File Ref.No.31161/GA - IV - E3/2017/Admn

UNIVERSITY OF CALICUT

Abstract

Faculty of Commerce and Management Studies-Bachelor of Hotel Administration-(BHA) under CUCBCSS-2014 restructured Syllabus from 2017 admission onwards-implemented-Orders issued.

G & A - IV - E

U.O.No. 10513/2017/Admn Dated, Calicut University.P.O, 22.08.2017

Read:-1.Minutes of the meeting of the Board of studies in Hotel Management held on 29.06.2017
2.Minutes of the meeting of Faculty of Commerce and Management Studies held on 05.07.2017
3.Item No.II.F of the Minutes of the meeting of Academic Council held on 17.07.2017

ORDER

As per paper read as (1) above, the Board of Studies in Hotel Management, decided to approve the modified syllabus of Bachelor of Hotel Administration (BHA) programme to be implemented from 2017 admission onwards.

As per paper read as (2) above, the meeting of the Faculty of Commerce and Management Studies held on 05.07.2017 approved the Minutes of the meeting of the Board of Studies in Hotel Management held on 29.06.2017.

As per paper read as (3) above,Academic Council approved the minutes of the meeting of the Faculty of Commerce and Management studies held on 05.07.2017 and the Minutes of the various Board of Studies coming under the Faculty.

Sanction is accorded by the Vice Chancellor to implement the above resolution of the Academic Council.

Following orders are therefore issued;

The modified syllabus of Bachelor of Hotel Administration (BHA) programme under CUCBCSSis implemented with effect from 2017 admission.

(Modified syllabus appended)

Ajitha P.P

Joint Registrar

To

1.Principals of affiliated Colleges offering BHA programme
2.Controller of Examinations
Copy to:PS to VC/PA to PVC/PA to Registrar/PA to CE/Director,SDE/DR,B.Com/EX section concerned/SF/DF/FC

Forwarded / By Order

Section Officer

UNIVERSITY OF CALICUT

DRAFT SYLLABUS

FOR

BACHELOR DEGREE

(6 Semester Course)

OF

HOTEL ADMINISTRATION

(BHA)

2017

BHA – BACHELOR OF HOTEL ADMINISTRATION

(UNDER THE FACULTY OF COMMERCE AND MANAGEMENT, UNIVERSITY OF CALICUT)

CHOICE BASED CREDIT SEMESTER SYSTEM (CBCSS-2014)

RESTRUCTURED SYLLABUS FROM 2017 ADMISSION ONWARDS

I TITLE OF THE PROGRAMME

The programme is called Bachelor of Hotel Administration (BHA) under the Faculty of Commerce and Management.

II DURATION OF THE PROGRAMME

The programme shall be six semesters distributed over a period of 3 Academic years. The odd semesters (1,3,5) shall be from June to October and the even semesters (2,4,6) shall be from November to March. Each semester shall have 90 working days inclusive of all examinations.

III COURSE IN THE PROGRAMME

The total number of course in BHA programme could be 31, which may be spread through 120 credits. The main courses shall be divided into 4 categories as follows.

IV COURSES OF STUDY

Total number of courses for the whole BHA programme is 31. It is divided in to four courses namely-

1. Common courses
2. Core courses
3. Complementary courses
4. Open courses

COMMON COURSES

1. 1. A01 Transactions: Essential English Languages Skills
2. 2. A02 Ways With Words :Literatures in English
3. FL (F) 1A 07 (2) Communicative Skills in French
4. A03 Writing for Academic &Professional Success
5. 5. A04 Zeitgeist: Reading on contemporary culture
6. FL (F) 2A 08 (2) Translation and Communication in French

7. Basic Numerical Skills
8. General Informatics
9. Entrepreneurship Development
10. Banking and insurance

CORE COURSES

1. BHM01B01 Introduction to Hospitality Industry
2. BHMO2B02 Front Office Operations
3. BHMO2B02(P) Front Office Operations-I (Practical)
4. BHMO3B03 Food Production-I
5. BHMO3B03(P) Food Production-I (Practical)
6. BHMO3B04 Food & Beverage Service-I
7. BHMO3B04(P) Food & Beverage Service-I (Practical)
8. BHMO4B05 Food Production-II
9. BHMO4B05(P) Food Production-II (Practical)
10. BHMO4B06 Food & Beverage Service-II
11. BHMO4B06 (P) Food & Beverage Service-II (Practical)
12. BHMO5B07 Industrial Exposure Training And Report
13. BHMO5B08 Comprehensive self study
14. BHMO5B09 Human Resource Management
15. BHMO6B10 Accommodation Operation-
16. 16 BHMO6B10(P) Accommodation Operation- (Practical)
17. BHMO6B11 Food and Beverage Management
18. BHMO6B12 Management Principles and Practices
19. BHMO6B13 Sales and marketing
20. BHMO6B14 Room division management
21. BHMO6B15 Hotel Project Report (Viva voce)

COMPLEMENTARY COURSES

1. BHM1C01 Event management
2. BHM2C02 Hospitality law
3. BHM3C03 Nutrition, Hygiene and Sanitation
4. BHM4C04 Hotel Accountancy

OPEN COURSE

1. BHM5D01 Introduction to Hospitality
2. BHM5D02 Basics in culinary arts
3. BHM5D03 Guest service management

IV a. Common Courses: There shall be 10 Common courses (Total 38 Credits) for completing the programme. These Common Courses 1-6 shall be taught by the English teachers and 7-10 by the teachers of Additional Language and general courses by the teachers of departments offering core courses concerned. The additional language offered in this programme is French. The candidates will not get any chance to opt other languages as their additional language, other than French.

IV b. Core Courses: Core courses are the courses in the major subject of the programme. These are offered by the parent department. The number of core courses are 16 including Project work.

IV c. Complementary Courses: These courses cover the subjects related to the core subject and are distributed in first four semesters.

IV d. Open Courses: This Course shall be open to all students in the institution except the students in the parent department. All the Core, Complementary and Open courses for the programme shall be taught by the Hotel Management faculties.

Study Components	No: Course	Total Credits
1. Common courses	10	38
2. Core courses	24	62
3. Complementary courses	4	16
4. Open courses	1	2
5. project	1	2
	Total Credits	**120**

SEMESTER WISE DISTRIBUTION OF COURSES-BHA

Semester I

SL NO	COURSE TYPE & CODE	SUBJECT	CREDIT	HOURS/WEEK	EXAM HOURS	EXTERNAL	INTERNAL	TOTAL
1	Common A01	Transactions: Essential English Languages Skills	4	5	3	80	20	100
2	Common A02	Ways With Words :Literatures in English	3	4	3	80	20	100
3	Common FL (F) 1A0	Communicative Skills in French	4	5	3	80	20	100
4	Core/BHMO1B01	Introduction to Hospitality Industry	4	6	3	80	20	100
5	Complimentary/BHM1C01	Event management	4	5	3	80	20	100
		Total for semester I	**19**	**25**		**400**	**100**	**500**

Semester II

SL NO	COURSE TYPE & CODE	SUBJECT	CREDIT	HOURS/WEEK	EXAM HOURS	EXTERNAL	INTERNAL	TOTAL
1	Common A03	Writing for Academic &Professional Success	4	5	3	80	20	100
2	Common A04	Zeitgeist :Reading on	3	4	3	80	20	100

		contemporary culture						
3	Common FL (F)1A0	Translation and Communication in French	4	5	3	80	20	100
4	Core/BHM02B02	Front office Operations	3	4	2.5	60	15	75
	Core/ BHM02B02(P	Front office Operations Practical-I	1	2	3	20	5	25
5	Complimentary /BHM2C02	Hospitality law	4	5	3	80	20	100
		Total for semester II	**19**	**25**		**400**	**100**	**500**

Semester III

SL NO	COURSE TYPE & CODE	SUBJECT	CREDIT	HOURS/WEEK	EXAM HOURS	EXTERNAL	INTERNAL	TOTAL
1	Common A11	Basic Numerical Skills	4	5	3	80	20	100
2	Common A12	General Informatics	4	5	3	80	20	100
3	Core BHM03B03	Food Production Theory –I	4	4	2.5	60	15	75
	Core BHM03B03(P)	Food Production Practical –I	2	2	3	20	5	25
4	Core BHM03B04	Food &Beverage Services Theory –I	4	3	2.5	60	15	75
	Core BHM03B04(P)	Food &Beverage Services Practical –I	2	2	3	20	5	25
5	Complimentary/BHM3C03	Nutrition, Hygiene and Sanitation	4	4	3	80	20	100

