

# **Himachal Pradesh Technical University, Hamirpur (H.P.)**



## **CURRICULUM (CBCS)**

**B.Sc. in Hotel Management & Catering Technology**

**(1<sup>st</sup> to 6<sup>th</sup> Semester)**

**Teaching and Examination Scheme**

B.Sc. HOTEL MANAGEMENT & CATERING TECHNOLOGY										
SEMESTER –I										
S. N.	Cat .	Subject Code	Title	Teaching Hours Per Week			Credits	Examination		
				L	T	P		IA	ESE	Total
1	MC	BHMC-101	Business Communication	2	-	-	2	40	60	100
2	PC	BHMC-102	Food Microbiology & Nutrition	2	-	-	2	40	60	100
3	PC	BHMC-103	Basics of Computer	2	-	-	2	40	60	100
4	PC	BHMC-104	Foundation Course in Food Production	2	-	-	2	40	60	100
5	PC	BHMC-105	Foundation Course in Food & Beverage Service	2	-	-	2	40	60	100
6	PC	BHMC-106	Foundation Course in Accommodation Operations	2	-	-	2	40	60	100
7	PC	BHMC-107	Foundation Course in Front Office	2	-	-	2	40	60	100
<b>Labs:</b>										
1	PC	BHMC-108	Foundation Course in Food Production Lab	-	-	4	2	20	30	50
2	PC	BHMC-109	Foundation Course in Food & Beverage Service Lab	-	-	4	2	20	30	50
3	PC	BHMC-110	Foundation Course in Accommodation Operations Lab	-	-	2	1	20	30	50
4	PC	BHMC-111	Foundation Course in Front Office Lab	-	-	2	1	20	30	50
5	PC	BHMC-112	Basics of Computer Lab	-	-	2	1	20	30	50
			<b>Total</b>	<b>14</b>	<b>-</b>	<b>14</b>	<b>21</b>			

<b>Legend:</b>	<b>L</b> - Lecture	<b>T</b> - Tutorial
	<b>P</b> - Practical	<b>C</b> - Credits
	<b>IA</b> - Internal Assessment	<b>ESE</b> - End Semester Examination

B.Sc. HOTEL MANAGEMENT & CATERING TECHNOLOGY										
SEMESTER –II										
S. N.	Ca t.	Subject Code	Title	Teaching Hours			Credits	Examination		
				L	T	P		IA	ESE	Total
1	M C	BHMC-201	Environmental Sciences	2	-	-	2	40	60	100
2	PC	BHMC-202	Hygiene & Sanitation	2	-	-	2	40	60	100
3	PC	BHMC-203	Accounting for Managers	2	-	-	2	40	60	100
4	PC	BHMC-204	Foundation Course in Food Production-II	2	-	-	2	40	60	100
5	PC	BHMC-205	Foundation Course in Food & Beverage Service-II	2	-	-	2	40	60	100
6	PC	BHMC-206	Foundation Course in Accommodation Operations-II	2	-	-	2	40	60	100
7	PC	BHMC-207	Foundation Course in Front Office-II	2	-	-	2	40	60	100
<b>Labs:</b>										
1	PC	BHMC-208	Foundation Course in Food Production-II Lab	-	-	4	2	20	30	50
2	PC	BHMC-209	Foundation Course in Food & Beverage Service-II Lab	-	-	4	2	20	30	50
3	PC	BHMC-210	Foundation Course in Accommodation Operations-II Lab	-	-	2	1	20	30	50
4	PC	BHMC-211	Foundation Course in Front Office-II Lab	-	-	2	1	20	30	50
			<b>Total</b>	<b>14</b>	<b>-</b>	<b>12</b>	<b>20</b>			

<b>Legend:</b>	<b>L</b> - Lecture	<b>T</b> - Tutorial
	<b>P</b> - Practical	<b>C</b> - Credits
	<b>IA</b> - Internal Assessment	<b>ESE</b> - End Semester Examination

B.Sc. HOTEL MANAGEMENT & CATERING TECHNOLOGY										
SEMESTER –III										
S. N.	Ca t.	Subject Code	Title	Teaching Hours Per Week			Credits	Examination		
				L	T	P		IA	ESE	Total
1	PC	BHMC-301	Industrial Training Report	-	-	-	10	-	-	100
2	PC	BHMC-302	Industrial Training Log-Book	-	-	-	4	-	-	100
3	PC	BHMC-303	Presentation & Viva-Voce	-	-	-	3	-	-	200
			<b>Total</b>	-	-	-	<b>17</b>	-	-	

<b>Legend:</b>	<b>L</b> - Lecture	<b>T</b> - Tutorial
	<b>P</b> - Practical	<b>C</b> - Credits
	<b>IA</b> - Internal Assessment	<b>ESE</b> - End Semester Examination

B.Sc. HOTEL MANAGEMENT & CATERING TECHNOLOGY										
SEMESTER –IV										
S. N.	Ca t.	Subject Code	Title	Teaching Hours Per Week			Credit s	Examination		
				L	T	P		IA	ESE	Total
1	PC	BHMC-401	Food Production Operations	2	-	-	2	40	60	100
2	PC	BHMC-402	Food & Beverage Operations	2	-	-	2	40	60	100
3	M C	BHMC-403	Human Values and Professional Ethics	3	1	-	3	40	60	100
4	PC	BHMC-404	Accommodation Operations	2	-	-	2	40	60	100
5	PC	BHMC-405	Food & Beverage Control	2	-	-	2	40	60	100
6	PC	BHMC-406	Front Office Operations	2	-	-	2	40	60	100
<b>Labs:</b>										
1	PC	BHMC-407	Food Production Operations Lab	-	-	4	2	20	30	50
2	PC	BHMC-408	Food & Beverage Operations Lab	-	-	4	2	20	30	50
4	PC	BHMC-409	Accommodation Operations Lab	-	-	2	1	20	30	50
			<b>Total</b>	<b>15</b>	<b>-</b>	<b>10</b>	<b>18</b>			

<b>Legend:</b>	<b>L</b> - Lecture	<b>T</b> - Tutorial
	<b>P</b> - Practical	<b>C</b> - Credits
	<b>IA</b> - Internal Assessment	<b>ESE</b> - End Semester Examination

B.Sc. HOTEL MANAGEMENT & CATERING TECHNOLOGY										
SEMESTER –V										
S. N.	Ca t.	Subject Code	Title	Teaching Hours Per Week			Credit s	Examination		
				L	T	P		IA	ESE	Total
1	PC	BHMC-501	Advanced Food Production Operations	2	-	-	2	40	60	100
2	PC	BHMC-502	Advanced Food & Beverage Operations	2	-	-	2	40	60	100
3	PC	BHMC-503	Front Office Management	2	-	-	2	40	60	100
4	PC	BHMC-504	Accommodation Management	2	-	-	2	40	60	100
5	PC	BHMC-505	Food & Beverage Control	2	-	-	2	40	60	100
6	PC	BHMC-506	Hotel Engineering	2	-	-	2	40	60	100
7	PC	BHMC-507	Tourism Concepts	2	-	-	2	40	60	100
8	PC	BHMC-508	Management Practices and Organisational Behaviour	2	-	-	2	40	60	100
9	E	-	Elective I							
<b>Labs:</b>										
1	PC	BHMC-511	Advanced Food Production Operations Lab	-	-	4	2	20	30	50
2	PC	BHMC-512	Advanced Food & Beverage Operations Lab	-	-	4	2	20	30	50
3	PC	BHMC-513	Front Office Management Lab	-	-	2	1	20	30	50
4	PC	BHMC-514	Accommodation Management Lab	-	-	2	1	20	30	50
			<b>Total</b>	<b>16</b>	<b>-</b>	<b>12</b>	<b>22</b>			

