller

The Waiter – A.J.Curry

Modern Restaurant Service – John Fuller

Beverage Management – Michael Coltman

Table and Bar – Jeffrey Clarke

BHM- 403 Front Office Operations – III

Objectives: *This module aims at exposing the students with such professional aspects of Front Office Operations like, 'Computer Applications in Front Office'; 'Stay and Departure Procedure', 'Front Office Communication' and 'Guest Security' perspectives.*

Module I- Computer Applications in Front Office Operations:

- Computer application in front office: Types uses and, scope; advantage and limitations of computer application
- Common software used in Front Office;
- Use of computers in Back Office system: MIS

Module II – Handling Guests Complaints

- Importance & Types
- Identifying, receiving and handling complaints;
- follow up procedures
- Importance of feedback

Module III - Front Office Communication

- Front Office Communication
Guest Communication; Log Book; Information Directory; Mail and Package Handling; Telephone Services
- Inter-Departmental Communication
- Guest Services: equipment and supplies; special procedure; guest relations;

Module IV – Guest Departure Procedures

- Check-out formalities; express check-out; self check-out and late check-out
 - Account settlement; method of settlement; un-paid account balances; account collection;
- updating front office records; guest histories; marketing follow-up.

Module V- Security Perspectives

- Significance and scope
- Door Locks, Key Control and Access Control
- Types of Locking System (Standard Mechanical door Lock, Non-Electronic Locking System)
- Guest Room Security
- Emergency Procedures (Illness, accidents, theft, fire, etc.)

Practical

Mail and Package Handling

Wake-up call exercise

Log Book preparation

Preparation of Guest history Card

Key Control exercises

Use of computers in Back Office system

Emergency Procedures (Illness, accidents, theft, fire, etc.)

Inter-personal communication (verbal)

Suggested Readings

Andrews, Sudhir: 1985, Hotel Front Office, Tata MC Graw Hill, New Delhi.

Malik, S. Profile of Hotel and Catering Industry, Heinemann, 1972.

Check in Check out – Jerome Vallen

Front Office Procedures – Peter Abbott & Sue Lewry

Basic Hotel Front Office Procedures – Peter Renner

Managing Front Office Operations – G.E.Steadman

Front Office Operations and Management – Dennis L.Foster

Effective Front Office Operations – Michael L.Kasavana

BHM- 404 Housekeeping Operations-IV

Objectives: *This paper has been planned to familiarize the incumbent budding professionals with such significant areas of housekeeping like interior design, furniture arrangement, and horticulture, alongside the key 'guest room' perspectives.*

Module I- Interior Design-I:

- Factor affecting interior design (particularly guest bed rooms and public areas)
- Basic elements of art and principle of design
- Role of colour in Interior designing, Quality of colour, classification of colour, factor affecting colour schemes
- Lighting and lighting systems in Hotels
- Window and window treatments

Module II- : Interior Design-II:

- Floor and wall coverage in different areas of hotels
- Carpets – Types; selection criteria; role of accessories in selection
- Layout of rooms and suites
- Affects of physical layout
- Special consideration for rooms for physically handicapped and disabled
- Redecoration and refurbishing of guest rooms
- Shagging lists

Module III- Furniture and fixtures

- Principles
- Types of furniture
- Planning the furniture in harmony with the ambience
- Selection of desired furniture
- Care and maintenance of furniture
- Types of Joints; fixtures

Module IV Horticulture:

- Essential components of Horticulture
- Landscaping
- Indoor Plants
- Bonsai in the Hotel Properties

Module V - Keys and Key Control

- Types of Keys
- Electronic Key card
- Keys control – procedure, precautions and significance

Practical

Understanding colour wheel and schemes

Identification of different carpets

Identification of different types of lights

Arrangement of various fixtures and furniture

Understanding fundamentals of horticulture.

Designing guest room interiors.

Suggested Readings:

Andrews Sudhir, Hotel Housekeeping Manual, Tata McGraw Hill.
Branson & Lennox, Hotel Housekeeping, Hodder & Stoughton.
A.C. David, Hotel and Institutional Housekeeping.
Wellek, Hotel Housekeeping.
Professional Management of Housekeeping Operations, Martin Jones, Wiley.
Accommodation and Cleaning Services, Vol.I & Vol.II, David.Allen, Hutchinson.

BHM- 405 Hotel Engineering

Objectives: *This course of study will familiarize the students with the Hotel engineering equipment, and proper management of the hotel equipment and maintenance of the equipment and to make them understand Engineering & Maintenance operations in Hotel Industry and the underlying significance in overall Operation and Management of the Hotels.*

Module - I

- Maintenance – Preventive and Breakdown maintenance and comparisons
- Role and importance of maintenance department in the hotel industry with emphasis on its relation with other departments of the hotel.
- Organization chart of maintenance department, duties and responsibilities of maintenance department

Module – II

- Types of Fuel used in catering industry and comparative study of different fuels, and calculation of amount of fuel required and cost.
- Gas – heat terms and units; method of transfer.
- LPG / CNG and its properties; principles of Bunsen burner, its precautions to be taken while handling of gas; low and high pressure burners.
- Gas bank, location, different types of manifolds
- Refrigeration & Air-conditioning – basic principles, latent heat, boiling and its dependence on pressure, vapour compressor system of refrigeration and refrigerants
- Vapour absorption system care and maintenance of refrigerators, defrosting, types of refrigerant units, their care and maintenance.
- Vertical transportation, elevators and escalators

Module – III

- Fire prevention and fire fighting system (Classes of Fire, method of Extinguishing fires, Fire Extinguisher, portable and stationery, Fire detector and Alarm, Automatic fire detectors cum extinguishing devices, Structural protection, Legal Requirements.)
- Water Disposal and Pollution Control
- Solid and liquid waste, sludge and sewage, disposal of solid waste
- Sewage treatment
- Pollution related to hotel Industry
- Water pollution, sewage pollution
- Air pollution, Noise pollution, thermal pollution
- Legal Requirement issues

Module – IV

- Audio visual equipment
- Various audio visual
- Care and Cleaning of overhead projector, slide projector, LCS and power point presentation units
- Maintenance of Computers
- Care and cleaning of PC, CPU, Modem, UPS, Printer, Laptops
- Contract Maintenance
- Necessity of Contract maintenance, advantages and Disadvantages.
- Essential requirements of Contract, types of contract, and their comparative advantages and Dis-advantages
- Procedure for inviting and processing tenders, negotiating and finalizing

Module – V

- Fundamentals of Electricity, insulators, conductors, current, potential difference resistance, power, energy concepts; definitions, their uses and relationships, AC and Dc; Single phase and three phase and its importance on equipment specification. Electric Circuits, open circuits and close circuits, symbols of circuit elements, series and parallel connection, short circuit, fuses; MCB, earthing, reason for placing switches on live wire side.
- Electric wires and types of wiring
- External lightening
- Safety in handling electrical equipment
- Water System; Water distribution system in a hotel
- Cold water system in India
- Hardness of Water, water softening, base exchange method
- Swimming pool maintenance
- Cold and Hot water supply system in Hotels
- Flushing system, water taps, traps and closets

Suggested Readings:

Hurts R., Services and Maintenance for Hotel and Restaurant establishment.