		Total for semester III	**24**	**25**		**400**	**100**	**500**

Semester IV

SL NO	COURSE TYPE & CODE	SUBJECT	CREDIT	HOURS/WEEK	EXAM HOURS	EXTERNAL	INTERNAL	TOTAL
1	Common A13	Entrepreneurship Development	4	5	3	80	20	100
2	Common A14	Banking and Insurance	4	5	3	80	20	100
3	Core /BHM04B05	Food Production Theory –II	4	4	2.5	60	15	75
	Core BHM04B05(P)	Food Production Practical –II	2	2	3	20	5	25
4	Core BHM04B06	Food &Beverage Services Theory l –II	4	3	2.5	60	15	75
	Core BHM04B06(P)	Food &Beverage Services Practical –II	2	2	3	20	5	25
5	Complimentary/BHM4C04	Hotel Accountancy	4	4	3	80	20	100
		Total for semester IV	**24**	**25**		**400**	**100**	**500**

Semester V

SL NO	COURSE TYPE & CODE	SUBJECT	CREDIT	HOURS/WEEK	EXAM HOURS	EXTERNAL	INTERNAL	TOTAL
1	Core BHM05B07	Industrial Exposure Training and Report	5	13	Viva Voce	150	50	200
2	Core BHM05B08	Comprehensive self Study	2	5	2	100		100
3	Core BHM05B09	Human Resource Management	3	5	3	80	20	100
4	Open/BHM5D01		2	2	2	40	10	50
		Total for semester V	**12**	**25**		**370**	**80**	**450**

Semester VI

SL NO	COURSE TYPE & CODE	SUBJECT	CREDIT	HOURS/WEEK	EXAM HOURS	EXTERNAL	INTERNAL	TOTAL
1	Core BHM06B10	Accommodation Operation- I (Theory)	3	3	2.5	60	15	75
	Core BHM06B10(P)	Accommodation Operation- I (Practical)	1	2	3	20	5	25
2	Core BHM06B11	Food &Beverage management	4	5	3	80	20	100
3	Core BHM06B12	Management Principles and Practices	4	4	3	80	20	100
4	Core BHM06B13	Sales and marketing	4	5	3	80	20	100
5	Core BHM06B14	Room division management	4	4	3	80	20	100

6	Core BHM06B15	Project report	2	2	Viva Voce	40	10	50
		Total for semester IV	**22**	**25**		**440**	**110**	**550**

VI. CREDITS

Each course shall have certain credits for passing the BHA programme, the student shall be required to achieve a minimum of 120 credits of which 38(14 for common English courses + 8 for common language other than English+ 16 credits for general common courses) credits shall be from common courses, a minimum of 2 credits for project and 2 credits for open courses.62 credits from core courses, 16 credits from complimentary courses So minimum credits required for core, complimentary and open course put together are 82 (Including minimum 2 credits for each Practical, i.e., 2X4=8 credit for all the practical).

In all other matters regarding the BHA programme under Choice Based Credit Semester System which are not specified in this regulation, the common regulation CBCSS 2014 will be applicable

VII. ATTENDANCE

A student shall be permitted to appear for the semester examination only if he/she secures not less than 75% attendance for theory classes and 90% of the number of practical classes actually held for each of the course in a semester. If the candidate has shortage of attendance in any course in a semester, he/she shall not be allowed to appear for any examination in that semester. However the University may condone shortage if the candidate applies for it as laid down by the University common regulations for CBCSS 2014 and if the Vice Chancellor is satisfied

VIII. EVALUATION AND GRADING

Mark system is followed instead of direct grading for each question. For each course in the semester the letter grade, grade point and % of marks are introduced in 7-point indirect grading system as per the guidelines of the University of Calicut CBCSS 2014.

The evaluation scheme for each course shall contain two parts.

1) Internal Assessment

2) External Evaluation.

20% mark shall be given to the internal assessment. The remaining 80% weight shall be given for the external evaluation.

INTERNAL ASSESSMENT

20% of the total marks in each course are for internal examinations. The internal assessment shall be based on a system, involving written tests/assignments/seminars/ viva and attendance in respect of theory courses and lab involvements/ records and attendance in respect of practical courses.

Internal assessment of the project will be based on its content, method of presentation, final conclusion and orientation to research aptitude.

The components with the percentage of marks of internal evaluation of theory courses are:

Attendance -25%, Assignment/ Seminar/ Viva- 25%, and Test paper- 50%.

(If a Fraction appears in internal marks, nearest whole number is to be taken).

Attendance of each course (Including Practical) will be evaluated as below:

Above 90% attendance	**100 marks allotted for attendance.**
85 to 89%	80%
80 to 84%	60%
76 to 79	40%
75%	20%

Internal Assessment for Practical

20% of total marks are internal assessment. It should be done by the department based on the performance of the student in the practical Lab. The components with the percentage of marks of internal evaluation of practical courses are:

Attendance- 40%, Record- 40% and Lab involvement- 20%.

(If a Fraction appears in internal marks, nearest whole number is to be taken).

EXTERNAL EVALUATION

External evaluation carries 80% of marks. The external examination in theory courses is to be conducted with question papers set by experts. The evaluation of the answer scripts shall be done by examiners based on well-defined scheme of evaluation by the University. The external examination in practical courses shall be conducted by two examiners- one internal and external, appointed by the university. The project evaluation and viva can be conducted by the external examiners appointed by the university.

After external evaluation, only marks are to be entered in the answer scripts. All other calculations including grading are done by the University.

External Evaluation for Practical Courses

- The practical evaluation shall be conducted at the end of the concerned semester.
- 20% of marks are awarded through internal assessment.
- A Board of two examiners (One Internal and One External) appointed by the University shall conduct the evaluation.
- Evaluation of practical should involve submission of record.
- A viva voce based on the practical shall be conducted individually by the Board of Examiners.
- The Maximum Marks for evaluation of the practical shall be distributed among the following components.

Practical Knowledge	–	50% of total external marks
Viva Voce	–	25% of total external marks
Practical Record	–	15% of total external marks
Personal Grooming	–	10 % of total external marks

Revaluation: In the new system of grading, revaluation is permissible. The prevailing rules of revaluation are applicable to CUCBCSSUG 2014.

IX TRANINIG

Each student has to undergo Industrial Exposure Training of 20 weeks duration - four weeks each in the following departments of any Hotel of national or global repute.

1. Front Office
2. Housekeeping
3. F & B Production
4. F & B Service

After the completion of training the students shall immediately be submitting an industrial exposure training report within two weeks time. This Report will be evaluated internally. Each student has to have a certificate of successful completion of training

X AWARD OF DEGREE

The successful completion of the courses (Common, Core, Complimentary and Open courses) prescribed by the programme with E- grade (minimum 40% -for external and 40% for internal) shall be the minimum requirement for the award of degree. .

XI PROJECT REPORT

During the sixth semester every student shall do a project .The student may choose any topic from the subjects he/she has studied .The candidate shall prepare and submit a project report to the department. The report shall be in manuscript / typed and bound with not less than 20-25 A4 size pages. The project report should be submitted to the Department one month before the last working day of the sixth semester.

Project work shall have the following stages

- Project proposal presentation
- Field work and data analysis
- Report writing
- Draft project report presentation
- Final project report submission

The project should be done individually. The work of each student shall be guided by one Faculty member. The candidate shall prepare at least two copies of

the report: one copy for submission to the Department and one copy for the student which he/she has to bring with him/her at the time of viva voce. More copies may be prepared If the organization or the guide or both ask for one copy each.

The duration for project work is 3 weeks. A certificate showing the duration of the project work shall be obtained from the supervising teacher or from the organization for which the project work was done and it shall be included in the project report.

Structure of the report

- Title page Certificate from the organization (If the project work is done under an organisation.)
- Certificate from guide
- Acknowledgements
- Contents
    - ✓ Chapter I: Introduction (Organization profile, Research problem, objectives of the study, Research methodology etc.)
    - ✓ Chapter II Review of literature
    - ✓ Chapters III and IV: Data Analysis (2 or 3 chapters)
    - ✓ Chapter V: Summary, Findings and Recommendations.
    - ✓ Appendix (Questionnaire, specimen copies of forms, other exhibits etc.)
    - ✓ Bibliography (books, journal articles etc. used for the project work).

    The project evaluation shall be conducted at the end of sixth semester. 20% of marks are awarded through internal assessment.

XII DIVISION OF WORKLOAD OF THE PROGRAMME

As per year pattern, the workload for the BHA programme comprises 61 hours per week. This division of the subjects in the department shall continue in the Choice Based Credit Semester System also, so that the implementation of this regulation will not affect the existing/ future workload in the affiliated Colleges.

The implementation of this regulation shall not affect the workload, qualifications and conditions of service of existing teachers in the colleges offering this programme**.**

XIII FACULTY QUALIFICATIONS

Candidates who are having graduation in Hotel Management/Hotel Administration with Masters Degree in Hotel Management with NET in that subject can teach in this Programme. (If NET is not conducted by UGC, then the UGC norms in Faculty appointment and Calicut University Order 3696/GA-1/F1-2013/CU dated 26/02/2014 will be applicable.)