<b>Elective-I</b>										
<b>S. N .</b>	<b>Cat.</b>	<b>Subject Code</b>	<b>Title</b>	<b>Teaching Hours Per Week</b>			<b>Credit s</b>	<b>Examination</b>		
				<b>L</b>	<b>T</b>	<b>P</b>		<b>IA</b>	<b>ESE</b>	<b>Total</b>
1	E	BHMC-509	Spa Management	3	0	0	3	40	60	100
2	E	BHMC-510	Resort Management	3	0	0	3	40	60	100

<b>Legend:</b>	<b>L</b> - Lecture	<b>T</b> - Tutorial
	<b>P</b> - Practical	<b>C</b> - Credits
	<b>IA</b> - Internal Assessment	<b>ESE</b> - End Semester Examination

B.Sc. HOTEL MANAGEMENT & CATERING TECHNOLOGY										
SEMESTER –VI										
S. N.	Ca t.	Subject Code	Title	Teaching Hours Per Week			Credit s	Examination		
				L	T	P		IA	ESE	Total
1	PC	BHMC-601	Advanced Food Production Operations-II	2	-	-	2	40	60	100
2	PC	BHMC-602	Advanced Food & Beverage Operations-II	2	-	-	2	40	60	100
3	PC	BHMC-603	Front Office Management- II	2	-	-	2	40	60	100
4	PC	BHMC-604	Accommodation Management -II	2	-	-	2	40	60	100
5	PC	BHMC-605	Food & Beverage Management	2	-	-	2	40	60	100
6	PC	BHMC-606	Facility Planning	2	-	-	2	40	60	100
7	PC	BHMC-607	Financial Management	2	-	-	2	40	60	100
8	PC	BHMC-608	Marketing Management	2	-	-	2	40	60	100
9	E	-	Elective II							
<b>Labs:</b>										
1	PC	BHMC-611	Advanced Food Production Operations-II Lab	-	-	4	2	20	30	50
2	PC	BHMC-612	Advanced Food & Beverage Operations-II Lab	-	-	4	2	20	30	50
3	PC	BHMC-613	Front Office Management-II Lab	-	-	2	1	20	30	50
4	PC	BHMC-614	Accommodation Management-II Lab	-	-	2	1	20	30	50
			<b>Total</b>	<b>16</b>	<b>-</b>	<b>12</b>	<b>22</b>			

<b>Elective-II</b>										
<b>S. N .</b>	<b>Cat.</b>	<b>Subject Code</b>	<b>Title</b>	<b>Teaching Hours Per Week</b>			<b>Credit s</b>	<b>Examination</b>		
				<b>L</b>	<b>T</b>	<b>P</b>		<b>IA</b>	<b>ESE</b>	<b>Total</b>
1	E	BHMC-609	Food Photography and Food Journalism	3	0	0	3	40	60	100
2	E	BHMC-610	Cruise Line Operations Management	3	0	0	3	40	60	100

**SEMESTER-I**  
**BHMC-101: BUSINESS COMMUNICATION**

**TEACHING AND EXAMINATION SCHEME:**

Teaching Scheme			Credits	Marks			Duration of End Semester Examination
L	T	P/D	C	Sessional	End Semester Exam	Total	
2	-	-	2	40	60	100	3 hrs

**COURSE CONTENTS:**

Unit	Contents	No. of hours
<b>I</b>	<b>Business Communication</b> – Its meaning & importance, process, types of communication, basic models of communication- Shannon and Waver’s model, linear and interactive model of communication, encoding and decoding, feedback, essentials of effective business communication – 7 C’s of communication, barriers of communication-miscommunication, physical noise and overcoming measures.	<b>7</b>
<b>II</b>	<b>Writing Skills:</b> Need, functions and kinds, layout of letter writing, types of letter writing: persuasive letters, request letters, sales letters, complaints and adjustments; departmental communication: meaning, need and types: interview letters, promotion letters, resignation letters, newsletters, circulars, agenda, notice, office memorandums, office orders, press release, job application, leave application, business etiquettes: email and internet etiquettes, resume writing: difference between bio-data and CV, handling business meetings.	<b>9</b>
<b>III</b>	<b>Presentation Skills:</b> Reading: presentation skills, grammar: verbs often required in presentations, language focus, listening: importance of body language in presentation, speaking: preparing an outline of a presentation, pronunciation, including power point presentation.	<b>7</b>
<b>IV</b>	<b>Soft skills:</b> Classification of soft skills, soft skills for personality development & career growth; capturing audience, tone, behavior and telephone etiquette, personal SWOT analysis.	<b>7</b>

**Text Books:**

1. **Wren & Martin** – English Grammar.
2. Hotel Journals.
3. Magazines.

## BHMC-102: FOOD MICROBIOLOGY & NUTRITION

### TEACHING AND EXAMINATION SCHEME:

Teaching Scheme			Credits	Marks			Duration of End Semester Examination
L	T	P/D	C	Sessional	End Semester Exam	Total	
2	-	-	2	40	60	100	3 hrs

### COURSE CONTENTS:

Unit	Contents	No. of hours
I	Introduction to Microbiology. Classification of Microbes (fungi, bacteria, yeast, mold).	5
II	Effect of Heating; growth curve of microbial cells, thermal death time-pasteurization, sterilization and disaffection and heat resistance. Food production based on microbiology-small scale fermentation- idli, dhokla, naan, bhaturas, yogurt, pickles.	8
III	<b>Industrial Preparation:</b> cheese, vinegar, bread, alcoholic beverages. Preservation and spoilageasepsis, removal, anaerobic, high temp., low temp., drying, preservatives, radiation.	7
IV	Contamination of cereal and cereal products, Preservation of vegetables and fruits, Food spoilage- meat, fish, egg, milk, milk products, Kinds of food products and canned food: Food, nutrition, nutrients, Food groups, Food production and consumption trends of India, Food constituents and carbohydrates, proteins, fat, vitamin and minerals. Sources and Requirements. <b>Post harvest technology:</b> Perishable and Semi-Perishable Food Products, Food adulteration, Food laws.	10

### Text Books:

1. **Food and Nutrition** – Dr. M. Swaminathan.
2. **Food Microbiology** – P.N.Mishra.
3. **Food Science** – Potter & Hotchkiss.
4. **Fundamentals of food and nutrition** – Mudambi & Rajgopal 4th edition 2001.

**BHMC- 103: BASICS OF COMPUTER****TEACHING AND EXAMINATION SCHEME:**

Teaching Scheme			Credits	Marks			Duration of End Semester Examination
L	T	P/D	C	Sessional	End Semester Exam	Total	
2	-	-	2	40	60	100	3 hrs

**COURSE CONTENTS:**

Unit	Contents	No. of hours
<b>I</b>	<b>Computer Fundamentals:</b> Data, instruction and information, characteristics of computers, various fields of application of computers, input-output devices (hardware, software, human ware and firmware), advantages and limitations of computer, block diagram of computer, function of different units of computer, classification of computers. data representation: different number system (decimal, binary, octal and hexadecimal) and their inter conversion.	<b>6</b>
<b>II</b>	<b>Computer Software:</b> Types of software, application software and system software, compiler and interpreter, generations of languages, low and high level languages. <b>Computer Memory:</b> primary memory & secondary memory. storage media. <b>Introduction to Windows Operating System:</b> all directory manipulation- creating directory, sub directory, renaming, coping and deleting the directory file manipulation: creating a file, deleting, coping, renaming a file using accessories such as calculator, paint brush, CD player, etc.	<b>8</b>
<b>III</b>	<b>Introduction to MS-Word:</b> Introduction to word processing, it's features, formatting documents, paragraph formatting, indents, page formatting, header and footer, bullets and numbering, tabs, tables, formatting the tables, finding and replacing text, mail merging etc. <b>Introduction to MS Power point:</b> PowerPoint, features of MS PowerPoint clipping, slide animation, slide shows, formatting etc.	<b>8</b>
<b>IV</b>	<b>Introduction to MS-Excel:</b> Introduction to Electronic Spreadsheets, Feature of MS-Excel, Entering Data, Entering Series, Editing Data, Cell Referencing, ranges, Formulae, Functions, Auto Sum, Copying Formula, Formatting Data, Creating Charts, Creating Database, Sorting Data, Filtering etc.	<b>10</b>

**Text Books:-**

1. **Fundamental of Computers-** Prentice Hall India.
2. **Mastering Microsoft Office-** Lonnie. E. Moseley, BPB Publication.