Textbook of Hotel Maintenance –Goyal and Arora.

Hotel Planning & Design –Rutes & Penner

Hospitality Facility Planning –David

Principles of Hotel Engineering –Orsenis

Principles of Hotel Maintenance –Glad Well

BHM- 605 Research Methodology

Objectives: *The objective of this module is equip the students with the basic understanding of the research methodology and to provide an insight into the application of modern analytical tools and techniques used for the purpose of management decision making.*

Module I-Introduction to Research Methodology:

- Meaning and objectives of Research.
- Types of Research.
- Hallmarks of Scientific Research
- Significance of Research.

Module II-The Research Process:

- The Broad Problem Area
- The Purpose of Study ; Exploratory, Descriptive, Hypotheses testing, Case Study Analysis
- Literature Survey
- Problem Definition
- Theoretical Framework
- Types of Variables
- Hypothesis Development
- The Research Design
- Internal and External Validity

Module III- Methods of Data Collection:

- Sources of Data- Primary, Secondary
- Data Collection Methods : Interviewing , Questionnaire, Observational
- Sampling: reasons of Sampling, Simple Random Sampling, Convenience Sampling

Module IV- Data Analysis Techniques & Tools:

- Objectives in Data Analysis
- Making data ready for analysis
- Frequency Distribution
- Measurement of Central Tendency
- Correlation & Regression

Module V-Interpretation & Presentation Techniques:

- Hypothesis Testing
- Basic concepts concerning Hypothesis Testing
- Procedure and flow diagram for Hypothesis Testing
- Test of Significance
- Chi - Square Analysis.

Report Presentation Techniques.

Suggested Readings:

Sekaran,U.Research Methods for Business : A Skill Building Approach, John Wiley & Sons, 2006

Andrews, F.M and S.B. Withey : Social indicators of Well Being Plenum Press, NY,1976

Bennet Roger: Management Reasearch , ILO, 1983

Fowler.Foyed J.Jr.: Survey Methods, 2nd ed., Sage Pub.,1983

SEMESTER – V

| S. No. | SUB CODE | SUBJECT | MAX. MARKS |
|---------------|-----------------|-----------------|-------------------|
| 1. | BHM- 501 | Training Report | 200 |
| 2. | BHM – 502 | Log Book | 200 |
| 3. | BHM – 503 | Project Report | 200 |
| 4. | BHM - 504 | Elective | 100 |
| | | Total | 700 |

Extensive on the job training (Twenty Two Weeks):

The Student shall have to undergo a Twenty-Two weeks extensive on the job training in a leading hotel/resort property, duly approved by the Department. Though the Department may help the incumbent students in arranging their training in suitable institution, the sole responsibility to this effect, will rest on the student. The student will have to submit a comprehensive training report in the Department, duly certified by the competent authority of the training Hotel. The reports will be evaluated by a panel of experts, (one internal and one external), who will also conduct viva voce on the same. . Last date for submission of the report shall be notified by the Department and will usually be atleast 15 days prior to the commencement of the end semester examinations

Log Book:

While on the training, the students shall have to maintain a Log Book in the format prescribed by the Department. The Log Book, to be submitted along with the training report, will be evaluated by the panel of experts (One internal and one external).

Research Project:

At the outset of fifth Semester, every Student shall be assigned an applied topic (problem) for Research Project under the supervision of one of the faculty members of the Department. The Project, duly certified by the concerned supervisor, shall have to be submitted by the students on the date notified by the Institute. A team of an external and one internal who is also in charge of Research project shall evaluate the report and also conduct viva voce examination of the students on a duly notified date.

Elective:

The student will select one elective (out of Food Production / Food & Beverage Service / Front Office/House Keeping) in the department where s/he has spent most of the time during the training or in which s/he has special interest. The Viva voce will be conducted by a team of external and internal examiner.

Semester – VI

| Sl. | Subject Code | Subject | Theory 100 | | Practical. 100 | |
|-----|-----------------|--------------------------------|---------------|------------|-------------------|------------|
| | | | Int. 30 | Ext. 70 | Int. 30 | Ext. 70 |
| 1. | BHM- 601 | Food Production VI | 30 | 70 | 30 | 70 |
| 2. | BHM- 602 | Food and Beverage Services –VI | 30 | 70 | 30 | 70 |
| 3. | BHM- 603 | Front Office Operations- VI | 30 | 70 | 30 | 70 |
| 4. | BHM- 604 | Housekeeping Operations-VI | 30 | 70 | 30 | 70 |
| 5. | BHM- 605 | Environmental Management | 30 | 70 | | |
| 6. | BHM- 606 | Principles of Management | 30 | 70 | | |
| | | Total Marks | 1000 | | | |

BHM – 601 FOOD PRODUCTION

Objective: The course aims to expose the students to quantity cooking in different catering establishments. The students will be exposed to technique of cooking and the equipments required for the same. The students will also be familiarizing with management aspects related to Kitchen control.

Module I – Quantity Food production

- Introduction to large Scale Commercial Cooking
- Industrial, Hospital, Institutional Catering Kitchen Brigade
- Layout of large Kitchen Work Flow
- Equipment Used in Quantity Cooking

Module II – Garnishes & Accompaniments

- Types of garnishes & Accompaniments
- Importance of Garnishes in cooking
- Examples & Preparation of Different Garnishes

Module III – Kitchen management

- Objectives of Kitchen management
- Kitchen planning & Layout
- Food Preparation Areas
- Food Service System

Module IV- Food cost control

- Establishing Purchase Specification
- Standard Purchase Specification & its Importance
- Yield Testing & Yield Management
- Food Costing
- Inventory Control

Module V-Standard recipes

- Evaluation of standard Recipe
- Developing, testing & assessing New Recipes

Practical

Quantity Cooking

Invalid Cookery – Hospital Cooking

Banquet Cooking

Preparation of Simple & Continental garnishes

Suggested Readings

Arora Krishna: Theory of Cookery; Frank Bros & Co.

Klinton & Cesarani: Practical Cookery; Arnold Heinemann.

Larousse Gastronomique- Cookery Encyclopedia by Paul Hamlyn

*Modern Cookery for Teaching and the Trade Vol.I & Vol. II – Thangam E.Philip
(Mumbai, Orient Longman).*

Chef's Manual of Kitchen Management – John Fuller.

Le Repertoire De La Cuisine – L.Saulnier.

BHM- 602 Food and Beverage Services Operations –VI

Objective: The course structure has been designed to develop professional management aspects related to F&B management & Control.

Module –I Introduction to F&B Management

- Introduction & Objectives
- Size & Scope of F&B Operations
- F&B Operation
- Meal Experience

Module –II Planning for F&B Operations

- Concept & feasibility
- Feasibility Study & Planning
- Investment
- Facility Designing & Layout

Module –III Menu

- Introduction & Types of Menu
- Menu Pricing
- Menu Merchandising
- Menu Engineering

Module –IV F&B Operation

- Introduction
- Purchasing, Brief Study of Purchasing Cycle – Receiving, Storing, & Issuing O
- Purchase Specification
- Yield Management

Module –V Food Cost Control

- Introduction
- Aims & Objectives of Cost Control
- Techniques of Cost Control
- Limitations of Cost Control
- Break Even Analysis

Module –VI Beverage Control

- Introduction
- Aims & Objectives of Beverage Cost Control
- Bin Card & Its Importance

Practicals:

- Developing of New Mocktails & Cocktails Recipe
- Developing Bar Tending Skills
- Special Food Service

Suggested Readings:

Lillicrap Dennis, Cousins John & Smith Robert: Food & Beverage Services; Hodder & Stoughton Educational.