Candidates who are having PhD as the basic qualification instead of NET, should have their PhD in the discipline of Tourism and/or Hotel Management

XIV SCHEME OF EXAMINATION:

1. 1-4 Common course English: Duration of each external examination is 3 Hrs. Each carries a maximum of 100 Marks (External 80 and Internal 20).
2. 5-6 Additional language: Duration of each external examination is 3 Hrs; Each carries a maximum of 100 Marks (External 80 and Internal 20).
3. 7-10 General courses: Duration of each external examination is 3 Hrs. Each carries a maximum of 100 Marks (External 80 and Internal 20).
4. Core courses without practical: Duration of each external examination is 3 Hrs. Each carries a maximum of 100 Marks (External 80 and Internal 20).
5. Core courses with practical: The core courses with practical, the duration of the theory examinations is 2 hours and 30 minutes with maximum marks of 60 for external evaluation and the maximum marks for internal evaluation is 15.
6. Practical Examination: Duration of each practical examination is 3 Hrs. For the practical courses the maximum mark for external evaluation is 20 and for internal evaluation is 5. Each practical examination will be invigilated by an external examiner appointed by the university. The students should keep a record for the each practical done by them and should be submitted to external examiner at the time of practical examination and it will be evaluated with a viva voce.
7. Complementary courses: Duration of each external examination is 3 Hrs. Each carries a maximum of 100 Marks (External 80 and Internal 20).

1. 8. Open courses: Duration of each external examination is 2 Hrs with 50 marks (External 40 and Internal 10).

XV WORK LOAD FOR THE PROGRAMME

A faculty has to take minimum 16 hours per week including theory and practical. All the other matters related with work load, should be as per the rules and regulation laid by the university and other authorities.

But in fifth semester of this programme, the students have to undergo Industrial exposure training. In this semester, the students have to face two written examinations in Comprehensive self study and Open course. Though the students are in the training, they are not available in the campus, and it will not affect the work load of the teachers in that semester. That is, in this semester also, the teachers teaching workload should be calculated as 25 hours per week. The students, who are in training, are grouped as per the strength of teachers and students and one teacher training coordinator should be appointed for each group. The teacher coordinator manages and supervises all the needs for the training, of the candidate and should done in a very effective way by frequent visits in the training properties and evaluating the training logbook twice in month. Regular contact with the properties should ensure to monitor students attendance, behaviour and benefits of training etc, by the teacher coordinator.

XVI COMPREHENSIVE SELF STUDY

Student learning outcome during the course of 6 Semesters assessed in terms of both Practical & Theory of core subjects. The examination will consist of 120 objective type questions from all 06 Semesters core subjects. The question paper is given in the form of a Question Booklet cum answer sheet carrying questions from 1 to 20 on Comprehensive self study paper. Duration of exam will be 3 Hrs

XVII HOTEL REPORT (Viva Voce)

After the completion of training the students shall immediately be submitting an Industrial Exposure Training report within two weeks time. This Report shall also carry two hundred and fifty marks.

The marks shall be awarded by the concerned training coordinator of the college, based on the Viva Voce and the report submitted by the student. Each student has to have a certificate of successful completion of training

DETAILED SYLLABI

BHMOIBOI AN INTRODUCTION TO HOSPITALITY INDUSTRY

Module	Topic	Content
1	Introduction to the Hospitality industry	a. The origin of hospitality b. History of travel -in India and international –early times, Persian, Macedonial times, Mayurian empire ,the Mugal Empire, The Muslim Empire, English Raj, Post Independence c. Hospitality –Guest relation, customer satisfaction d. Types of hospitality e. Hospitality ethics and standards f. Traits of hospitality employees g. Evolution and growth of hotel industry in India
2	History of Hotels ,Resorts and Motels	a. Inns of early times b. History of hotels in America c. History of motels and it's features d. Advent of hotel chains .
3	Types of hotels, Hotel Organization And Job Description	a. Small, medium and Large hotels b. Revenue Departments c. Non revenue departments d. Minor revenue departments e. Uniformed services of hotel f. Organisation chart g. Job description and job specification of front office employees

4	Customer service and Understanding guest service	a. What is customer service b. Why is customer service is important c. Who is the customer d. Creating excellent mindset e. Customer relationship management f. Difference between service and physical products
5	Areas of Hospitality industry	a. Basis of classification of hotels: resorts, commercial hotels, floating hotels, motels, casino hotels, time share, condominiums, boutique hotels and supplementary accommodations b. Air lines c. Railway d. Limousines, luxury Cruise lines, e. Fast food restaurants, Institutional catering, Theme park, welfare catering and outdoor catering.

REFERENCE BOOK

Sl.No	Book Name	Author
1	Hospitality reception and front office procedures and systems	Dr.Jagmohan Negi
2	Introduction to tourism &hospitality industry	Sudhir Andrews
3	Hotel front office operations and management	Jatashankar. R.Tewari
4	Front office management	S.k.Bhatnagar
5	Training manual for front office operations	Sudhir Andrews

BHMICO1 EVENT MANAGMENT– (Complementary Course)

Objectives

- To enable the students to acquire knowledge about facility planning & even management
- To familiarize the students with Flow pattern, Equipments, Facilities.

DETAILED SYLLABUS

MODULE 1:- Events-Event management – definition – Broad classification of Events (types). Event planning, Five C's of event management -Conceptualization,Costing, Canvassing, Customization, Carrying out- Role of events in promotion of tourism.

MODULE 2:- MICE – Meeting – Incentives – Conference – Convention – Exhibition –Trade shows and fairs, Leisure Events, Sports Events – organizers – sponsorship – event management as a profession-

MODULE 3:- Event Planning and organizing – Problem Solving and Crisis Management – Leadership and Participants Management – Managing People and Time – Site and Infrastructure Management.

MODULE 4:- Event Marketing – Customer care – Marketing equipment and tools – Promotion, Media Relations and Publicity - Event Co-ordination - Visual and Electronic Communication– Event Presentation – Event Evaluation – Case Studies of events.

MODULE 5:- Travel Industry Fairs – Benefits of Fairs - ITB, WTM, BTF, TTW, FITUR, KTM, IITM, CII-Events, PATA Travel Mart- India Convention Promotion Bureau (ICPB).

REFERENCE BOOKS

1. Event marketing and management – sanjayasingh gaur,
2. Event management and event tourism – gelz,
3. Hospitality marketing and management – j.m.mathews
4. Event and entertainment marketing, Avrich barry (1994), vikas,Delhi.
5. Event management, Bhatia a.k. (2001),sterling publishers, New delhi.
6. Event management in leisure and tourism,David c. Watt (1998), Pearson, uk.

7. Event planning 2nd edn.By Allen, Judy, 1952- the ultimate guide to successful meetings, corporate events, fund-raising galas, conferences, conventions, incentives and other special events / Judy Allen.ISBN 978-0-470-15574-5

BHMO2BO2 FRONT OFFICE OPERATION (THEORY)

Module	Topic	Content
1	Introduction to Hospitality industry	a. Introduction – What is Hospitality b. Classifications of hotels. c. Hotel organisation-Hospitality ethics and standards d. Hospitality Ethics in practice e. Traits of Hospitality employees
2	Front office organization	a. Functional areas, sections and Layout of front office b. Organization of front office staff c. Duties and Responsibilities of some front office personnel d. Qualities of front office personnel e. Importance of Organization
3	Room Tariff	a. Introduction of Room tariff b. Room rate designation c. Meal plans,Room tariff card,Room tariff fixation,Guest cycle d. Reservations,Types of reservation,Modes of Reservation sources of reservation,reservation reports and importance of reservation e. Registration,pre-registration,form c,passport,visa,registration records,Check in procedures for Individual,Group and crew arrivals,very important persons in a hotel.
4	Guest services	a. Handling Guest mail,Message handling b. Custody and control of keys,Guest paging,safe deposit locker c. Guest room change,left luggage handling,wake up call

		d. Guest complaints,Types of Guest complaint,Handling Guest complaint e. Check out and settlement,departure procedure, Mode of settlement of bills,foreign exchange,cash settlement,credit settlement,potential check out problems and solutions,late check out,improper posting of charges in guest folio,control of cash and credit,Credit limit for customers.
5	Front office accounting	a. Introduction of front office accounting b. Types of Accounts c. Vouchers d. Folios and ledger e. Front office accounting cycle and Night audit process

REFERENCE BOOK

Sl.No	Book Name	Author
1	Hotel front office operations and Management	Mr Jatashankar RTewari
2	Hospitality Reception and front office procedure and system	Dr.Jagmohan Negi
3	Front office Management	Mr S.K Bhatnakar
4	Training manual for front office operations	Mr Sudhir Andrews
5	Managing front office operations	Mr Michael L Kasavana

BHMICO1(P)FRONT OFFICE OPERATIONS (PRACTICALS)

PRACTICALS

Sl. No	Topic	Method
1	Reservation	Demo in PMS Lab
2	Registration	Demo in PMS Lab
3	Guest history	Demo in PMS Lab

4	Telephones	Demo & Practical Session
5	Housekeeping	Demo in PMS Lab
6	Daily transactions	Demo in PMS Lab
7	Front office accounting procedures	Demo/Practice
	(a)Manual accounting	Demo/Practice
8	(b)Machine accounting	Demo /Practice
	(c)Payable, Accounts receivable, Guest history	Demo
9	Role play	Demo/Practice
10	Situation handling	Demo/Practice

REFERENCE BOOK

Sl.No	Book Name	Author
1	Hotel front office operations and Management	Mr Jatashankar R Tewari
2	Hospitality Reception and front office procedures and system	Dr.Jagmohan Negi
3	Front office Management	Mr S K Bhatnakar
4	Hotel Front office training manual	Sudhir Andrews

BTH2C02 HOSPITALITY LAW

Course outline

Module I: Indian Contract Act: Definition of Contract, Proposal, Agreement, Consideration, etc- Essentials of Valid contract- Competent Parties- Types of Contracts – valid, void and voidable- Performance of Contract- Discharge of Contract- Remedies for Breach of Contract- Indemnity and Guarantee.