**BHMC- 104: FOUNDATION COURSE IN FOOD PRODUCTION****TEACHING AND EXAMINATION SCHEME:**

Teaching Scheme			Credits	Marks			Duration of End Semester Examination
L	T	P/D	C	Sessional	End Semester Exam	Total	
2	-	-	2	40	60	100	3 hrs

**COURSE CONTENTS:**

Unit	Contents	No. of hours
<b>I</b>	<p><b>Introduction to the Art of Cookery:</b> Culinary History- Development of the Culinary Art from the middle ages to modern cookery, Modern hotel kitchen, Nouvelle Cuisine, Cuisine Minceur, Indian Regional Cuisine. Popular International Cuisine (An Introduction) of French, Italian and Chinese Cuisine.</p> <p><b>Aims &amp; Objectives of Cooking Food:</b></p> <ul style="list-style-type: none"> <li>• Classification – Cooking Materials and their uses.</li> <li>• Foundation ingredients – meaning, action of heat n carbohydrates, fats, proteins, minerals and vitamins.</li> <li>• Fats and oils – meaning &amp; examples of fats &amp; oils, quality for shortenings, commonly used fats and oils and their sources &amp; uses.</li> <li>• Raising agent- functions of raising agents, chemical raising agents &amp; yeast. Eggs- uses of eggs in cooking, characteristics of fresh eggs, deterioration of eggs, storage of eggs.</li> <li>• Salts - uses.</li> <li>• Liquid- water, stock, milk, fruit juices etc. Uses of liquid.</li> <li>• Flavouring &amp; seasoning – uses &amp; example.</li> <li>• Sweetening agents - uses &amp; examples.</li> <li>• Thickening agent.</li> </ul>	<b>10</b>
<b>II</b>	<p><b>Preparation of ingredients:</b></p> <ul style="list-style-type: none"> <li>• Washing, peeling scraping, paring.</li> <li>• Cutting – terms used in vegetables cutting, julienne, brunoise mecedoine, jardinière, paysanne- grating.</li> <li>• Grinding, Mashing, Sieving, Milling, Steeping, centrifuging, emulsification evaporation, homogenization.</li> <li>• Methods of mixing foods.</li> </ul>	<b>8</b>
<b>III</b>	Equipment used in kitchen. Types of Kitchen Equipment; Diagrams, Uses, Maintenance, Criteria for Selection. Kitchen Organization: Main Kitchen & Satellite Kitchen, Duties & responsibilities of each staff, Cooking fuels - uses &	<b>8</b>

	advantage of different types of cooking fuels.	
<b>IV</b>	<p><b>Methods of Cooking Food:</b> transference of heat to food by radiation, conduction &amp; convection- magnetrons waves meaning. Boiling, poaching, stewing, braising, steaming, baking, roasting, grilling, frying, paper bag, microwave, pot rousing-explanations with examples. <b>Stocks, Glazes, Sauces and Soups:</b> Meaning uses and types of stocks, points observed while making stock. Recipes for I liter of white, brown and fish stock. Glazes: meaning &amp; uses. Sauces: meaning, qualities of a good sauce, types of sauces -proprietary sauce and mother sauce. Recipe for I lit Béchamel, Veloute, Espagnole, Tomato &amp; Hollandaise. Derivatives of mother sauces. (Only name, no recipes). Recipes for known International Sauces &amp; their uses. Soups -classification of soups, meaning of each type with examples. Basic Preparations. Mise-en-place for Bouquet Garni, mirepoix, duxelle paste, batters, marinades and gravies.</p>	<b>12</b>

**Text Books:-**

1. **Theory of Cookery** – Krishna Arora.
2. **Modern Cookery** – Thangam Philip.
3. **Larousse Gastronomique** – Montagne
4. **Professional Chef** – Arvind Saraswat.

**BHMC- 105: FOUNDATION COURSE IN FOOD & BEVERAGE SERVICE****TEACHING AND EXAMINATION SCHEME:**

Teaching Scheme			Credits	Marks			Duration of End Semester Examination
L	T	P/D	C	Sessional	End Semester Exam	Total	
2	-	-	2	40	60	100	3 hrs

**COURSE CONTENTS:**

Unit	Contents	No. of hours
<b>I</b>	<b>Introduction to the Food and Beverage Service Industry:</b> The evolution of catering industry, scope for caterers in the industry, Relationship of the catering industry to other industries, Types of Catering Establishments - Sectors, Introduction to the Food and Beverage operations. <b>Food and Beverage Service Areas in a Hotel:</b> Restaurants and their subdivisions, Coffee Shop, Room Service, Bars, Banquets, Discotheques, Grill Room, Snack Bar, Executive Lounges, Business Centers and Night Club; Back areas: Still Room, Wash-up, Hot-Plate, Plate Room, Kitchen Stewarding.	<b>12</b>
<b>II</b>	<b>Food and Beverage Equipment:</b> Operating equipment, Requirements, Criteria for selection quantity and types, Classification of crockery/ cutlery/ glassware/ hollowware/ flatware/ special equipment upkeep and maintenance of equipment, Furniture, Linen, Disposables. <b>Food and Beverage Service Methods:</b> Table Service – Silver/English, Family, American, Butler/ French, Russian; Self Service - Buffet and Cafeteria Service; Specialized Service – Gueridon, Tray, Trolley, Lounge, Room etc.; Single Point Service- Takeaway, Vending, Kiosks, Food Courts, Bars, Automats.	<b>10</b>
<b>III</b>	<b>Food and Beverage Service Personnel:</b> Staff organization- the principal staff of different types of restaurants. Duties & responsibilities of the service staff. Duties and responsibilities of service staff – Job Descriptions and Job Specifications. Attitude and Attributes of Food and Beverage Service Personnel - personal hygiene, punctuality, personality attitude towards guests, appearance, salesmanship, sense of urgency, customer satisfaction. Basic Etiquettes for catering staff. Interdepartmental relationship. <b>Menus and Covers:</b> Introduction, Cover- definition; different layouts, Menu Planning, considerations and constraints, Menu Terms, Menu Design, French Classical Menu, Classical Foods and its Accompaniments with cover, Indian Regional dishes, accompaniments and service.	<b>11</b>

<b>IV</b>	<p><b>Types of meals:</b> Breakfast – Introduction, Types, Service methods, a la carte, and TDH setups; Brunch, Lunch, Hi- tea, Supper, Dinner, Elevenses and others.</p> <p><b>Control Methods:</b> Billing methods – Duplicate and Triplicate system, KOTs and BOTs, Computerized KOTs; Necessity and functions of a control system, F&amp;B Control cycle and monitoring; Food and Beverage Terminology related to the course.</p>	<b>12</b>

**Text Books:-**

1. **Food & Beverage service** – Denis Lillicrap.
2. **Food & Beverage Service** – Vijay Dhawan.
3. **Food & beverage Service-** Rao J Suhas.