Andrews Sudhir: Food & Beverage Service Training Manual; Tata McGraw Hill.

Essential Table Service for Restaurants – John Fuller

The Waiter – A.J.Curry

Modern Restaurant Service – John Fuller

Beverage Management – Michael Coltman

Table and Bar – Jeffrey Clarke

Bar and Beverage Book – Costas Katsigns & Mary Porter.

Mr. Boston's Bartender's and Party Guide- Warner

BHM- 603 Front Office Operations-VI

Objectives: *This module aims at exposing the potential hotel professionals to 'front office accounting and internal control'; and 'application of advanced software in front office operations and management,.*

Module I – Handling Special Situations:

- Group Arrivals & Departures
- Room Changes
- VIPs
- Overbooking
- Theft, Drunk guest, Fire etc

Module II – Tourism & Itinerary

- Socio Economic Benefits of Tourism
- Knowledge of tourist destination
- Preparing itinerary

Module III – Fixing Room Rent

- Room rate structure.
- Criterion of establishing room rates.
- The Rule Of Thumb Approach.
- The Hubbart's Formula – introduction.
-

Module IV – Yield Management

- Introduction and Concepts covered.
- Differential Rates.
 - Forecasting Bookings.
 - Rate availability restrictions.

Module V - Service and Communications

- Telephones
- Organization Chart and Duties of telephone Operators.
- Communication
- Basic Etiquettes
- Induction / Orientation and raining
- Business Center and Club Service

Practicals

Familiarization with different software used in front office, especially concerning reservation, registration, guest history, and room status, call accounting

Settlement of Guest Bills; handling of credit, debit cards, cash, cheques and traveller's cheques

Foreign Exchange handling

Role plays involving crisis situations

Suggested Readings:

- *Andrews, Sudhir: 1985, Hotel Front Office, Tata MC Graw Hill, New Delhi.*
- *Malik, S. Profile of Hotel and Catering Industry, Heinemann, 1972.*
- *Check in Check out – Jerome Vallen*
- *Front Office Procedures – Peter Abbott & Sue Lewry*
- *Basic Hotel Front Office Procedures – Peter Renner*
- *Managing Front Office Operations – G.E.Steadman*
- *Front Office Operations and Management – Dennis L.Foster*
- *Effective Front Office Operations – Michael L.Kasavana*

BHM 604: House Keeping Operations

Objectives: *The focus is on flower arrangement and othe managerial aspects of Housekeeping department .*

Module I : Floral Arrangements

- Purpose & Types of flower arrangement
- Level of placements with relevant examples
- Equipment and materials required
- Styles of flower arrangement
- Principles of Flower arrangement

Module II : Budgeting

- importance
- Procedure of preparing departmental budget

Module III Staff Uniform:

- Selection
- Design
- Quantity
- Distribution

Module IV : Staff Scheduling

- Work card- its purpose and procedure
- Preparing staff schedule and rotas

Module V- Purchasing & Personnel records

- Records of specific daily work assignments
- Pay roll records
- Purchasing records of equipment, detergents, linen etc
- Occupancy report, room check sheet, inventories
- Maintenance reports

Practical:

Practice of ;

Flower arrangements,

Flower arrangements for guest rooms, lobbies, restaurant and banquets

Preparing budgets, rotas. and maintenance of purchasing and personnel records

Suggested Readings:

Andrews Sudhir, Hotel Housekeeping Manual, Tata McGraw Hill.

Branson & Lennox, Hotel Housekeeping, Hodder & Stoughton.

A.C. David, Hotel and Institutional Housekeeping.

Wellek, Hotel Housekeeping.

Professional Management of Housekeeping Operations, Martin Jones, Wiley.

Accommodation and Cleaning Services, Vol.I & Vol.II, David.Allen, Hutchinson.

BHM- 605: Environment Management**Module - I**

- Environment: Definition, concept and scope
- Physical and Biotic Components of Environment
- Environment Management System and 14001, Environment Policy , Aspects, Environment Management Programme

Module - II Operating Guidelines and self – audit checklist for various departments in a Hotel

- Administrative Offices
- Front Office/Kitchen / F & B Outlets/Housekeeping and Laundry
- Swimming Pool and Health Club
- Out doors Landscaping etc

Module - III – Best practices in Hotels

- Energy Management
- Water Conservation
- Waste control & management
- Indoor air and pollution control
- Eco purchasing
- Hazardous chemical reaction and safegaurds

Module - IV: Alternate Technologies

- Non conventional Energy
- Waste water treatment and Pollution control
- Solid waste management
- Indoor Air Quality
- Rain Harvesting

Module V: Environment Legislation

- Introduction to Legal and Regulatory Framework
- Salient features of The Air (Prevention & Control of pollution)Act , 1981;
- The Water(Prevention and Control of Pollution)Act, 1974;
- The Noise Pllution (Regulation and Control) Rules 2000
- The Environment (Protection) Act 1986

Suggested Readings:

Abbasi SA: Environment Everyone, Discovery Publishing House, New Delhi
Bandhu, Desh, Environment Management, Indian Environment Society, New Delhi
*Djameja, Suresh K, Environment Engineering and Management, S K Kataria & Sons ,
New Delhi*
*Peavy, Howard S etal; Environmental Engineering, Mc Graw Hill International Edition,
New York*
*Thakur Kailash, Environmental Protection Law & Policy in India, Deep and Deep
Publications, New Delhi*
*Tripathi A K & Bhatt VB, Changing Environmental Ideologies, Ashish Publishing House,
New Delhi*
Uberoi NK, Environmental Management, Excel Books, New Delhi

BHM- 606: Principles of Management

Course Objectives: *This module explains meaning of management and analyses its process in modern organizations including various aspects of the Hotel Industry. It gives the basic knowledge about the evolution and importance of the various concepts of Management. It also aims at making the student deal with the decision making aspects in their day to day work.*

Module I- Introduction to Management:

- Management – definition, nature and scope
- Objectives and levels of management
- Management: Science or art, Profession
- Management as a field of Study
- Functions of management
- Introduction to Evolution of Management Thought: Scientific Management, Fayol's Principles of Management, Human Relations School, Systems Concept
- Social Responsibilities of Business
- Managerial Skills

Module II-Planning and Organizing

- **Planning-** definition, nature and relevance
- Planning Process , MBO
- **Organizing** – meaning, characteristics, importance and scope, Process of Organising, Types of Organizational structures
- Authority and Responsibility, Delegation of Authority, Centralization and Decentralization, Span of Control, Departmentation

Module III-Staffing and Directing

- **Staffing-** meaning and scope
- **Directing** – meaning and scope
- Leadership; Leadership Styles; leadership qualities
- Motivation – meaning and scope; Theories of Motivation
- Significance of motivation in effective management/modern management
- Communication – meaning and types; Business communication – scope and process
- Barriers in communication