Module II: Factory Act - Definition of Factory, Worker, Health Safety and Welfare provisions, Payment of Wages Act - Definition of Wages, Authorized deductions from the wages Workmen's Compensation Act – Definition of Dependent, Disablement, Occupational disease, liability of the employer to pay compensation and amount of compensation

Module III: Food Adulteration Act: Principles of food laws regarding prevention of food adulteration, definition, Authorities under the act.– Procedure for procurement. Tourism related laws – VISA, Passport.

Module IV: Hotel laws in India- Laws related to Hotel Operations- Hotel licenses and regulations- Registration of hotel, Lodges, Eating Houses, Restaurants, and other related provisions. Licenses and permits for hotels and catering establishments- Hotel Insurances- Food Legislations – Liquor Licensing-

Module V: Laws related to public health and safety- Food Safety and Standard Authority of India (FSSAI)-Introduction- Functions. Hazard Analysis Critical Control Point.(HACCP)- need- Functions.

Reference Books:

1. Mercantile law: M.C Kunhal,
2. Mercantile law: Gary and Chawla,
3. Business Law: Tulsian
4. Business Law: Gary and Chawla.

BHM03B03FOOD PRODUCTION –I (THEORY)

Module	Topic	Content
1	INTRODUCTION TO COOKERY	Levels of skills and Experience- Attitudes and Behavior in the Kitchen- Personal Hygiene- Safety Procedure in Handling Equipment-Aims and objectives of cooking food-Various textures- Basic

		Culinary terms. HIERARCHY AND DEPARTMENT STAFFING; Classical Brigade-Modern staffing in various category hotels-Role of Executive Chef-Duties &Responsibilities of various chef-Co-operation with other Departments. KITCHEN ORGANIZATION & LAY OUT; General layout of kitchen in various organization-Layout of Receiving Areas- Layout of storage Area-Layout of service and wash up- Various Fuels used-Advantages & Disadvantages.
2	BASIC PRINCIPLES OF FOOD PRODUCTION;	Introduction, Classification of vegetables- Effects of heat on vegetables- Cuts of vegetables-Classification of fruits- Uses of Fruit in Cookery-Salads & Salad dressing stocks- Definition of Stock- Types of Stocks- Preparation of stock-Storage of Stocks -Uses of Stocks –Soups -Classification of soups with examples- Basic recipes- Consommés- Garnishes and accompaniment for Soups - Classification of Sauces- Recipes for mother Sauces- Derivatives.
3	MEAT, RICE & PULSES	Meat; Introduction- Cuts of Beef/Veal- Cuts of Lamb/Mutton-Cuts of Pork - Variety meats (Offal). Fish; Classification of fish with examples - Cuts of fish - Selection fish and & shellfish- Cooking of fish. Egg; Introduction of Egg Cookery- Structure of an egg- Selection of egg- Uses of egg in Cookery. Rice; Introduction - Classification and Identification - Cooking of rice, cereals & pulses - Varieties of rice & other cereals.
4	METHODS OF COOKING FOOD;	Roasting, Grilling, Frying, Baking, Broiling, Poaching, Boiling. BASIC COMMODITIES; Flour; Types of wheat- Types of flour -. Uses of flour in food production- Shortening- Role of shortening-Varieties of shortenings- Advantages & Disadvantages of using different shortenings- Fats & Oil - Types, varieties -Raising agents -Classification of raising agent- Role of raising agents. Sugar; Importance of sugar- Types of sugar- Cooking of sugar- (various stages)- Uses of sugar.

5	BEVERAGES, MILK & MILK PRODUCTS	Tea; Types of tea available- Preparing tea for consumption- Popular brand. Coffee; Types of coffee- Preparing coffee- Varieties of coffee- blends Chocolate- Manufacture of chocolates- Types of chocolates - Tempering of chocolates. Milk; Pasteurization, Homogenization, Types of milk. e.g. skimmed condensed.- Nutritive value. Cream; Processing of cream - Types of cream- Butter - Processing of butter- Types of butter. Cheese; Processing of cheese- Types of cheese- Classification of cheese- Cooking of cheese- Uses of cheese. USES OF HERBS AND WINES IN COOKERY.

Reference

1. THEORY OF COOKERY – KRISHNA ARORA
2. COOKING ESSENTIALS- MARY DEIRDRE DONOVAN
3. MODERN COOERY- VOL 1&2- THANGAM E PHILIP
4. LARDER CHEF- M J LETO AND WKH BODE
5. PROFESSIONAL BAKING- WAYNE EISSLEN

BHM03BO3 (P) FOOD PRODUCTION – II (PRACTICAL)

Sl.No	TOPIC
1	Identification and cuts of vegetables
2	Preparation of stocks – White, Brown and Fish
3	Preparation of Sauces
4	Soups: Cream – vegetable, spinach, tomato greenpeas Consomme – Royale, Celestine c National – Vichyssoise, cabbage chowder
5	Eggs – boiled, fried, poached, scrambled, omelettes.

6 Fish – Fisho’rly a la nglaise, Colbert, poached, saumon grille, Florantine, mornay, pomfret meuniere, fish fingers.

7 Poultry – jointing chicken, poulet roti a l anglaise, poulet sauté chasseur, poulet Maryland, roast chicken, chicken a la king

8 Meat - Fillet steak, tournedos, escalope, lamb stew, hot pots, grilled steak.

9 Potatoes – French fries, lyonnaise, sauté, mashed, cream, parsley, parsienne

10 Vegetable – Veg. cooking, boiled, glazed, fried, stewed, braised.

11 Salads and sandwiches – coleslaw, Russian salad, potato salad, carrot, salad nicoise , fruit salad, waldrof salad, sandwiches varieties

Sweets – honey comb mould, trifle, chocolate mousse, lemon soufflé,bread and butter pudding, caramel custard, albert pudding, Christmas pudding.

12 Indian Dishes

a. Snacks – dhokla, uppama, idly, wadas, samosa, paltice, cutlets

b. Breads – chappaties, poories, parathas, bhaturas, missie roti, roomali roti, baki roti

c. Rice – jeera pulao, veg. pulao, lime rice, alu ki thahari, yakhini pulao, prawn pulao, peas pulao, chicken biryani, muootn biryani, prawns biryani, veg. biryani, hyderabadi biryani, kashmiri pulao

d. Gravies (veg/ non veg) – khorma (chicken, mutton veg.) shajahani, jal fraize, rogini chicken, rogan josh, chicken / mutton do pyaz, chicken chettinad, paneer malai kofta, palak paneer, butte chicken, aloo gobi, fish moilee, goan fish curry, macher jhol, dal

makhani, dal thadka, mixed veg curry, pepper chicken, kadai chicken, mutton vindaloo,

e. Dry (veg./ non veg.) - salads, raitas, foogath, bhaaji, bhujjia, kuchumber, fried bhindi, avail, brinjal bhurta, masala fried fish, karimeen pollichudhu

f. Sweets – Gajjar hulwa, sheera, gulab jamun, boondhi ladoo, semiya payasam, pal payasam, badam/carrot kheer, jangri, shahi tukra, mysore pak, kesari, rasagullas, pumpkin hulwa.

g. Tandoor – Naan, kulcha, roti, chicken tikka , fish tikka, sheek kebab, tandoori chicken, hariyali chicken/ fish tikka, tangdi kebab.