**BHMC- 106: FOUNDATION COURSE IN ACCOMMODATION OPERATIONS****TEACHING AND EXAMINATION SCHEME:**

Teaching Scheme			Credits	Marks			Duration of End Semester Examination
L	T	P/D	C	Sessional	End Semester Exam	Total	
2	-	-	2	40	60	100	3 hrs

**COURSE CONTENTS:**

Unit	Contents	No. of hours
<b>I</b>	<b>Introduction:</b> Introduction to housekeeping department; Meaning, Definition & Importance of Housekeeping Department; Role of Housekeeping in hospitality industry. <b>Lay out &amp; Organizational Structure:</b> Layout of Housekeeping department; Organizational Structure of Housekeeping department (Small, Medium & large); Interdepartmental relationship (emphasis on Front office & Maintenance); Relevant sub section. <b>Staffing in Housekeeping Department:</b> Role of key personnel in Housekeeping department; Job description & Job specification of Housekeeping staff (Executive Housekeeper, Deputy housekeeper ,Floor supervisor ,Public area supervisor ,Night supervisor ,Room attendant ,House man, Head gardener).	<b>12</b>
<b>II</b>	<b>Planning work of housekeeping department:</b> Identifying Housekeeping department; Briefing & Debriefing; Control desk (importance, role, coordination); Role of Control Desk during emergency; Duty Rota & work schedule; Files with format used in Housekeeping department.	<b>7</b>
<b>III</b>	<b>Hotel Guest Room:</b> Types of room-definition; Standard layout (single ,double ,twin ,suit); Difference between Smoking & Non Smoking room's; Barrier free room's; Furniture / Fixture / Fitting / Soft Furnishing /Accessories / Guest Supplies /Amenities in a guest room; Layout corridor& floor Pantry.	<b>8</b>
<b>IV</b>	<b>Cleaning Science:</b> Characteristics of good cleaning agent; Application of cleaning agent; Types of cleaning agent; Cleaning products; Cleaning equipments; Classification and types of equipment with Diagram's ( Mops , dusters , pushers, mechanical squeeze, vacuum cleaner ,shampooing machine ) with their care and uses.	<b>9</b>

**Text Books:-**

1. Hotel housekeeping Training.
2. **Manual** – Sudhir Andrews.
3. **Housekeeping for Hotels, Hostels and Hospitals** – Grace Brigham.
4. **Hotel Hostel and Hospital Housekeeping** – Joan C Branson & Margaret Lennox (ELST).
5. **Managing Housekeeping Operations** – Margaret Kappa & Aleta Nitschke.
6. **Hotel House Keeping** – Sudhir Andrews (Tata McGraw Hill).
7. **The Professional Housekeeper** – Tucker Schneider, VNR.

**BHMC- 107: FOUNDATION COURSE IN FRONT OFFICE****TEACHING AND EXAMINATION SCHEME:**

Teaching Scheme			Credits	Marks			Duration of End Semester Examination
L	T	P/D	C	Sessional	End Semester Exam	Total	
2	-	-	2	40	60	100	3 hrs

**COURSE CONTENTS:**

Unit	Contents	No. of hours
<b>I</b>	<b>Tourism:</b> Meaning – definition and measurement of tourism; Classification – recreation, leisure, adventure, sports, health etc.; Socio – economic benefits of tourism; Adverse effects of tourism; Basic components and infrastructure; Itinerary, passport and visa – Basic information. <b>The Hospitality Industry:</b> History and development of lodging industry – International; History and development of lodging industry – India; Defining the term – Hotel; Reasons for travel.	<b>12</b>
<b>II</b>	<b>Classification of Hotels:</b> Based on Size, Location, and Length of Stay; Levels of Service, Ownerships and Affiliations; Referral Hotels, Franchise and management contracts; Chain Hotels; Target Markets; Alternate Lodging facilities. <b>Organizational Structure of Hotels:</b> Small; Medium; Large; Lobby Arrangements; Layout and equipment in use; Handling VIPs; Duty Rota and work schedules; Uniformed Service.	<b>7</b>
<b>III</b>	<b>Front Office Organization:</b> Basic Layout and Design; Departmental Organizational Structure. <b>Front Office Personnel:</b> Departmental Hierarchy; Attitude and Attributes and Salesmanship; Job Descriptions and Job Specifications of Front Office Personnel.	<b>8</b>
<b>IV</b>	<b>Front Office Operations:</b> The Front Desk- Equipments in use; The Guest Room- Types and Status Terminology; Key Controls; Tariff plans; Types of rates. <b>Front Office responsibilities:</b> Communication – internal and interdepartmental; Guest services – basic information; Guest history – maintenance and importance; Relationship marketing; Emergency situations.	<b>9</b>

**Text Books:-**

1. **Front Office Training Manual** – Sudhir Andrews.
2. **Managing Front Office Operations** – Kasavana & Brooks.
3. **Front Office – Operations and Management** – Ahmed Ismail (Thomson Delmar).
4. **Managing Computers in Hospitality Industry** – Michael Kasavana & Cahell.
5. **Front Office operations** – Colin Dix & Chris Baird.

**BHMC-108: FOUNDATION COURSE IN FOOD PRODUCTION LAB****TEACHING AND EXAMINATION SCHEME:**

Teaching Scheme			Credits	Marks			Duration of End Semester Examination
L	T	P	C	Sessional	End Semester Exam	Total	
-	-	4	2	20	30	50	3 hrs

**LIST OF PRACTICALS:**

1. Proper usage of a Kitchen Knife and Hand Tools.
2. Understanding the usage of small equipment.
3. Basic Hygiene practices to be observed in the Kitchen.
4. Safety practices to be observed in the kitchen: First Aid for cuts and burns.
5. Identification of Raw Materials.
6. Demonstration of Cooking Methods.
7. Basic cuts of Vegetables.- Julienna, Jardinière, Mognonette, Dices,Cubes, Macedoine, Paysanne, Shred, Concasse, Mirepoix. Blanching of Tomatoes, Vegetables.
8. Basic Stock preparations.- White, Brown and Fish stock.
9. Egg Cookery including Classical Preparations – Boiled, Fried, Poached, Omlette, En Cocotte.
10. Basic sauce preparations and commonly used derivatives.- Bechemel, Mayonnaise, Tomato, Hollandaise, Veloute.
11. Preparation of basic continental cookery – stews, sauces, soups.
12. Basic Continental Dishes based on Vegetables and Meats.
13. Preparation of three course simple Indian menus.( simple 3-4 course menus).