Module IV-Coordination and Control

- Coordination – nature, scope and approaches
- Importance of Coordination; barriers and grey areas
- Meaning and Importance of controlling
- Process of Control
- Factors influencing the process of control
- Management by Exception

Module V- New Practices and Sub fields of Management

- Innovation Management
- Knowledge Management
- Cross Border Management

Suggested Readings

Essentials of Management – Harold Koontz & Heinz Weirich

Management – H. Koontz & Cyril O' Donnell

Management Theory – Jungel, H. Koontz

Semester – VII

| Sl. | Subject Code | Subject | Theory 100 | | Practical 100 | |
|-----|-----------------|---------------------------|----------------------------------|---------|---------------|---------|
| | | | Int. 30 | Ext. 70 | Int. 30 | Ext. 70 |
| 1. | BHM- 701 | Elective – I | 30 | 70 | 30 | 70 |
| 2. | BHM- 702 | Elective – II | 30 | 70 | 30 | 70 |
| 3. | BHM- 703 | Hotel Marketing | 30 | 70 | - | - |
| 7. | BHM- 704 | Human Resource Management | 30 | 70 | | |
| 5. | BHM- 705 | Financial Management | 30 | 70 | - | - |
| 7. | BHM- 706 | Business Communication | 30 | 70 | - | - |
| 8. | BHM-707 | Managerial Economics | 30 | 70 | | |
| 9 | BHM -708 | Seminar | 100 for Presentation & Viva Voce | | | |
| | | TOTAL | 1000 | | | |

BHM 701/BHM 702 Elective Paper (Specialization)
Option - I

Front Office Operations

Objective: *To have a thorough understanding of sales techniques, to deal with various situations at the front desk daily, thereby gaining an insight into problem solving in the hotel and to appreciate the role played by the supervisor in the efficient running of the Front Office.*

Module – I Planning and Evaluating Front Office Operations – I

- Room rate structure.
- Criterion of establishing room rates.
- The Rule Of Thumb Approach.
- The Hubbart's Formula – introduction.

Module – II Planning and Evaluating Front Office Operation - II

- Room rate designations
- Forecasting - Room Availability.
- Room Revenue
- Daily operation reports
- Occupancy Ratio
- Operating Ratio
- Ratio Standards

Module – III Yield Management - I

- Concept and Importance
- Measuring Yield
- Formula: Potential Average single rate, Potential Average double rate, Multiple Occupancy percentage, Rate Spread, Potential Average rate, Room rate achievement factor, Yield statistics, Equivalent Occupancies, Required non-room Revenue per guest.

Module – IV Yield Management – II

- Elements of Yield Management
- Group Room Sales
- Transient Room Sales
- Potential high and Low Demand Tactics
- Implementing revenue Strategies
- Hurdle rates
- Minimum length of Stays
- Close to Arrival
- Sell Through

Module – V Managing Human Resource

- Recruitment
- Internal and External
- Selecting
- Selection Tools
- Interviewing
- Hiring
- Orientation

- Staff Scheduling
- Staff Motivation
- Training
- Cross-Training
- Recognition
- Incentive Programmes
- Performance Appraisals

Practical

The Practical exercises would include revision of the practical carried-out during all the preceding semesters alongside encompassing the following perspectives:

Mock exercises on 'Revenue Meetings'; 'Establishing Room Rates', 'Evaluation of Front Office Operations'; 'Preparation of Daily Operational Reports', 'Hotel Income Statement',

'Room Division income Statement', 'Room Division Budget Reports', and 'Room Revenue Analysis'. There will also be case discussions on Staff Motivation

Suggested Readings:

Andrews, Sudhir: 1985, Hotel Front Office, Tata MC Graw Hill, New Delhi.

Malik, S. Profile of Hotel and Catering Industry, Heinemann, 1972.

Check in Check out – Jerome Vallen

Front Office Procedures – Peter Abbott & Sue Lewry

Basic Hotel Front Office Procedures – Peter Renner

Managing Front Office Operations – G.E.Steadman

Front Office Operations and Management – Dennis L.Foster

Effective Front Office Operations – Michael L.Kasavana

**BHM 701/BHM 702 Elective Paper (Specialization)
Option - II**

BHM – 701 FOOD PRODUCTION & MANAGEMENT (ELECTIVE -1)

Objectives: The course has been designed to impart advance knowledge of food production management in order to produce professional Chef.

Module I Review of Food Production Basics

- Cooking Methods
- Special Cooking Techniques
- Study of cuts & Their Uses

Module II – Kitchen management

- Objectives & aims of kitchen management
- Kitchen Planning & Layout
- Modern Equipment used in production Department
- Inventory Management & store management
- Purchasing, Receiving, Market survey, selection of suppliers

Module III – Kitchen Control

- Planning & Scheduling
- Quality & Quantity Control
- Records registers Formats Used in kitchen control
- Yield management

Module IV- Quantity Food Production

- Food production for Different types of catering Operations
- Banquet cuisine
- Portion Control
- Storage, Problems

Module V-Fast Food

- Introduction
- Uses, Types & Importance
- Varieties of fast Food – Pizza, Burger, sandwiches, Steak & Cutlet
- Indian Fast Food

Practical

Preparation of various carving – Vegetable, Ice, Butter, Thermocol

Quantity Cooking

Fusion cooking

Invalid Cookery – Diet menu for Different category of Patients

Suggested Readings

Arora Krishna: Theory of Cookery; Frank Bros & Co.

Klinton & Cesarani: Practical Cookery; Arnold Heinemann.

Larousse Gastronomique- Cookery Encyclopedia by Paul Hamlyn

Modern Cookery for Teaching and the Trade Vol.I & Vol. II – Thangam E.Philip
(Mumbai, Orient Longman).

Chef's Manual of Kitchen Management – John Fuller.

Le Repertoire De La Cuisine – L.Saulnier.

BHM 701/BHM 702 Elective Paper (Specialization)

Option - III

BHM- 702 Food and Beverage Services – VII (ELECTIVE)

Objectives: Objectives: *Since the incumbent students already have ample exposure on all the basic aspects of F & B Service, this module focuses on Planning and organization of F & B operations in different outlets; Function Catering Buffets and Gueridon Service*

Module –I Review of Catering Operations

- Commercial,
- Welfare,
- Transport

Module II– Layout of Food Service Areas

- Coffee Shop,
- Fast Food,
- Specialty Restaurant, &
- Banquets

Module –III Extensive Study of Menu

- French Classical Menu – Eleven, Fourteen & Seventeen Course
- Accompaniments & Garnishes
- Compiling of Menus for Different Occasions.

Module IV– Review of Service Methods Prevalent in Catering Operations with Specific Reference to Special Food Service

- Silver
- Russian
- American
- Buffet
- Gueridon
- Indian
- Coffee Shot
- Buffet
- Banquet

Module V– Extensive Study of Alcoholic Beverages

- Wines
- Spirits
- Liqueur
- Aperitif
- Beer

Practicals:

Enhancing Skills for Table Service for Various F&B Outlets
Developing Managerial & supervisory Qualities for Restaurant
A Preparation of Cocktail & Mocktails Students Will be Require to Develop New
Recipes For Cocktails & Mocktails
Mini Project

Suggested Readings:

Lillicrap Dennis, Cousins John & Smith Robert: Food & Beverage Services; Hodder & Stoughton Educational.