BHM03BO4 FOOD ANDBEVERAGE SERVICE-I (THEORY)

Module	Topic	Content
1	Introduction to catering	Introduction to the Hotel Industry and growth of the hotel Industry in India
		Catering establishments: Definition and structure
		Role of catering establishment in the travel/tourism industry
		Classification of the catering industry
		Organization of Food and Beverage department of hotel
2	Department organization and staffing	Principal staff of various types of F&B operations, duties and responsibilities
		French terms related to F&B staff.
		Inter-departmental relationships (Within F&B and other department)
		Attributes of a waiter- Personal hygiene, punctuality, personality, attitude towards guests, appearance, salesmanship and sense of urgency
		Types of restaurants: overview and key characteristics - coffee shop,continental restaurants, specialty restaurants, pubs, night clubs, discotheques, snack and milk bar.
3	Operating equipments	Classification of crockery, cutlery, glassware, hollowware, flatware and special equipments
		Restaurant linen and furniture
		Dummy waiter- arrangement and uses during services.
		Ancillary departments: Pantry, still room, silver room, wash-up and hot-plate.
4	Menu	Origin of menu,Objectives of Menu Planning, Types of menu- table d’hôte menu, a la carte menu (Cover and layout)
		French classical menu with examples
		Food and their usual accompaniments

5	Types of service	Breakfast: Types, menu for each type, terms used in the service of continental breakfast Cover laying for continental and English breakfast. Order taking procedures: In-person, telephone and door hangers. Different styles of service, advantages and disadvantages. Restaurant service: Misen scene, Misen place. Points to be remembered while laying a table, Do's and don'ts in a restaurant Sequence of service Floor / Room service: Meaning, Full & Partial room service, Breakfast service in room, tray &trolley set-up for room service Lounge service: Meaning, organization of lounge service. Tea service: Afternoon tea and high tea, order of service. Banquets and buffets – Types and layout.

REFERENCE BOOKS

Sl. No	Book Name	Author & Publisher
1	Food and Beverage Service	Dennis Lillicarp, Hodder and Stoughton Educational
2	Food and Beverage Service	John Cousins, Hodder and Stoughton Educational
3	Food and Beverage Service	Sudhir Andrew , Tata McGraw Hill Education
4	Food and Beverage Service	JagmohanNegi, Frank Brothers & Co .Ltd, Delhi
5	Food and Beverage Service	Bobby George and Sandeep Bhattacharya, Jaico Publishing House, Delhi

BHM03B04 (P) FOOD AND BEVERAGE SERVICE -I (PRACTICAL)

Module	Topic	Content
1	Food and Beverage service areas	Induction and familiarization of F & B service areas
		Ancillary F & B service areas –Induction and profile
		Familiarization of F& B Service equipment-cutlery, crockery, glassware, flatware, hollowware, linen and miscellaneous equipments
		Care & Maintenance of F&B Service equipment
		Cleaning / polishing/wiping /storing of F & B service equipments-cutlery, crockery and glassware.
2	Basic technical skill	Waiter's tool kit
		Arrangement of sideboard
		Handling/ storing cutlery, crockery, glassware, flatware, hollowware
		Manipulating service spoon and fork for serving various courses
		Laying and relaying of table cloth
		Serviette folds
3	Menu	Practice of simple menu compilation.
		Types of menu -Table lay up for different menu - A La Carte, Table d'hôte,
		French classical Menu
		Points to be remembered while laying a table for a menu
4	Food and Beverage service	Restaurant service -Organizing Mise-en-scene,Organizing Mise-en-Place. Opening, Operating & Closing duties
		Restaurant vocabulary – English and French
		Different forms of service in a restaurant- Russian, American, French, Silver and English.
		Service of water

5	Breakfast service	Carrying a Tray /Salver Carrying glasses Service of various forms of a meal courses: Hors d' oeuvres, Potege, Poisson, Entrée, Releve (main), Sorbet, Roti, Legumen, Entrement, Savoury, Desserts and Cafe. Clearing soiled plates/Clearing of a meal (course by course) Sequence of service-Receiving and seating of guests, presenting the menu, taking orders, serving courses, bill presentation and seeing off the guest. Breakfast –Types Breakfast Menu (English, American Continental, Indian, buffet) Breakfast table setting - Continental breakfast cover and tray set up.English breakfast cover and tray set up. Buffet Service of non – alcoholic drinks, tea and coffee

REFERENCE BOOKS

Sl.No	Book Name	Author & Publisher
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BHM3CO3Nutrition Hygiene And Sanitation (COMPLIMENTARY)

Objectives

- The students will be able to explain the role of nutrition in providing good health and the ill effects of excess /inadequate intake of these nutrients on human health.
- The students will be able to list down the beneficial and harmful effects of micro organisms in food.
- The students will be able to apply this knowledge in preserving food against contamination, food intoxication and spoilage and thus emphasize

SEMESTER TO BE TAUGHT-2ND

Module - 1	Basic Aspects	A. Definition of the terms Health, Nutrition and Nutrients B. Importance of Food – (Physiological, Psychological and Social function of food) in maintaining good health. C. Classification of nutrients
Module - 02	Balanced Diet	• Definition and Classification (major and minor) • Food Sources, functions and significance Calcium, Iron, Sodium, Iodine & Flourine
Module - 03	Menu Planning	• Planning of nutritionally balanced meals based upon the three food group system • Factors affecting meal planning • Critical evaluation of few meals served at the Institutes/Hotels based on the principle of meal planning. • Calculation of nutritive value of dishes/meals
Module - 04	Food Spoilage & Food Preservation	A. Types & Causes of spoilage B. Sources of contamination D. Basic principles of food preservation E. Methods of preservation (High Temperature, Low Temperature, Drying, Preservatives & Irradiation)
Module - 05	Hygiene And Sanitation In Food Sector	A. General Principles of Food Hygiene B. GHP for commodities, equipment, work area and personnel C. Cleaning and disinfect ion (Methods and

		agents commonly used in the hospitality industry) D. HACCP (Basic Principle and implementation)
Module - 06	Micro-Organisms In Food	A. General characteristics of Micro-Organisms based on their occurrence and structure. B. Factors affecting their growth in food (intrinsic and extrinsic) C. Common food borne micro-organisms: a. Bacteria (spores/capsules) b. Fungi c. Viruses d. Parasites
Module - 07	Nutrients	**Carbohydrates** • Definition • Classification (mono, di and polysaccharides) • Dieteary Sources • Functions • Significance of dietary fibre (Prevention/treatment of diseases) ***Lipids*** • Definition • Classification : Saturated and unsaturated fats • Dietary Sources • Functions • Significance of Fatty acids (PUFAs, MUFAs, SFAs, EFA) in maintaining health • Cholesterol – Dietary sources and the Concept of dietary and blood cholesterol ***Proteins*** • Definition • Classification based upon amino acid composition

- Dietary sources
- Functions
- Methods of improving quality of protein in food (special emphasis on Soya proteins and whey proteins)

Vitamins

- Definition and Classification (water and fats soluble vitamins)
- Food Sources, function and significance of:
- Fat soluble vitamins (Vitamin A, D, E, K)
- Water soluble vitamins (Vitamin C, Thiamine, Riboflavin, Niacin,Cyanocobalamin Folic acid

Minerals

- Definition and Classification (major and minor)
- Food Sources, functions and significance of :

Calcium, Iron, Sodium, Iodine & Flourine

BHM04BO6 ADVANCED FOOD & BEVERAGE PRODUCTION –I (THEORY)

Module	Topic	Content
1	Indian Cookery	Introduction to Indian foods. CONDIMENTS AND SPICES; Spices used in Indian Cookery - Role of spices in Indian cookery - Indian equivalent of spices (names). BASIC MASALAS; Blending of spices and concept of 'masala'- Different masalas used in Indian Cookery - Wet masalas - Dry masalas - Composition of different masalas - Varieties of masalas available in regional areas - Special masala blends. THICKENING AGENTS; Role of thickening agents in Indian cuisine -

		Types of thickening agents
2	Quantity Food Production	EQUIPMENT- Quality of equipment used - Specification of equipment - Care & maintenance of equipment - Heat and cold generating equipment - Modern developments in equipment manufacturing.
3	Menu Planning	Basic menu planning – recapitulation, Special emphasis on quantity food production, planning of menus for various categories, such as; School/college students, industrial Workers Hospitals, canteens, outdoor, party's theme dinners, Transport/mobile catering, Parameters for quantity food menu planning. INDENTING: Principles of indenting - Quantities/portions for bulk production - Translation of recipes for indenting - Practical difficulties involved in indenting.
4	International Cuisine	British, Middle East, Spanish, French, Italian, Oriential And Mexican. **SANDWICHES:** Parts, Filling, Spreads And Garnishes, Types, Making And Storing. **CHARCUTIERE;** - Sausages - Forcemeats - Marinades, Cures, Brines- Bacon, Ham, Gammon- Galantines - Pates And Terrines - Mousses And Mousselines - Chaud Froid - Aspic Jelly - Non Edible Displays. **APPETIZERS AND GARNISHES;** - Classification - Examples, Different Garnishes.
5	Bakery	Short Crust – Laminated – Choux- Hot Water/Rough Puff - Recipes and methods of preparation - Care to be taken while preparing pastry - Role of each ingredient - Temperature of baking pastry. BREADS; Principles of bread making - Simple yeast breads - Role of each ingredient in bread making - Baking temperature and its importance. PASTRY CREAM; Basic pastry creams. Uses in confectionery. ICING AND TOPPINGS; FORZEN DESSERTS