**TEACHING AND EXAMINATION SCHEME:**

Teaching Scheme			Credits	Marks			Duration of End Semester Examination
L	T	P	C	Sessional	End Semester Exam	Total	
-	-	4	2	20	30	50	3 hrs

**LIST OF PRACTICALS:**

1. Service Grooming and Restaurant Etiquettes.
2. Mis-en- place and Mis-en-scene
3. Identification of equipments
4. Food and Beverage service sequence
5. Water pouring and seating a guest.
6. Laying and relaying of Tablecloth
7. Napkin folds
8. Carrying a Salver or Tray
9. Rules for laying table - Laying covers as per menus
10. TDH and A la carte cover Layout
11. Handling service gear
12. Carrying plates, Glasses and other Equipments
13. Clearing an ashtray
14. Crumbing, Clearance and presentation of bill
15. Sideboard setup
16. Silver service
17. American service
18. Situation handling
19. Breakfast table lay-up
20. Restaurant reservation system
21. Hostess desk functions
22. Order taking – writing a food KOT, writing a BOT

**BHMC-110: FOUNDATION COURSE IN ACCOMMODATION OPERATIONS LAB****TEACHING AND EXAMINATION SCHEME:**

Teaching Scheme			Credits	Marks			Duration of End Semester Examination
L	T	P	C	Sessional	End Semester Exam	Total	
-	-	2	1	20	30	50	3 hrs

**LIST OF PRACTICALS:**

1. Guest Room Layout.
2. Identification of cleaning agents.
3. Identification of cleaning equipment / cleaning cloths (types & uses).
4. General cleaning.
5. Glass cleaning.
6. Shoe polishing.
7. Silver Polish.
8. Brass Polish.
9. Washroom Cleaning.

**BHMC-111: FOUNDATION COURSE IN FRONT OFFICE LAB****TEACHING AND EXAMINATION SCHEME:**

Teaching Scheme			Credits	Marks			Duration of End Semester Examination
L	T	P/D	C	Sessional	End Semester Exam	Total	
-	-	2	1	20	30	50	3 hrs

**LIST OF PRACTICALS:**

1. Basic Manners and Attributes for Front Office Operations.
2. Communication Skills – verbal and non verbal.
3. Preparation and study of Countries – Capitals & Currency, Airlines & Flag charts, Credit Cards, Travel Agencies etc.
4. Telecommunication Skills.
5. Forms & formats related to Front office.
6. Hotel visits – WTO sheets.
7. Identification of equipment, work structure and stationery.
8. Procedure of taking reservations – in person and on telephones.
9. Converting enquiry into valid reservations.
10. Role play – Check-in / Check – out / Walk-in / FIT / GIT / etc; VIP / CIP / H.G etc.
11. Suggestive selling.

**TEACHING AND EXAMINATION SCHEME:**

<b>Teaching Scheme</b>			<b>Credits</b>	<b>Marks</b>			<b>Duration of End Semester Examination</b>
<b>L</b>	<b>T</b>	<b>P/D</b>	<b>C</b>	<b>Sessional</b>	<b>End Semester Exam</b>	<b>Total</b>	
-	-	2	1	20	30	50	3 hrs

**LIST OF PRACTICALS:****1. WINDOWS Operations –Practical**

- ☐ Creating Folders
- ☐ Creating Shortcuts
- ☐ Copying Files/ Folders
- ☐ Renaming Files/Folders.
- ☐ Deleting Files.
- ☐ Exploring Windows.
- ☐ Quick Menus.

**2. MS-OFFICE 97****3. MS-WORD-Practical****4. Creating a Document**

- ☐ Entering text.
- ☐ Saving The Document
- ☐ Editing the document already saved to the disk.
- ☐ Getting around the document.
- ☐ Find and replace operations.
- ☐ Printing the document.

**5. Formatting a Document**

- ☐ Justifying paragraphs.
- ☐ Changing paragraph indents.
- ☐ Setting Tabs and margins.
- ☐ Formatting pages and documents.
- ☐ Using bullets and Numbering.
- ☐ Headers and Footers
- ☐ Pegination.

**6. Special Effects**

- ☐ Print Special effects eg. Bold, underline, superscripts, subscripts.
- ☐ Changing Fonts.
- ☐ Changing Case.

**7. CUT,COPY & PASTE Operation**

- ☐ Marking Blocks.
- ☐ Copying and pasting a block
- ☐ Cutting and pasting a block

- ☐ Deleting a block
- ☐ Formatting a Block
- ☐ Using Find and replace in a block

## **8. USING MS-WORD TOOLS**

- ☐ Spelling and Grammar.
- ☐ Mail/ Merge
- ☐ Printing envelopes and labels.

## **9. TABLES**

- ☐ Create
- ☐ Delete
- ☐ Format.

## **10. GRAPHICS**

- Inserting clip arts.
- Symbols ( Borders/Shading)
- Word Art.

## **11. PRINT OPTIONS**

- ☐ Previewing the documents.
- ☐ Printing the whole document
- ☐ Printing a selected Page.
- ☐ Printing a selected set
- ☐ Printing several Documents
- ☐ Printing more than one copy.

## **12. MS-EXCEL PRACTICAL:**

- ☐ How to use Excel.
- ☐ Starting Excel.
- ☐ Parts of Excel screen.
- ☐ Parts of the worksheet.
- ☐ Navigating in a worksheet.
- ☐ Getting to know mouse pointer shapes.
- ☐ Internet and e-mail practical.

## **13. Learning MS-POWER POINT.**

## SEMESTER-II

### BHMC-201: ENVIRONMENTAL SCIENCES

#### TEACHING AND EXAMINATION SCHEME:

Teaching Scheme			Credits	Marks			Duration of End Semester Examination
L	T	P/D	C	Sessional	End Semester Exam	Total	
2	-	-	2	40	60	100	3 hrs

#### COURSE CONTENTS:

Unit	Contents	No. of hours
<b>I</b>	The multi-disciplinary nature of environmental studies definition, scope and importance, need for public awareness. environmental pollution: causes, effects and control measures of :-air pollution: water pollution, soil pollution, marine pollution, noise pollution, thermal pollution, nuclear hazards, <b>Solid waste Management</b> : Causes, effects and control measures of urban and industrial wastes. Role of an individual in prevention of pollution. Pollution case studies. <b>Disaster management</b> : floods, earthquake, cyclone and landslides.	<b>12</b>
<b>II</b>	<b>Natural Resources: Renewable and non-renewable resources-</b> Natural resources and associated problems. <b>Forest resources:</b> Use and over-exploitation, deforestation, case studies. Timber extraction, mining, dams and their effects on forests and tribal people. <b>Water resources:</b> Use and over-Utilization of surface and ground water, floods, drought, conflicts and water, dams-benefits and problems. <b>Mineral resource:</b> Use and exploitation, environmental effects of extracting and using mineral resources, case studies. <b>Food resources:</b> World food problems, changes caused by agriculture and overgrazing, effects of modern agriculture, fertilizer-pesticide problems, water logging, salinity, case studies. <b>Energy resources:</b> Growing energy needs, renewable and non renewable energy sources, use of alternate energy sources. Case studies. <b>Land resources:</b> Land as a resource, land degradation, man induced landslides, soil erosion and desertification. Role of an individual in conservation of natural resources. Equitable use of resources for sustainable lifestyles.	<b>12</b>
<b>III</b>	<b>Ecosystems:</b> Concept of an ecosystem, Structure and function of an ecosystem, Producers, consumers and decomposers, Energy flow in the ecosystem, Ecological succession, Food chains, food webs and ecological pyramids, Introduction, types, characteristic features, <b>structure and function of the following ecosystem:</b> Forest ecosystem, Grassland ecosystem, Desert	<b>12</b>

	ecosystem, Aquatic ecosystems (ponds, streams, lakes, rivers, oceans, estuaries).	
<b>IV</b>	<p><b>Biodiversity and its conservation:</b> Introduction – Definition: genetic, species and ecosystem diversity. Bio-geographical classification of India Value of biodiversity: consumptive use, productive use, social, ethical, aesthetic and option values Biodiversity at global, National and local levels. India as a mega-diversity nation, Hot-spots of biodiversity, <b>and Threats to biodiversity:</b> habitat loss, poaching of wildlife, man-wildlife conflicts, Endangered and endemic species of India, Conservation of biodiversity: In-situ conservation of biodiversity. <b>Social Issues and the Environment:</b> From Unsustainable to Sustainable development, Urban problems related to energy, Water conservation, rain water harvesting, watershed management, <b>Resettlement and rehabilitation of people:</b> its problems and concerns. Case studies. <b>Environmental ethics:</b> Issues and possible solutions. Climate change, global warming, acid rain, ozone layer depletion, nuclear accidents and holocaust. Case studies. Wasteland reclamation, Consumerism and waste products, Environment Protection Act., Air (Prevention and Control of Pollution) Act, Water (Prevention and control of Pollution) Act, Wildlife Protection Act, Forest Conservation Act, Issues involved in enforcement of environmental legislation.</p>	<b>12</b>

**Text Books:**

- 1. Environmental Studies-** Erach Bharucha.
- 2. A TextBook of Environmental Sciences-** Arvind Kumar.