Andrews Sudhir: Food & Beverage Service Training Manual; Tata McGraw Hill.

Essential Table Service for Restaurants – John Fuller

The Waiter – A.J.Curry

Modern Restaurant Service – John Fuller

Beverage Management – Michael Coltman

Table and Bar – Jeffrey Clarke

Bar and Beverage Book – Costas Katsigns & Mary Porter.

Mr. Boston's Bartender's and Party Guide- Warner

BHM 701/BHM 702 Elective Paper (Specialization)

Option - IV

House Keeping Operations

Objectives: *To familiarize the students with the operation of the Housekeeping Department as well as its routine system, functions of staff.*

Module – I Managing Housekeeping personnel

- Documentation for Personnel Management
- Determining Staff Strength
- Recruiting , selection, hiring, orientation and training
- Scheduling
- Motivating employees
- Performance Appraisals
- Time and Motion study and Job Analysis
- Calculating Staff Strength and Planning Duty roster, team work and Leadership in House keeping.
- Employee Welfare and Discipline

Module – II New Property Countdown / Operations

- Starting up Housekeeping and Countdown

Module – III Hotel Renovations

- Reasons to Renovate
- Types of Renovations
- Subsidiary process in Renovation

Module – IV Changing Trends in Housekeeping

- Hygiene, Not just Cleanliness
- Outsourcing
- Training and Motivation
- Eco-friendly Amenities, Products and Processes
- New Scientific Techniques
- IT-savvy Housekeeping

Module – V Ecotels

- Ecotel Certifications
- Choosing an Eco-friendly Site
- Hotel Design and Construction
- Energy Conservation
- Water conservation
- Waste Management
- Environment friendly housekeeping

Suggested Readings:

Andrews Sudhir, Hotel Housekeeping Manual, Tata McGraw Hill.

Branson & Lennox, Hotel Housekeeping, Hodder & Stoughton.

A.C. David, Hotel and Institutional Housekeeping.

Wellek, Hotel Housekeeping.

Professional Management of Housekeeping Operations, Martin Jones, Wiley.

Accommodation and Cleaning Services, Vol.I & Vol.II, David.Allen, Hutchinson.

BHM - 703 Hotel Marketing

Objectives: *The objective of the present module is to familiarize students with sales and marketing techniques especially related to hotel Industry.*

Module I - Understanding Services:

- **Concept of Selling and Marketing**
- What are Services
- Customers involvement in Service Processes
- Difference between Goods & Services Marketing
- Service Marketing Matrix

Module II - Focus on the Customer:

- Customer Behaviour in Services
- Customer Expectation of Services
- Customer Perception of Services
- Building Customer Relationships

Module III - Service Design and Standards:

- Service Development and Design
- Customer Defined Service Standards
- Hotel Service in Marketplace
- Positioning Hotel in Market Place
- Creating the Service Offer and Adding Value
- Pricing Strategies for Hotels

Module IV - Planning and Maintaining Hotel Industry:

- Creating Delivery Systems in Place
- Enhancing Hotel Value by Improving Quality and Productivity
- Balancing Demand and Capacity

Module V - Issues for Senior Management:

- Managing People in Hotel Organisation
- Organising for Service Leadership
- International and Global Strategies in Marketing of Hotels

Suggested Readings:

Christopher Lovelock, 'Services Marketing – People, Technology, Strategy', Pearson Education, Asia

Valerie A Zeithmal & Mary Jo Bitner, 'Services Marketing – Integrating Customer Focus across the firm', Tata Mc Graw Hill, Edition

BHM- 704 Human Resource Management

Objectives: *The success of any organization depends upon the Human Resources working in the Organization. The Hospitality Industry also depends on its Human Resources for its success. The course focuses on the complete cycle through which the Human Resources undergo after joining the organization. The course also specifically covers the need and the requirement of Human Resources in the Hospitality Industry.*

Module I- Introduction:

- Definition , Scope and Nature of HRM
- Purpose and Evolution of HRM

Module II-Human Resource Planning:

- Job Analysis
- Job Design
- Human Resource Planning

Module III

- Recruitment
- Selection
- Placement
- Promotion, Demotion, Job Rotation

Module IV- Training & Development:

- Training: Definition, Overview, Methods
- Management Development
- Career Planning
- Performance Management & Appraisal

Module V-Compensation:

- Job Evaluation
- Compensation , Financial Incentives
- Employee Relations- Ethics & Justice in HR management, Labour Relations & Collective Bargaining, Employee Safety & Health

Suggested Readings:

Werther & Davies, 'Human Resources and Personnel Management', Mc Graw Hill Publications.
C.S. Venkataratnam and Srivastava, 'Personnel Management and Human Resources', Tata Mc Graw Hill Publications, New Delhi
Wayne F. Cascio, 'Managing Human Resources - Productivity, Quality of Work Life & Profits', Mc Graw Hill Publications
Gary Dessler, Biju Varkkey , 'Human Resource Management' , Pearson Publications

BHM- 705: Financial Management

Objectives: This course has been design to develop understanding of the students on the financial aspects of planning and decision making

Module I- Nature of Financial Management:

- Concept of Financial Management: Meaning, Nature and Scope. Changing Role of a Funds Manager,
- Functional Aspects of Funds Managers: Financing Decisions, Investment Decisions and Dividend Decision etc.,
- Financial Goals, Financial Control,
- Financial Planning in Tourism and Hotel Industry.

Module II- Financial Planning:

- Time Value of Money and Its application
- Sources of Short Term, Medium Term and Long Term finance
- Capitalization and capital structure: Meaning and concept. Theories of capitalization- Brief Overview
- Cost of Capital
- Leverage Analysis: Operating and Financial Analysis
- Capital Budgeting Decision: Pay Back Period, Accounting Rate of Return, NPV, IRR, Profitability Index.
- Profit Planning: Break Even Analysis and Cost Volume and Profit (CVP) Analysis

Module III - Budget and Budgetary Control:

Budget- Concept, Types and Preparation Perspectives; Benefits and limitations of budget and budgetary control.

Module IV - Financial Analysis:

- Nature of Financial Analysis
- Significance of Financial Analysis
- Types of financial analysis,
- Tools of financial analysis: Common Size, Comparative Statement, Ratio Analysis.
- Funds flow & cash flow statements

Module V - Working Capital Management:

- Concept, Importance & scope, determinant of working capital, operating cycle and estimation of working capital.

Suggested Readings:

Pandey, I.M., Financial Management, Vikash Publishing House.

Srivastava, R.M., Financial Management, Himalaya Publishing House.

Van Horne, Financial Management and Policy, Pearson Education.

Ravi M Kishore, Management Accounting, Taxmans Publications.