BHMO4BO5 (P) ADVANCED FOOD & BEVERAGE PRODUCTION – I (PRACTICAL)

FRENCH MENUS

MENU 1

Consommé Carmen
Poulet Saute Chasseur
Pommes Lorette
Haricots Verts
Salade de Betterave
Brioce
Baba au Rhum

MENU 2

Bisque D'ecrevisse
Escalope De Vea Viennoise
Pommes Battaille
Courge Provencale
Epinardsau Gratin.
Gateau De Peche

MENU 3

Crème Dubarry
Darne De Saumon Grille
Sauce Poloise
Pommes Fondant
Petits Pois A La Flammande
French Bread
Tarte au fruit

MENU 4

Veloute Dame Blanche Cote
De Pore Charcuterie Pommes
De Terre A La Crème Carottes
Glace Au Gingembre Salade
Verte
Harlequin Bread
ChocolateCream Puffs

MENU 5

Cabbage Chowder

MENU 6

Barquettes Assort is
Stroganoff De Boeuf
Pommes Persilles
Salade De Chou-Cru
Garlic Rolls
Crepe Suzette

MENU 7

Duchesse Nantua
Poulet Maryland
Croquette Potatoes
Salade Nicoise Brown
Dread
Pate Des Pommes

MENU 8

Kromeskies
Filet De Sole Walweska
Pommes Lyonnaise Funghi
Marirati
Bread SticksSoufflé Milanaise

MENU 9

Vol-Au-Vent De Volaille et Jambon
Homard Thermidor
Salade Waldorf Vienna
Rol1s
Mousse Au Chocolate

MENU 10

Crabe En Coquille Quiche

Poulet A La Rex	Lorraine Salade de
Pommes Marquise	Viande Pommes
Ratatouille	Parisienne Foccacia
Salade DeCarottees et Celeri	Crème Brulee
CloverLeaf Bread	
SavarinDesFruits	

BHMO4BO6 FOOD AND BEVERAGE SERVICE-II (THEORY)

Module	Topic	Content
1	**Beverages**	Classification of beverages: Types of beverages, preparation of common non-alcoholic Beverages. Examples tea, coffee, milk based drinks, juice, squash and aerated water, other bar non-alcoholic drinks used in dispense and main bar. Alcoholic beverage: Meaning, classification of alcoholic beverages.
2	**Dispense bar**	Introduction and definition Bar layout – physical layout of bar Bar stock – alcohol & non alcoholic beverages Bar equipment
3	**Wines**	Common grape varieties used in makingwines, factorsaffecting the quality of wines, Manufacturingprocess of table wines (red, white and rose),brand names,Wine producing regions of France, Grapevarieties, popular redand white wines. **Champagne**: Manufacturing process ofChampagne, styles, brandnames and bottle sizes Wine producing regions of Germany and Italy,grape varieties andbrands. **Fortified wines**: Sherry, Port and Madeira – Production methods,and styles,Cider & Perry: Meaning. **Aperitifs** - Introduction and Definition, Types of Aperitifs,Vermouth (Definition, Types & Brand names),Bitters (Definition, Types & Brand names)

4	**Liqueurs**	Meaning, color, flavor & country oforigin ofAbsinthe, Advocaat, Abricotine,Anisette, Aurum, Benedictine, Cointreau Crèmede menthe, crème,demokka, all,curacaos, Dram buie, Glavya, Gold wasser,grand marnier, Kahlua,Sambuca, Tia Maria, etc **Beer:** Manufacturing process, types of beer andpopular brands. **Cocktail**- Meaning, types of Cocktails, Methods of making cocktails, points observed while making cocktails, Recipes of Whisky, rum, Gin, Brandy, Vodka, Tequila, Champagne based cocktails.(Given in reference text only) Mock tails- Meaning and recipes of famous mock tails. Specialty coffee – meaning and examples
5	**Spirits**	Spirit production methods - pot still and patent still Manufacturing process of Spirits (Whisky, Rum, Gin, Brandy, Vodka and Tequila), styles and brand names Checking, control & Billing: Introduction &checking systems, Types of checks, copies, triplicate system and duplicate system, checking for wines & other drinks The Bill - method of making a bill & settlement of accounts Tobacco - Important tobacco producing countries of the world, quality of cigars & cigarettes strength& size of cigars, service method. Menu Engineering: Meaning Menu Merchandising: Methods of pricing menus, Shape and design of menu, Size of menu, Type & colour of paper or card, Layout, printing & reprinting.

REFERENCE BOOKS

Sl. No	**Book Name**	**Author & Publisher**
1	Food and Beverage Service	Dennis Lillicarp, Hodder and Stoughton Educational
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BHM04BO6 (P) FOOD AND BEVERAGE SERVICE-II (PRACTICAL)

Module	Topic	Content
1	Dispense Bar– Organizing Mise-en-place	Wine service equipment Beer service equipment Cocktail bar equipment Liqueur / Wine Trolley Bar stock - alcoholic & non-alcoholic beverages Bar accompaniments & garnishes Bar accessories & disposables
2	Planning and Operating Food & Beverage Outlets	Class room Exercise Developing Hypothetical Business Model of Food & Beverage Outlets Case study of Food & Beverage outlets - Hotels & Restaurants Function Catering – Banquets Planning & organizing Formal & Informal Banquets Planning & organizing Outdoor caterings Function Catering – Buffets Planning & organizing various types of Buffet
3	Cocktails and Mixed drinks	Definition and History Classification Recipe, Preparation and Service of Popular Cocktails: - Martini – Dry & Sweet - Manhattan – Dry & Sweet - Dubonnet - Roy-Roy - Bronx - White Lady - Pink Lady - Side Car - Bacardi - Alexandra - John Collins - Tom Collins - Gin FIZZ - Pimm’s Cup – no. 1,2,3,4,5- Flips - Noggs- Champagne Cocktail -

		Between the Sheets - Daiquiri - Bloody Mary - Screw Driver - Tequilla Sunrise - Gin-Sling - Planters Punch - Singapore Sling - Pinacolada - Rusty Nail - B&B - Black Russian- Margarita - Gimlet – Dry & Sweet - Cuba Libre- Whisky Sour- Blue Lagoon- Harvey Wall Banger - Bombay Cocktail
4	Alcoholic Beverages	**Service of Wines** -Service of Red Wine, white/Rose Wine, Sparkling Wines, Fortified Wines, Aromatized Wines, Cider, Perry & Sake, Aperitifs,Bitters, Vermouths, Beer, **Service of Spirits** - Service styles – neat/on-the-rocks/with appropriate mixers - Whisky, Vodka, Rum, Gin, Brandy, Tequila **Service of Liqueurs** - Service styles – neat/on-the-rocks/with cream/en frappe
5	Matching Wines with Food	Menu Planning with accompanying Wines - Continental Cuisine and Indian Regional Cuisine Table laying & Service of menu with accompanying Wines - Continental Cuisine and Indian Regional Cuisine

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BHM4C04HOTEL ACCOUNTANCY

Course Objectives

1. To impart knowledge and understanding of the principles and concepts of financial accounting and hotel Accounts

2. To familiarize the students with Accounting Concepts related with Hotel industry

3. To equip the students to prepare the accounts of Hotel Industry.

Module 01 Introduction To Accounting	A. Definition of Accountancy B. Need for accounting C. Types and classification of accounts D. Rule of accounts E. GAAP -Accounting Concepts and Conventions concepts- F. Book keeping-objectives of book keeping G. Double entry system-meaning-advantages
Module 02 Books of Accounts	A. Journal-meaning-advantages-problems B. ledger-meaning-problems C. Subsidiary books- D. Cash book-Types of cash book E. Trial balance-Methods –problems F. Final Accounts (Trading profit and loss A/C and balance sheet) with adjustments-closing stock, prepaid expenses, outstanding expenses and depreciation.
Module 03 Internal control & Audit	A. Meaning of internal control –Objectives of internal control-Advantages –Implementation and review of internal Control B. Meaning of Audit -Auditing - internal and external audit-various types of audit-statutory audit- night audit
Module 04 Uniform System of Accounts for Hotel	A. Uniform system of accounting Concept and Necessities-Advantages and Disadvantages of uniform system B. Various kinds of schedules-Preparation of horizontal and vertical balance sheet
Module 05 Hotel Department Accounting	A. Departmental accounting Meaning and definition of departmental accounting-objectives of departmental accounting-Main methods of preparing departmental accounting B. Allocation and apportionment of expenses

REFERENCE BOOK

1. Introduction to Accounting Dr Shukla Sahitya Bhawan Publication

2. Advanced Accounting R.S.N Pillai Bagavathi Konark Publishers Pvt ltd

3. Hotel Accounting &Financial Control Ozi D'Cunha The Dicky's Enterprise Mumbai

BHM05B07 INDUSTRIAL EXPOSUER TRAINING AND REPORT

Industrial Exposure Training is an in integral part of the curriculum. Student has to undergo industrial training minimum 22 weeks at a single stretch. They will be awarded 200 marks (150 marks external evaluation and 50 marks internal evaluation) for the industrial training & report and for viva voce.