**TEACHING AND EXAMINATION SCHEME:**

Teaching Scheme			Credits	Marks			Duration of End Semester Examination
L	T	P/D	C	Sessional	End Semester Exam	Total	
2	-	-	2	40	60	100	3 hrs

**COURSE CONTENTS:**

Unit	Contents	No. of hours
<b>I</b>	<b>Importance of Hygiene:</b> The place of hygiene in the catering industry; Personal hygiene for staff members in the food production areas and those coming in contact with the guest.	<b>8</b>
<b>II</b>	<b>Proper care and hygiene:</b> Meaning of food poisoning in food & water; Borne disease; Moulds; Yeast. Bacteria & transfer of bacteria. Food sanitation.	<b>7</b>
<b>III</b>	<b>Hygienic food handling:</b> High Risk Foods; Preventing Contamination; Temperatures Control; Storage of food; Food hygiene regulations.	<b>7</b>
<b>IV</b>	<b>Cleaning methods :</b> Design of premises and equipment in the kitchen; Cleaning and Disinfection; Cleaning Agents; Water Detergents; Abrasives; Disinfectants etc.; Cleaning schedules; PEST Control; Waste Disposal.	<b>8</b>

**Text Books:**

- 1. Food Hygiene for Food Handlers** – Trickett Jill.
- 2. The Science of Catering** – J A Stretch & H A Southgate.
- 3. Success in Principals of Catering** – Michael Colleer & Colin Sussams.

**BHMC-203: ACCOUNTING FOR MANAGERS****TEACHING AND EXAMINATION SCHEME:**

Teaching Scheme			Credits	Marks			Duration of End Semester Examination
L	T	P/D	C	Sessional	End Semester Exam	Total	
2	-	-	2	40	60	100	3 hrs

**COURSE CONTENTS:**

Unit	Contents	No. of hours
<b>I</b>	Introduction to Accounting: Meaning and Definition, Types and Classification, Principles of accounting, Systems of accounting, Generally Accepted Accounting Principles (GAAP). Primary and Secondary Books. Bank Reconciliation Statement: Meaning, Reasons for difference in Pass Book and Cash Book Balances, Preparation of Bank Reconciliation Statement (No Practical's). Trial balance: Meaning, method, advantage, limitations.	<b>8</b>
<b>II</b>	Final Accounts: Meaning, Procedure for preparation of Final Accounts, Difference between Trading Accounts, Profit & Loss Accounts and Balance Sheet, Adjustments (Only four): Closing Stock, Pre-paid Income and Expenses, Outstanding Income and Expenses, Depreciation. Capital and Revenue Expenditure: Meaning, Definition of Capital and Revenue Expenditure, Income and Expenditure Account, Receipt and Payment Account.	<b>12</b>
<b>III</b>	Cost Accounting, Cost Sheet/Tender/Marginal Costing & Break even Analysis, Budgetary Control.	<b>9</b>
<b>IV</b>	Financial Management – Meaning, aims, Nature, Scope, Objectives and functions of financial management. Sources of finance. Working Capital Management- Significance Classification, Factors affecting working capital requirement.	<b>8</b>

**Text Books:**

1. Pandey, I.M., **Financial Management**, Vikas Publishing, New Delhi.
2. Khan, M.Y., **Financial Management**, Tata Mc. Grand Hill Publishing Co. Ltd., New Delhi.
3. Gupta, R.L., **Booking keeping & Accounting**, Sultan Chand, New Delhi.
4. Grewal T.S., **Introduction to Accounting**, S. Chand.
5. Khan and Jain, **Cost Accountancy**, Tata Mc Graw Hill.

**TEACHING AND EXAMINATION SCHEME:**

Teaching Scheme			Credits	Marks			Duration of End Semester Examination
L	T	P/D	C	Sessional	End Semester Exam	Total	
2	-	-	2	40	60	100	3 hrs

**COURSE CONTENTS:**

Unit	Contents	No. of hours
<b>I</b>	<b>Food commodities:</b> Classification with examples and uses in Cookery; Game-meaning- types with examples; Fruits- kinds with examples.; Nuts- names of nuts commonly used in cooking.; Cream- types, description and their uses; Yogurt- types; Cereals- types and uses.; Pulses used in Indian cooking; Herbs- uses of herbs; Spices & condiments- uses of different spices and condiments; Coloring and Flavoring Agents: Name, Types.	<b>12</b>
<b>II</b>	<b>Basic Indian Masalas &amp; Gravies:</b> Garam masala, pulao masala, curry powder, sambhar powder, rasam powder, chaat masala, tandoori marination white, red, green and yellow gravies. <b>Indian Regional Cuisine:</b> A detailed study on North and South Indian Regional Cuisine: Goa, Kashmir, Andhra Pradesh, Karnataka, Tamil Nadu, Bengal, Assam, Gujarat, Punjab, Rajasthan etc., as regarding ingredients used, traditional preparation methods, utensils and accompaniments.	<b>12</b>
<b>III</b>	<b>Meat Cookery:</b> Fish -classification with examples selection & cuts of fish, cooking of fish; Poultry- selection of poultry classification bases on size, uses of each type; Butchery -selection, cuts size and uses of lamb, mutton, beef, veal & pork; Bacon, Ham, Gammon and Steaks -Description of steaks from sirloin & fillet.	<b>12</b>
<b>IV</b>	<b>Vegetable Cookery:</b> Vegetables -classification of vegetables, importance of vegetables in diet, cooking of vegetables; Retention of color, flavor, and nutrients while cooking; Potatoes - styles of presenting potatoes and their description; Storage -Principles of Vegetable Storage. <b>Quantity Food Production:</b> Introduction to Large scale commercial cooking; Layout of a large kitchen, staff hierarchy and production workflows.	<b>12</b>

**Text Books:**

1. **Theory of Cookery** – Krishna Arora.
2. **Modern Cookery** – Thangam Philip.
3. **Larousse Gastronomique** – Montagne
4. **Professional Chef** – Arvind Saraswat.