BHM- 707 Business Communications

Objective: *The basic purpose of the module is to develop the skills of the students for efficient Business Communication by familiarising them with essence of effective communication, formal and informal conversation, official communication, diaries, notes and use of English for the media i.e., Print, T.V, and Radio*

Module – I Letters:

- Business Letters
- Informal Letter
- Conversation
- Formal Conversation (Face-to Face)
- Informal Conversation (Face-to-Face)
- Discussion

Module – II Other Forms of Official Communication :

- Memoranda
- Report Writing
- Minutes of Meetings
- Telegram and FAX
- Tenders / quotations

Module – III Presentation Basics

- Importance of Presentation skilld
- Making a presentation
- Voice modulation
- Presentation Plan
- Visual Aids
- Styles of presentation

Module – IV Social Skills for Hotel Managers

- Update of etiquettes
- Attributes
- Use of Body language

Module – V Business Vocabulary & Usage

- Essay writing
- Comprehensions,
- Elocution,
- Telephone Ettiquettes

Suggested Readings:

Kaul Asha, ' Business Communication' Prentice Hall of India, New Delhi 1999

Lesikar, Pettit, 'Business Communication' Richard Irwin Inc., All India Traveller Bookseller Delhi 1996

Murphy and Hildbrandt, ' Essentials of Business Communication', Mc Graw Hill International, New York

BHM 707: MANAGERIAL ECONOMICS

Objectives: This course has been design to develop understanding of the students on the basic Economic theories and economic environment for managerial decisions.

1. Definition, nature and scope of Managerial Economics - Managerial Economics, Micro-economics and Macro-economics - Applications of Economics in Managerial decisions making
2. Types of Business Organizations - Proprietary Firms, Partnership Firms, Joint Stock Companies, Public Sector Undertakings, Cooperative Societies, Non-profit Organizations, Business Organizations in New Millennium - Organizational Goals
3. Demand Analysis - Determinants of Market Demand - Law of Demand - Elasticity of Demand - Measurement and its use - Demand Forecasting
4. Production and Costs - Meaning of Production Function - Law of Supply and Elasticity of Supply – Relevant Costs for decision making - Break Even Analysis
5. Pricing and output determination - Pricing decisions under different market forms like perfect competition, monopoly, oligopoly - Pricing in Public Sector Undertakings and Cooperative Societies
6. Government and Business - Need for Government intervention in the market - Price Controls - Support Prices and Administered Prices - Prevention and control of monopoly - Protection of consumers' interest - Economic Liberalization - Disinvestment - Policy planning as a guide to overall business development

Books Recommended

1. Managerial Economics - D.Salvatore
2. Managerial Economics - Mote, Paul and Gupta
3. Managerial Economics - Varshney and Maheshwari
4. A study of Managerial Economics - D.Gopalkrishna
5. Managerial Economics - D.C.Hauge
6. Managerial Economics - Reckie and Croke
7. Managerial Economics - Gupta
8. Managerial Economics, 4th Ed. - Craig Peterson

BHM 708 : SEMINAR

A topic will be assigned relevant to hospitality industry to a student focusing on his/her area of interest and he/she will be required to submit a synopsis and make a presentation before a team of internal and external examiners.

Semester – VIII

| Sl. No. | Subject Code | Subject | Theory 100 | | Practical 100 | |
|---------|------------------|-------------------------------------|------------|---------|---------------|---------|
| | | | Int. 30 | Ext. 70 | Int. 30 | Ext. 70 |
| 1. | BHM- 801 | Growing Dimension of Tourism | 30 | 70 | | |
| 2. | BHM- 802 | Event Management | 30 | 70 | | |
| 3. | BHM- 803 | Facility Planning | 30 | 70 | - | - |
| 4. | BHM- 804 | Material Management for Hospitality | 30 | 70 | | |
| 5. | BHM - 805 | Entrepreneurship Development | 30 | 70 | | |
| 6. | BHM-806 | Hotel Law | 30 | 70 | | |
| 7. | BHM807 | Organizational Behaviour | 30 | 70 | | |
| 8. | BHM 808 | Computer Application | 30 | 70 | 30 | 70 |
| | | Total Marks | 900 | | | |

GRAND TOTAL 7600

BHM- 801: Growing Dimensions of Travel and Tourism Sector

Course Objective: *This module aims at creating a clear perception of the incumbents on conceptual and philosophical framework of Tourism. It defines the core terminology of the discipline; explains the various influences and processes responsible for the tremendous development of the leisure business; and outlines the likely positive and implications of tourism industry. At the end, it makes the candidates to closely examine India's performance in International Tourism in the light of country's Tourist Resource potential.*

Module I

- Tourist and Tourism: Definition, Meaning, Nature and Scope
- Concept of Resource, Attraction, Product, Market, Industry and Destination in tourism
- Indispensable ingredients of Tourism(Components of Tourism), Elements of Tourism
- Types and Typologies of Tourism
- Leisure, Recreation and Tourism interrelationship(s)
- Tourism, hospitality and Hoteliering – inter-relationship and interdependence

Module II

- Travel and Tourism through the ages
- Emergence of Neo tourism
- Over-view on Global Tourist Traffic and receipt patterns over the decades.
- Factors affecting growth of International Tourism; Concept of Push and Pull forces in Tourism; Travel and Tourism motivators. Relevance of Understanding Tourism, .Motivations. Travel de-motivators
- Impact of Industrialization and Technological advancement. Future Perspective

Module III

- Tourism Infrastructure - Types, Forms and Significance
- Infrastructure with special reference to Accommodation and transport sectors.
- Organizational infrastructure of Tourism in India at Central and State levels.
- Travel Agency and Tour Operations Sector – Definition and Differentiation; Functions, scope and significance
- Brief Overview on Functions and Importance of WTO, PATA and IATA

Module IV

- Concept of demand and supply in Tourism; Unique features of Tourist Demand. Complimentarity in Tourist Demand - Tourist decision making and buying process and the various influencing factors there-in.
- Tourism Supply mix and need for integrated approach; Constraints in creating ideal destination/supply mix
- Chain of distribution in tourism and the significance of vertical and horizontal integration. Interdisciplinary, trans-disciplinary and multi-disciplinary nature of Tourism. Need for different approaches to study Tourism

Module V

- Economic impacts of Tourism; income and employment multiplier affects.
- Socio-Cultural implications of tourism; ‘Tourism – environment inter-relationships’

- India's performance in International tourism - trends, problems and grey areas;
- Tourism Policy of India.

Recommended Books

A. K. Bhatia, *'Tourism Development: Principles, Practices and Philosophies'*, Sterling Publishers, New Delhi

McIntosh, Robert, W Goeldner, R Charles, *'Tourism: Principles, Practices and Philosophies'* John Wiley and Sons Inc. New York 1990

JMS Negi, *'Tourism Travel- Concepts and Principles'* Geetanjli Publishing House, New Delhi, 1990

R N Kaul, *'Dynamics of Tourism: A Trilogy'*, Sterling, New Delhi

PN Seth, *'Successful Tourism Planning and Management'*, Cross Section Publications

Holloway, Christopher: *Business of Tourism.*

BHM- 802 Event Management

Objectives: The module endeavours to *familiarize the students with the scope, and structural and functional aspects of the fast growing field of Event Management.*

Module I - Introduction to Event Management:

- Event – Definition, concept & the changing scenario.
- Event management – Scope & growth prospects
- Significance of event management in contemporary text of globalization and technological advancement.
- Concepts and principles of Event Management

Module II - Interpersonal skills and public relations:

- Communication skills (communication process, types of communication, presentation as an effective tool, barriers & constraints, common tips.)
- Necessity of human resource management and human relationships.