1) For award of 200 marks of IET would be on the basis of feed-back from the industry in a prescribed Performance Appraisal Form (PAF). It will be the students responsibility to get this feed-back/assessment form completed form all the four departments of the hotel for submission to the institute at the end of Industrial Training.

2) Responsibilities of institute, hotel, the student/trainee with aims & objectives have been prescribed for adherence.
3) Once the student has been selected / deputed for Industrial Training by the Institute, he/she shall not be permitted to undergo it elsewhere. In case students make direct arrangements with the hotel for Industrial Training, these will necessarily have to be approved by the institute. Students selected through campus interviews will not seek Industrial Training on their own.

INDUSTRIAL EXPOSURE TRAINING

Objective of industrial Exposure Training is to provide to students the feel of the actual working environment and to gain practical knowledge and skills, which in turn will motivate, develop and build their confidence. Industrial Training is also expected to provide the students the basis to identify their key operational area of interest.

RESPONSIBILITIES OF THE TRAINEE

1. Should be punctual
2. Should maintain the training logbook up-to date
3. Should be attentive and careful while doing work
4. Should be keen to learn to learn and maintain high standards and quality of work
5. Should interact adhere to the prescribed training schedule.
12. Should take the initiative to do the work as training is the only time where you can get maximum exposure.
13. Should on completion of industrial Training, hand over all the reports, appraisal,
logbook and completion certificate to the institute.

RESPONSIBILITIES OF THE INSTITUTE

1. Should give proper briefing to students prior to the industrial training
2. Should make the students aware of the industry environment and expectations.
3. Should notify the details of training schedule to all the students.
4. Should coordinate (emergencies) with the hotel especially with the training manager
5. Should visit the hotel wherever possible, to check on the trainees
6. Should sort out any problem between the trainees and the hotel
7. Should take proper feedback from the students after the training
8. Should brief the students about appraisals, attendance, marks, logbook and training report.
9. Should ensure trainees procure training completion certificate from the hotel before joining institute.

RESPONSIBILITIES OF THE HOTEL

First exposure: A young trainee's first industry exposure is likely to be the most influential in that person's career. If the managers / supervisors are unable or unwilling to develop the skills young trainees need to perform effectively, the latter will set lower standards than they are capable of achieving, their self-images will be impaired, and they will develop negative attitudes towards training, industry, and in all probability - their own careers in the industry.

Hotels:

1. Should give proper briefing session! Orientation / induction prior to commencement of training.
2. Should make a standardized training module for all trainees.
3. Should strictly follow the structured training schedule.
4. Should ensure cordial working conditions for the trainee.
5. Should coordinate with the institute regarding training programme
6. Should be strict with the trainees regarding attendance during training
7. Should check with trainees regarding appraisals, training report, log boom, etc.
8. Should inform the institute about truant trainees
9. Should allow the students to interact with the guest
10. Should specify industrial training “Dos and Don’ts” for the trainee
11. Should ensure issues of completion certificate to trainees on the last day of training positively with the hotel staff.
6. Should be honest and loyal to the hotel and towards their training.
7. Should get their appraisals signed regularly from the HODs or training manager.
8. Gain maximum from the exposure given, to get maximum practical knowledge and skills.
9. Should attend the training review sessions / classes regularly
10. Should be prepared for the arduous working condition and should face them positively
11. Should

The aim of this course is to assess the students knowledge of the entire programme in which he/she has gone through. It will be assessed by conducting a Multiple Choice Questions (MCQ) examination with two hours duration. 120 multiple choice questions will be asked, out of which 100 questions must be answered, in the examination. The answer scripts will be sending for external evaluation.

The main objectives of this course are,

1. To understand the student capacity of theoretical knowledge in which they studied in all the previous semesters.
2. To analyze the student capacity to solve the questions within the stipulated time.
3. To improve the observing and listening capacity of students in the class rooms and the other learning areas, including training.

BHMO5B09HUMAN RESOURCES MANAGEMENT (core course)

Semester to be taught-5th semester

Objectives:

- To familiarize the students with the different aspects of managing human resources in an organization.
- To impart basic knowledge about the job analysis and Human resource planning in an organization.
- To equip the students with basic knowledge and skills required for the recruitment, selection and retention of human resources.

Sl No	Module	Content
1	An introduction to Human Resource Management	• Introduction • Meaning and significance • Objectives of HRM • Functions of HRM • Evolution and development of HRM
2	Job Design and Job Analysis	• Job Design • Job Analysis • Job Description • Job Specification • Uses of Job Analysis
3	Human Resource Planning	• Introduction • Human Resource Planning • Process of HR Planning • HRP at Different levels
4	Recruitment	• Introduction – Definitions and

5	Selection, Placement and Induction	Objectives • Process of Recruitment • Sources of Recruitment • Techniques of Recruitment • Modern sources and techniques of recruitment • Introduction • Selection Procedure • Interview • Placement • Induction

Reference Books :

1. Subba Rao, Human Resources Management.
2. Aswathappa, K., Human Resource Management
3. Michael Porter. HRM and Human Relations
4. Arthur M, Career Theory Handbook, Prentice Hall Inc. Englewood Cliff.
5. Bernardin. John H, Human Resource Management. Tata McGraw Hill. New Delhi.

OPEN COURSE

Open course - INTRODUCTION TO HOSPITALITY INDUSTRY

Module	Topic	Content
1	Introduction to the Hospitality industry	1. The origin of hospitality 2. History of travel -in India and international –early times, Persian, Macedonial times, Mayurian empire ,the Mugal Empire, The Muslim Empire, English Raj, Post Independence 3. Hospitality –Guest relation, customer satisfaction 4. Types of hospitality 5. Hospitality ethics and standards 6. Traits of hospitality employees 7. Evolution and growth of hotel industry in India
2	History of Hotels,	1. Inns of early times

	Resorts and Motels	2. History of hotels in America 3. History of motels and it's features 4. Advent of hotel chains .
3	Types of hotels, Hotel Organization And Job Description	1. Small, medium and Large hotels 2. Revenue Departments 3. Non revenue departments 4. Minor revenue departments 5. Uniformed services of hotel 6. Organisation chart 7. Job description and job specification of front office employees
4	Customer service and Understanding guest service	1. What is customer service 2. Why is customer service is important 3. Who is the customer 4. Creating excellent mindset 5. Customer relationship management 6. Difference between service and physical products
5	Areas of Hospitality industry	1. Basis of classification of hotels: resorts, commercial hotels, floating hotels, motels, casino hotels, time share, condominiums, boutique hotels and supplementary accommodations 2. Air lines 3. Railway 4. Limousines, luxury Cruise lines, 5. Fast food restaurants, Institutional catering, Theme park, welfare catering and outdoor catering.

REFERENCE BOOK

Sl.No	Book Name	Author
1	Hospitality reception and front office procedures and systems	Dr.Jagmohan Negi

CUSTOMER CARE MANAGEMENT

MODULE I:

Who is a customer? Internal customer, external customer who is a service provider? Why are some service providers better than others? Who is a satisfied/ dissatisfied customer? What are the consequences of satisfied/ dissatisfied customers?

MODULE II

What is Quality? What is customer satisfaction? What is customer delight?

MODULE III

Key areas of customer care the product or the service itself Sales and promotion of the service after sales support to the customer Organizational culture

MODULEIV

Customer Feedback, feedback tools Converting Customer care philosophy into everyday action Developing customer trust and loyalty - online Grooming and Etiquette Telephone Handling Skills

MODULE V

Complaint Management Transactional Analysis in Customer Care Customer care in airlines Customer care in hotels

BHMO6B10 ACCOMMODATION OPERATIONS (THEORY)

Module	Topic	Content
1	Housekeeping	f. Introduction – What is Housekeeping? g. Classifications of hotels. h. Importance of housekeeping in hospitality industry. i. Responsibilities of housekeeping Department. j. Personal attributes of housekeeping staff.
2	Organizational Framework of the department	e. Organizational structure of housekeeping department. (small, medium, large) f. Job description, job specification, job list, job breakdown and job procedures. g. Duties and responsibilities of housekeeping personnel. (EHK, Deputy Housekeeper, Desk control supervisor, Room and public area supervisor, guest room and public area attendants) h. Types of rooms and room status. i. Coordination with other department.