**BHMC-205: FOUNDATION COURSE IN FOOD & BEVERAGE SERVICE-II****TEACHING AND EXAMINATION SCHEME:**

Teaching Scheme			Credits	Marks			Duration of End Semester Examination
L	T	P/D	C	Sessional	End Semester Exam	Total	
2	-	-	2	40	60	100	3 hrs

**COURSE CONTENTS:**

Unit	Contents	No. of hours
<b>I</b>	<b>Room Service:</b> Introduction, General principles, loopholes and pitfalls to be avoided; Cycle of service, scheduling and staffing; Room service menu planning; Forms and formats; Order taking, thumb rules; Telephone etiquettes, noting orders, suggestive selling and breakfast cards; Layout and setup of common meals, use of technology for better room service; Time management – lead time from order taking to clearance	<b>8</b>
<b>II</b>	<b>Types of Beverages:</b> Classification. Alcoholic Beverages: Introduction, definition and classification of wines; Classification; Viticulture and viticulture methods; Vinification – Still, Sparkling, Aromatized and Fortified wines; Vine diseases; Wines – France, Italy, Spain, Portugal, South Africa, Australia, India and California; Food and wine harmony; Wine glasses and equipment; Storage and service of wine.	<b>12</b>
<b>III</b>	<b>Beers:</b> Introduction; Ingredients used; Production; Types and Brands, Indian and international; Service of bottled, canned and draught beers. <b>Other Fermented and Brewed Beverages:</b> Sake; Cider; Perry; Alcohol free wines.	<b>9</b>
<b>IV</b>	<b>Table Cheeses:</b> Introduction; Types; Production; Brands and Service; Storage.	<b>8</b>

**Text Books:**

1. **Food & Beverage service** – Denis Lillicrap.
2. **Food & Beverage Service** – Vijay Dhawan.
3. **Food & beverage Service-** Rao J Suhas.

**TEACHING AND EXAMINATION SCHEME:**

Teaching Scheme			Credits	Marks			Duration of End Semester Examination
L	T	P/D	C	Sessional	End Semester Exam	Total	
2	-	-	2	40	60	100	3 hrs

**COURSE CONTENTS:**

Unit	Contents	No. of hours
<b>I</b>	<b>Housekeeping Supervision:</b> Importance of Inspection; Checklist for Inspection; Typical Areas usually neglected where special attention is required; Self Supervision Techniques for Cleaning Staff; Degree of Discretion / Delegation to Cleaning Staff.	<b>8</b>
<b>II</b>	<b>Linen / Uniform / Tailor Room:</b> Layout; Types of Linen, Sizes, and Linen Exchange Procedure; Selection of Linen; Storage Facilities and Conditions; Par Stock : Factors affecting Par Stock, Calculation of Par Stock; Discard Management; Linen Inventory System; Uniform Designing : Importance, Types, Characteristics, Selection, Par Stock; Function of Tailor Room; Managing Inventory; Par level of linen, uniform, guest loan items, machines & equipment, cleaning supplies & guest supplies; Indenting from stores.	<b>12</b>
<b>III</b>	<b>Cleaning Procedure &amp; frequency schedules:</b> GUEST ROOM: Prepare to clean; Clean the guest room (bed making); Replenishment of Supplies & linen; Inspection; Deep cleaning; Second service; Turn down service. PUBLIC AREA: Lobby, Lounge, Corridors, Pool area, Elevators, Health club, F&B outlet, Office areas; V.I.P Handling. Special Cleaning Programme: Daily, Weekly, Fortnightly and Monthly Cleaning; Routine cleaning, spring cleaning, deep Cleaning.	<b>9</b>
<b>IV</b>	<b>Floor Operations:</b> Rules on the Guest Floor; Key Handling Procedure - types of keys (grand master, floor master, sub master or section or pass key, emergency key, room keys, offices and store keys), computerized key cards, key control register- issuing, return, changing of lock, key belts, unusual occurrences; Cleaning of Different Types of Floor Surfaces; Special Services - baby sitting, second service, freshen up service, valet service. <b>Care and Cleaning of Metals:</b> Brass, Copper, Silver, EPNS, Bronze, Gun Metal, Chromium pewter, Stainless Steel, Types of tarnish, cleaning agents and methods used.	<b>8</b>

**Text Books:**

1. Hotel housekeeping Training.

2. **Manual** – Sudhir Andrews.
3. **Housekeeping for Hotels, Hostels and Hospitals** – Grace Brigham.
4. **Hotel Hostel and Hospital Housekeeping** – Joan C Branson & Margaret Lennox (ELST).
5. **Managing Housekeeping Operations** – Margaret Kappa & Aleta Nitschke.
6. **Hotel House Keeping** – Sudhir Andrews (Tata McGraw Hill).
7. **The Professional Housekeeper** – Tucker Schneider, VNR.

**TEACHING AND EXAMINATION SCHEME:**

Teaching Scheme			Credits	Marks			Duration of End Semester Examination
L	T	P/D	C	Sessional	End Semester Exam	Total	
2	-	-	2	40	60	100	3 hrs

**COURSE CONTENTS:**

Unit	Contents	No. of hours
<b>I</b>	<b>Tariff Structure:</b> Tariff Structure, Rack Rate, Discounted rates, Tariff card and its use, Hotel Day rate, Basis of Charging Room Rent, Various factors affecting Room rent, Fixing Room Tariffs through Cost based pricing & Market based pricing, Rule of Thumb, Hubbart formula. Front Office Coordination, Meal Plans, and Type of Guests. Role of Tour operators and Travel agents in hotel business, Meal Plans –Type, needs and use of such plans, Type of Guests – FIT, VIP, CIP, GIT, Business travellers, Special interest tours, domestic, foreigner etc, Front Office coordination with different departments in hotels.	<b>8</b>
<b>II</b>	<b>Guest Cycle and Reservations:</b> Introduction to guest cycle – Pre arrival, Arrival, During guest stay, Departure and After departure, Reservation and its importance, Basic tools of reservation – Room Status Board, ALC, DCC with formats, Handling reservation and reservation form with formats, Modes of Payment while reservation - an introduction, Sources of Reservation, Systems of Reservation, Types of Reservations, Cancellations and Amendments, , Reservation reports and statistics. Overbooking, Upselling, No show, Walk-in guest, scanty baggage, stay over, over stay, under stay, early arrival, turn away, time limit, overstay etc.	<b>12</b>
<b>III</b>	<b>Registration:</b> Registration and its importance, Types of registration records – Bound book register, loose leaf register and Guest Registration Card (GRC) and their formats. Guest Handling , Pre registration activities, Procedure of Guest Handling – Pre arrival, On Arrival and Post Arrival procedures, Handling reserved guests, Procedure for Handling Free Individual Traveller (FIT),Chance guests, VIP, Group arrival, Foreigner guest ( C-forms, Foreign currency exchange), Single Lady guest, Corporate guest, Layover passenger, Check-in for guest holding Discount voucher, Turn-away guest.	<b>9</b>
<b>IV</b>	<b>Front Desk Functions:</b> Procedure for Room Assignment, Room not clear, Wash and Change Room, Complimentary stay, Suite Check-in, Upgrading a guest, Downgrading a guest, Handling request for Late Check-out, Precautions for	<b>8</b>

	Scanty Baggage guest, Guest Stationery, Handling request for Rental Equipment, Up selling, Material Requisition, Shift Briefing, Morning and Afternoon Shift Handover, Night Shift Handover, Guest Relations, Courtesy Calls, Room amenities for Corporate/VVIP/CIP guest, Handling Awkward guests, Room Change Procedure, Handling Mails, Message and Paging, Key control procedures.	
--	--	--

**Text Books:**

1. **Front Office training manual-** Sudhir Andrews
2. **Front office operations and management** – Jatashankar R. Tewari
3. **Front Office Operations** – Colin Dix, Chris Baird
4. **Professional Hotel Front Office Management** – Anutosh Bhakta
5. **Hotel Front Office Management** – James. A. Bardi
6. **Front Office Operations and Management** – Ahmed Ismail (Thompson Delmar)

**TEACHING AND EXAMINATION SCHEME:**

Teaching Scheme			Credits	Marks			Duration of End Semester Examination
L	T	P	C	Sessional	End Semester Exam	Total	
-	-	4	2	20	30	50	3 hrs

1. **Regional Cookery:** To formulate 20 sets of menus form the following dishes and to include more dishes from respective regions:

- Awadh
- Bengal
- Goa
- Gujrat
- Hyderabad
- Kashmiri
- Maharastra
- Punjabi
- Rajasthan
- South India(Tamilnadu,karnatka,Kerla)

2. **Bakery:**

- Simple Breads: Bread rolls, loaf.
- Simple Cakes: Sponge, Genoise, Fatless, Swiss roll, Fruit cake, Rich Cake Madiera Cake.
- Pastry: Short crust ( Jam Tarts, Turn overs), Laminated ( Palmiers, Khara Biscuit), Danish Pastry, Choux Pastry ( Eclairs, Profit rolls).
- Simple cookies: Nan Khatai, Golden Goodies, Melting moments, Swiss tarts, tri colour Biscuits,Chocolate chips Biscuits, chocolate cream fingers, bachelors buttons.