Module III - Conceptualizing and designing events:

- 5 C's of events. Pre – event activities.
- Planning, organizing, staffing, leading, co-ordination, controlling.
- Keys to success, SWOT analysis.

Module IV - Staging an event:

- Choosing the event site, developing the theme, conducting rehearsals, providing services, arranging catering.
- Logistic management
- Event catering basics, Event catering, planning for a catered event, Catering tips
- Risk management.
- Ethical and legal perspective.(Catering & Logistic)

Module V Event Marketing & Promotion:

- Setting objectives- developing a strategic marketing plan.
- Purpose of promotion
- Use of different media – print, networking, radio, T.V,
- Factors to make promotion effective.

Suggested Readings:

Successful Event Management: A Practical Hand book-Anton Shone with Bryn Parry

BHM- 803 Facility Planning

Objectives: The module focuses on hotel design and architectural considerations, layout of kitchen and stores and, quality management.

Module – I Facility Planning- Need, Concept and Scope.

- Star Classification of Hotel
- Criteria for star classification of Hotel (Five, Four, Three, Two, one and heritage)/ gradation/monitoring/periodic assessment – issues/ criteria and agencies

Module – II Hotel Design:

- Design Consideration
- Attractive Appearance
- Efficient Plan
- Good Location
- Suitable material
- Good Workmanship
- Sound financing
- Competent Management

Module – III Kitchen / Restaurant Design

- Designing and planning a Restaurant
- Bar Design
- Basic layout of Kitchen
- Area required for kitchen
- Developing kitchen plans

Module – IV Facilities Planning:

- The Systematic Layout Planning pattern (SLP)
- Planning Consideration
- Flow process & Flow diagram
- Procedure for determining space consideration the guiding factors for guest room/ public facilities, support facilities & services, hotel administration, internal roads / Budget hotel / 5 star hotel
- Architectural Consideration
- Difference between carpet area plinth area and supper built area, their relationships, reading of blue print (plumbing, electrical , A.C, ventilation, Public area)
- Approximate cost of construction estimation

- Approximate operating areas in budget type / 5star type hotel approximate other operating areas per guest room.
- Approximate requirement and Estimation of water / electrical load gas, ventilation.

Module – Project Management

- The Network models (CPM /PERT)
- Drawing of a network Diagram
- Project Cost Analysis

Suggested Readings:

Hurts R., Services and Maintenance for Hotel and Restaurant establishment.
Textbook of Hotel Maintenance –Goyal and Arora.
Hotel Planning & Design –Rutes & Penner
Hospitality Facility Planning –David
Principles of Hotel Engineering –Orsenis
Principles of Hotel Maintenance –Glad Well
Hotel Facility Planning- Tarun Bansal

BHM- 804 Materials Management for Hospitality

Objectives: The key objectives of this course is to acquaint the students with decision making for effective and efficient purchase, storage and flow of materials in hospitality organizations; and make them to understand the Cost reduction techniques in pre purchase, Purchase and post purchase systems.

Module I- Role of Purchasing & Materials Management:

- Concepts and Objectives
- Organizational structure
- Job Description of Purchase manager
- Purchase Procedure

Module II -Specifications And Suppliers

- Product Specifications
- Selection of the Right Supplier
- The Sales Representative

Module III- Purchasing Methods & Payment

- Purchasing Methods
- The Right Price
- Opportunity Purchases
- The concept of Value
- Payment Policy and methods

Module IV- Inventory Control and Storage

- The need for Control
- Methods- Par Stock, Theoretical & Maximum- Minimum Methods
- Storage & Security

Module V – Cycle of Control

- Placement of orders
- Requisition
- Receiving
- Storage
- Issuing

Module –VI Quality Checks for purchasing of commodities

- Meat & Poultry
- Sea food
- Vegetables , Milk & milk products
- Alcoholic & non alcoholic beverages
- Dry Goods

Suggested Readings:

Ansari A and Modarress B., JIT Purchasing, New York, Free Press, 1990.

Dobler, D.W. etc. Purchasing and Material Management, New York, Mc Graw Hill, 1990.

Dutta, A.K., Integrated Material Management, New Delhi, PHI, 1986.

Gopoolakrishnan P. and Suderashan M, Handbook of Material Management, New Delhi, Prentice Hall of India, 1994.

Baily P.etc., Purchasing Principles and Management, London, Pitman, 1994.

BHM- 805 Entrepreneurship Development

Objectives: On account of the ever-growing entrepreneurial opportunities, *Entrepreneurship Development is strongly surging ahead as key areas of the professional studies. This module would enable the students to understand the traits and trick of Entrepreneurship Development and in the process, assess develop and refine their potential to this effect.*

Module I

- Entrepreneurial traits, types and significance
- Definitions, characteristics of Entrepreneurial types
- Qualities and functions of entrepreneurs
- Role and importance of entrepreneur in economic growth

Module II

- Competing theories of entrepreneurship
- Entrepreneurial development programme in India

Module III

- Entrepreneurial behaviours
- Entrepreneurial Motivation
- N- Achievement and Management Success

Module IV

- Innovation and Entrepreneur
- Establishing Entrepreneurs System
- Search for Business Idea
- Sources of idea
- Idea Processing
- Input requirements

Module V

- Sources & criteria for financing
- Fixed and Working Capital assessment
- Technical Assistance
- Marketing Assessment
- Preparation of Feasibility Reports and Legal Formalities & Documentation

Suggested Readings:

Essential of Management – Harold Koontz & Heinz Weirich
Management – H. Koontz & Cyrill O’ Donnell
Management Theory – Jungle, H. Koontz

BHM- 806 Hotel law

Objectives: *To familiarizes the upcoming professionals with the legalities and regulations governing the ‘inception, approval and operations of a hospitality establishment’; ‘employee’s and employer’s rights and responsibilities’; and, ‘the rights and responsibilities of hotel vis a vis hotel guest’.*

Module I– Introduction to Hotel and Tourism Laws

- Laws governing the Hotel Industry; areas of legal compliance for hotel business.
- Legislation concerning accommodation and catering sector
- International Hotel Regulations
- Common regulations and legislations applicable to tourism and hotel industry – brief overview

Module II– Laws Relating to Hotel Operations:

- Rights and responsibilities of hotel guests with regard to, provision of accommodation, food and beverages, safety and security of guests and general code of conduct
- Inn keeps right to lien.