3	Cleaning Procedures & Types of cleaning	f. Principles of cleaning, cleaning agents, cleaning equipment's. g. Frequency of cleaning. h. Spring cleaning i. Sequence of guest room cleaning- entering the guest room, removal of soiled linen, making the bed, cleaning the bathroom, replenish the supplies servicing VIPs room. j. Second service, turndown service, guest floor practices, Room report.
4	Housekeeping Procedures	f. Daily routine system in housekeeping. g. Housekeeping control desk, forms formats and registers maintained in control desk. h. Types of Keys and key handling. i. Lost and found procedures. j. First Aid& Fire safety procedures
5	Public Area Cleaning	f. Entrance, lobbies, front desk, g. Elevators, stair case, guest corridors, h. Public rest rooms, i. Banquet halls, restaurants j. Leisure areas.

REFERENCE BOOKS

Sl.No	Book Name	Author
1	Hotel Housekeeping Operations & Management	G.Raghubalan,SmarteeRaghubalan
2	Housekeeping Theory & Practices	Dr.Jagmohan Negi
3	Professional Management of Housekeeping Operations	Robert.J.Martin
4	Hotel Housekeeping	Milani Singh
5	Hotel Housekeeping Training Manuel	Sudhir Andrews
6	Accommodation Operation Management	S.K .Kaushal, S N Gautham

BHMO6B10(P) ACCOMMODATION OPERATIONS (PRACTICAL)

Sl.No	Topic	Method
1	Cleaning Equipment's	Demo
2	Cleaning Agents	Demo
3	Cleaning of Different Surface	Demo & Practice
4	Bed Making	Demo & Practical Session
5	Daily Cleaning of Guest Rooms	Demo /Practice
6	Standard Supplies	Demo
7	Periodical Cleaning & Special Cleaning	Demo/Practice
8	Public area cleaning	Demo/Practice
9	Guest Room inspection	Demo /Practice
10	Maids cart , different types of trolleys	Demo
11	Turn down service , Second service	Demo/Practice
12	Folding of Linen	Demo/Practice

REFERENCE BOOKS

Sl.No	Book Name	Author
1	Hotel Housekeeping Operations & Management	G.Raghubalan,SmarteeRaghubalan
2	Housekeeping Theory & Practices	Dr.Jagmohan Negi
3	Professional Management of Housekeeping Operations	Robert.J.Martin
4	Hotel Housekeeping	Milani Singh
5	Hotel Housekeeping Training Manuel	Sudhir Andrews
6	Accommodation Operation Management	S.K .Kaushal, S N Gautham

BHM06BII FOOD AND BEVERAGE MANAGEMENT

Modul	Topic	Content

e		
1	Cost & Sales Dynamics	Cost & Cost Accounting - Elements of Cost - Classification of Cost - Sales Concept - Uses of Sales Concept
2	Inventory Control	Importance, Objectives, Methods, Levels and Techniques. Perpetual Inventory - Monthly Inventory. Pricing of Commodities - Comparison of Physical and Perpetual Inventory
3	Food &Beverage Control Purchasing & Budgetary control	Receiving- Storing- Issuing- Sales Control Production Control- Standard Recipe - Standard Portion Size - Bar Frauds - Books maintained- Beverage Control - Sales Control - Procedure of Cash Control- Machine System- ECR- NCR- POS – Reports - Budgetary Control- Budget, Budgetary Control, Objectives, Frame Work, Key Factors, Types of Budget
4	Standard Costing, Variance Analysis & Breakeven	Standard Cost- Standard Costing. Cost Variances- Material Variances- Overhead Variances - Labour Variance - Fixed Overhead Variance- Breakeven Analysis- Breakeven Chart - P V Ratio – Contribution- Marginal Cost
5	Menu Merchandising	Menu Control- Menu Structure – Planning. Pricing of Menu - Types of Menu. Menu as a Marketing tool – Layout - Constraints of Menu Planning

Reference Books

a) Cost Accounting: S.P.JAIN, K.L.NARANG

b) Food and Beverage Management: BERNAD DAVIS, ANDREW LOCKWOOD, SALLY ST

BHM0612 MANAGEMENT PRINCIPLES AND PRACICES.

Module I: Nature and Scope of Management: Evolution of Management - Schools of management thought - F.W.Taylor and Henry Fayol - Principles of Management - Management as a science and an art - Management process.

Module II: Functions of Management: Planning: Types of plan - Planning process – Organizing:Span of control - Line and staff functions - Centralization and decentralization – Delegation - Staffing: Manpower planning: Recruitment -

Selection and placement. Directing. Principles of direction – Co-ordinating and controlling.

Module III - Manager Vs Leader: Leadership and motivation: leadership styles -Theories of motivation- MBO - Management of performance - Team Management Characteristics of work group - Work group behaviour and productivity - Team creation and management.

Module IV - Communication in Management- Importance, SMMR model, Communication & Information, Communication Process, barriers to Communication, Types of Communication, verbal & Non verbal communication. Conflict resolution.

Module V - Ethics & Management : Relevance of values in management – Holistic approach for managers in decision making - Ethical Management: Role of organisational culture in ethics -structure of ethics management - Ethics Committee.

Reference Books

1. Essential of Management– Harold Koontz & Heinsz Weirich.
2. Management– H. Koontz & Cyrill O'Donnell.
3. Management Theory– Jungle, H. Koontz.
4. Principles of Management– Peter F. Drucker.
5. Management Concepts – V.S.P. Rao, Konark Publishers
6. Principles & Practice of Management– L.M. Prasad, S. Chand.
7. Organization & Management– R. D. Agarwal, Tata McGraw Hill.
8. Modern Business Administration– R.C., Pitman.
9. Human Resource Management– Railey M., Butterworth Heinemann

BHM06B13 HOTEL SALES AND MARKETING

Module I: Marketing – basic concepts – needs, wants, demand, exchange, transaction, value and satisfaction in hospitality industry – marketing process – marketing philosophies – Products and Services, Application of different marketing concepts in hotel/ service industry.

Module II: Marketing information system – concepts and components – internal record system result area) – marketing intelligence system – scope in hospitality business – processes and characteristics – managerial use – MIS with special reference to rooms, restaurants – banquets and facilities.

Module III: Product – defining the hospitality products – difference between good and services product – levels of product – generic, expected, augmented, potential tangible and intangible products – Product life Cycle - product mix in hospitality business.

Module IV: Marketing environment – a basis for needs and trend analysis and marketing effectiveness – SWOT analysis for hospitality industry of Micro and Macro environment. Pricing and Pricing Strategies - Advertisement and Promotion.

Module V: Branding – basic concepts – brand equity – branding of hotels. Pricing of hospitality – concepts and methodology. Organisational customer- Types. Methods & Steps. Principles and practice of hospitality selling – Selling process – AIDA model. Latest trends in Hospitality Marketing

REFERENCE BOOKS:

1. Philip Kotler - Marketing Management
2. J.C. Gandhi - Marketing Management
3. William M. Pride and O.C. Ferrell – Marketing.
4. Stanton W.J. etzal Michael & Walker, Fundamentals of Management.
5. Armstrong & Kotler, Marketing : An Introduction, Pearson.
6. P N Reddy & Appanniah, Essentials of Marketing Management.
7. R.S. Davar, Marketing Management, Progressive Corporation.
8. Joel R. Evans and Barry Berman, Marketing, Biztantra publications.
9. Ramaswamy and Namakumari, Marketing Management.
10. Neelamegham, Marketing in India.

BHM06B14ROOMS DIVISION MANAGEMENT

Module	Topic	Content
1	Computer applications in front office	a. Property Management system b. Different types of Modules in PMS c. Different property management system d. Interface e. Self service terminal and information kiosk
2	Yield Management	a. Yield Management and forecasting b. Measuring yield in the industry c. Yield management in the hotel industry d. Elements of yield management e. Benefits of yield management, yield management strategies, challenges or problems in yield management, Measuring yield,forecasting,benefits of forecasting, Data required for forecasting, record required for forecasting room availability, yield management prospects .
3	Evaluating Hotel performance	a. Methods of measuring hotel performance b. Occupancy ratio c. Average daily rate and average room rate per guest d. Revenue per available room e. Market share index and evaluation of hotels by guest
4	Overview of soft skills for hospitality	a. Introduction b. Job opportunities and their skill requirement c. Definition of Hard and soft skills d. Role of National skill development corporation e. Soft skill requirements for the service industry and teaching soft skills
5	Total Quality Management	a. Guests perception of quality b. Introduction to total Quality Management c. Practices in total quality management d. Japanese 5 s practice e. Business process Re-engineering, Quality control circles, kaizen, Benchmarking, Benefits of total quality management

REFERENCE BOOKS

Sl.No	Book Name	Author
1	Hotel front office operations and management	Jatashankar. R.Tewari
2	Hospitality reception and front office procedures and systems	Dr.Jagmohan Negi