Module III – Law Relating to Registration and Approval and Bar License:

- types of license and procedure for applying; conditions for grant of license
- Bar and liquor license; liquor licensing law; licensed premises; types of permits; type of premises; general permitted hours
- Food and Beverage Law

Module IV– Food Legislation

- Food Adulteration act
- Common Food Adulterants & their identification

- Central committee for food standards, central food laboratory,
- Food inspector & their duties and powers

Module V– Introduction to Merchantile Law

- Brief study & implication of the following laws in hotel industry
- Law of contract – Definition, essential elements of contract
- Sales of goods Act – definition rights of seller, purchaser, guarantee & warranty
- Partnership Act – Types, duties & responsibilities, termination of Partnership
- Industrial Law – Payment of wages act, minimum wages, Industrial dispute act

Suggested Readings:

Introduction to Law – Kapoor (Taraporevala, Mumbai)

Commercial Law – Kapoor (Sultan Chand, Delhi)

Reserve Bank of India Guidelines

Satyendra Singh Malik: Ethical, Legal and Regulatory aspect of Tourism Business.

Indian Tourism Act 1992, (Govt. of India).

Company Laws – N.D.Kapoor

Business Laws – K.R.Mulchandani

BHM- 807 Organizational Behaviour

Objectives: *This module would help the students to understand the key dimensions, processes and influences upon human behaviour at the level of individual, as also in the context of work organization.*

Introduction:

- Organizational Behaviour: meaning and scope
- Introduction to Evolution of Organizational Behaviour
- Functions, Skills and Role of Managers.
- Systems Approaches for Understanding Organization

Basic Human Processes I:

- Learning: Definition, Learning Process, Theories of Learning (Classical Conditioning, Operant Conditioning, Social Learning)
- Perception: Concept of Perception Process, Factors Influencing Perception, Perceptual Errors, Self-Fulfilling Prophecy.

Basic Human Process II:

- Communication: Definition, functions, process of communication, gateways and barriers to communication, basic forms of communication
- Personality: Concept & Determinants of Personality, Theories of Personality (Type theories, Trait Theories, Psycho analytical Approach)

Module IV- The Individual in the Organization:

- Values: Definition, and Types
- Attitudes: Definition, Functions, Nature, and Changing Attitudes.

- Stress Management: Nature, Causes, Effects, and Managing Stress.
- Motivation: Definition, Concept, and Theories of Motivation (Carrot & Stick, Maslow, McGregor, Herzberg)

Module V- Group Process and influencing others:

- Group Dynamics: Definition And Classification of Groups, Groups Behavior, Group Development, Group Decision Making, Teams, Difference Between Group and Team.
- Interpersonal Relationship: Transactional Analysis, Johari Window
- Conflict Management: Types, Levels, & Process
- Leadership: Definition, Concept, Styles, and Theories

Suggested Readings:

S.P. Robbins, 'Organisational Behavior', Phi New Delhi

F.Luthans, 'Organisational Behavior', Mc Graw Hill, New Delhi

Uma Shekharan, 'Organizational Behavior', Tata Mc Graw Hill, New Delhi

Jit S Chandan, 'Organizational Behavior.'

BHM- 808: Introduction to Computers Applications

Course Objective: *This module has been planned to create basic understanding on the structural and functional aspects of computers so that, in the subsequent semesters the incumbent students are readily able to assimilate the intricacies of computer applications with special reference to Hotel Management.*

Module I - Introduction and Organization of computers:

- Computers – Introduction and Characteristics, ,
- Block Diagram of computer Computer.
- Input and Output Units of computer,
- Computer Memory, RAM, ROM, PROM, EPROM, EEPROM; Stable and dynamic memory; Primary and Secondary memory,
- Magnetic Hard disk, Floppy disk, CD-ROM, Disk Cartridges etc.
- Hardware and Software.

Module II - Introduction to Windows & MS Word:

- Windows - Functions and Advantages
- Introduction to Word
- Viewing, Creating, Opening and Saving a Document
- Editing and Formatting Text
- Proofing a Document
- Mail Merge

Module III - MS Excel

- Excel – Nature; Significance and Scope
- Starting Excel
- Working with a Spreadsheet
- Editing the Worksheet
- Formulae in Excel
- Selecting, Inserting and Deleting Sheet

Module IV - MS Power point:

- Introduction to 'Power Point'; viewing and creating presentations.

- Entering and Editing Text
- Formatting Text
- Drawing and Rotating Objects

Module V- Internet

- Introduction
- Understanding 'www'
- Sending and receiving email; Accessing News groups/Websites
- Downloading Files
- Face book: concept and significance; Establishing Web Presence

PRACTICALS:

Practice on computers on MS word, Excel, Power Point and use and proficiency on internet, Use of PMS software and how to generate various reports

Suggested Readings:

Braham, B. Computer System in Hotel and Catering Industry, Casseu, 1998.
 Basandra, S.K. Computer Today, New Delhi: Golgothia Publications.
 Clark, A. Small Business Computer Systems, Hodder and Stoughton, 1987.
 London, K.C. and London. J.P. Management System Information System – a contemporary perspective, Mc. Milan. 1988.

BHM- 106: Introduction to Hospitality Industry

Corse Objective: *The course has been designed to inculcate basic understanding on 'conceptual', developmental' and 'structural' perspectives of Hospitality Sector with special reference to Hotel and Hoteliering Business.*

Module I:

- Hospitality: Origin of the concept; meaning, nature & dimensions.
- Accommodation: Type and forms; changing concepts over time.
- Origin and growth of Hotel industry with special reference to India.
- Distinction between Hotel, Motel and Resorts. Types of Motels, Emerging dimensions of Heritage Hotels
- Type and forms of hotels: Classification, Registration and Gradation of hotels in Indian context.

Module II:

- Core departments of a standard hotel: Front Office, Food Production, F&B Service, Housekeeping and Back office etc.
- Organizational structure of a standard international hotel.
- Linkages and Integration in hotel and hoteliering business: Inter-sectoral and Intra-sectoral.
- Front Office – Functions, significance and scope

Module III:

- Housekeeping Operations Organization and Functions
- Study of Ancillary departments with Linen Room and Laundry Operations
- Food Production Department – Key Functions, scope and significance
- Food and Beverages Service – Main Functions, Operations, scope and significance Management of F&B

Module IV:

- Manpower requirement in hotel sector
- Existing training institutions/faculties with special reference to India.
- Marketing of hotel services, opportunities, scope and constraints, especially in Indian context.
- Impact of hotels on National, regional and local economy

Module V:

- Role of public sector in the development of Hotel and Hoteliering sector in India; Contribution of I.T.D.C. and State Tourism Departments/Corporations.
- Multinational hotel chains and their impact on hoteliering business with special reference to Developing countries; Major Multinational Hotel chains operating in India.
- Hotel Marketing – Practices, Approaches, Constraints and Challenges.
- Present status of Hotel Business in India – Status and Scope

Suggested Readings:

Andrews, Sudhir : Hotel Front office, Tata Mc Graw Hill, New Delhi.

Andrews, Sudhir : Hotel House keeping, Tata Mc Graw Hill, New Delhi.

Andrews, Sudhir : Food and Beverage Service, Tata Mc Graw Hill, New Delhi.

Paul R. Dittmer, Gerald G. Grifftin : Dimensions of the Hospitality Industry, Van Nostrand reinhold New York.

Peter Jones : Introduction to Hospitality Operation, Cassell, New York.

Fred Lawson : Hotels & Resorts, Planning, Design and Refurbishment, Butter worth-Architecture, Oxford.

Donald E. Lindbergh : The Hotel and Restaurant Business, Van Nostrand Reinhold, New York.