**TEACHING AND EXAMINATION SCHEME:**

Teaching Scheme			Credits	Marks			Duration of End Semester Examination
L	T	P	C	Sessional	End Semester Exam	Total	
-	-	4	2	20	30	50	3 hrs

**List of Practicals:**

1. Room service tray and trolley lay – up and service.
2. Room service amenities, Set-up in rooms.
3. Functional and floor layouts for room service.
4. Conducting briefing and de-briefing for F&B Outlets.
5. Beverage order-taking.
6. Service of Beer, Sake, and Other fermented and brewed beverages.
7. Service of sparkling, aromatized, fortified, still wines.
8. Table set-up with wines on the menu.

**BHMC-210: FOUNDATION COURSE IN ACCOMMODATION OPERATIONS-II LAB****TEACHING AND EXAMINATION SCHEME:**

Teaching Scheme			Credits	Marks			Duration of End Semester Examination
L	T	P	C	Sessional	End Semester Exam	Total	
-	-	2	1	20	30	50	3 hrs

**List of Practicals:**

1. Identification of Cleaning Equipments (Manual and Mechanical).
2. Scrubbing – Polishing – Wiping – Washing – Rinsing - Swabbing – Sweeping – Mopping – Brushing – Buffing.
3. Handling Different Types of Fabrics.
4. Use of Abrasives, Polishes / Chemical Agents.
5. Room Attendant Trolley / Maid's Cart.
6. Bed Making.
7. Turndown Service.
8. Cleaning of Guestroom.
9. Cleaning of Public Area.
10. Brass Polishing / Silver Polishing.
11. Cleaning of Guestroom.
12. Cleaning of Public Area.
13. Forms and Formats related.

**TEACHING AND EXAMINATION SCHEME:**

Teaching Scheme			Credits	Marks			Duration of End Semester Examination
L	T	P	C	Sessional	End Semester Exam	Total	
-	-	2	1	20	30	50	3 hrs

**List of Practicals:**

1. Welcoming/Greeting of guest.
2. Providing Information to the Guest.
3. Telephone handling, How to handle enquiries.
4. Suggestive selling.
5. Filling up of various Forms and Formats.
6. Registrations: FIT, VIP, Corporate, Groups/Crew.
7. Security Deposit Box Handling.
8. Credit Card Handling Procedure.
9. Foreign Currency Exchange Procedure.
10. Introduction to PMS:
  - Hot function keys
  - Create and update guest profiles
  - Make FIT reservation
  - Send confirmation letters
  - Printing registration cards
  - Make an Add-on reservation
  - Amend a reservation
  - Cancel a reservation-with deposit and without deposit
  - Log onto cashier code
  - Process a reservation deposit
  - Pre-register a guest
  - Put message and locator for a guest
  - Put trace for guest
  - Check in a reserved guest
  - Check in day use
  - Check –in a walk-in guest
  - Maintain guest history
  - Issue a new key
  - Verify a key

- Cancel a key
- Issue a duplicate key
- Extend a key
- Re-programme keys
- Programme one key for two rooms

### SEMESTER-III

#### BHMC-301: INDUSTRIAL TRAINING REPORT (20 Weeks)

##### TEACHING AND EXAMINATION SCHEME:

Teaching Scheme			Credits	Marks			Duration of End Semester Examination
L	T	P	C	Sessional	End Semester Exam	Total	
-	-	-	10	-	-	100	3 hrs

**Course Objectives:** Objective of industrial 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.

- 1) Attendance in the 3<sup>rd</sup> Semester would be calculated on the basis of feedback given by Hotels. Industrial Training will require an input of 120 working days i.e. (20 weeks x 06 days = 120 days). A student can avail leave to a maximum of 15% (15 days) only with prior permission of the hotel authorities. Similarly, the institute Director can condone an additional 10% (10 days) on production of a medical certificate.
  - (a) Students who are unable to complete a **minimum of 45 days** of Industrial Training would be disallowed from appearing in the term end examinations as per University Rules.
  - (b) Students who complete **more than 45 days of industrial** training but are unable to complete **75 days** due to medical reasons may complete the rest of the training during the summer vacation. Such students will be treated as 'absent' in Industrial Training and results declared as per University Examination Rules.
- 2) For award of marks, 20% marks of IT 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 from all the four departments of the hotel for submission to the institute at the end of Industrial Training. For the remaining 80% marks, students would be assessed on the basis of seminar/presentation before a select panel. The presentation would be limited to only one key area of the student's interest. A hard copy of the report will also have to be submitted to the panel.
- 3) Responsibilities of institute, hotel and the student/trainee with aims & objectives have been prescribed for adherence. 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.
- 4) There will be no inter change of candidates from one batch to another i.e. winter batch to summer batch and vice versa.

**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 and maintain high standards and quality of work.
- 5 Should interact 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 HOD's 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 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, handover all the reports, appraisals, 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 regularly 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 the appraisals, attendance, marks, logbook and training report.
- 9 Should ensure that change of Industrial Training hotel is not permitted once the student has been interviewed, selected and has accepted the offer.
- 10 Should ensure that change of Industrial Training batch is not permitted.
- 11 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. Since the chances of building successful careers in the industry will decline, the trainees will leave in hope of finding other

opportunities. If on the other hand, first managers/supervisors help trainees achieve maximum potential, they will build the foundations for a successful career.

**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 co-ordinate 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 book etc.
- 8 Should inform the institute about truant trainees.
- 9 Should allow the students to interact with the guest.
- 10 Should specify industrial training's "Dos and Don'ts" for the trainee.
- 11 Should ensure issue of completion certificate to trainees on the last day of training.

**Industrial Training (Performance Appraisal)**

University Institute of Hotel Management & Tourism Panjab University

Name of Student: \_\_\_\_\_

RollNo: \_\_\_\_\_

Name of the Hotel: \_\_\_\_\_

Duration: 5 weeks (30 working days)

From: \_\_\_\_\_ to: \_\_\_\_\_

**Department: F&B / FP / HK / FO and Other ancillary Departments**

<b>Appearance</b>		
Immaculate Appearance, Spotless uniform, Well groomed hair, Clean nails & hands		5
Smart Appearance, Crisp uniform, Acceptable hair, Clean nails and hands		4
Well Presented, Clean Uniform, Acceptable hair, Clean nails & hands		3
Untidy hair, Creased ill kept uniform, Hands not clean at times		2
Dirty / disheveled, Long / unkempt hair, Dirty hands & long nails		1
<b>Punctuality / Attendance ( ____ days present out of 30 days)</b>		
On time, Well Prepared, Ready to commence task, Attendance Excellent	100%	5
On time, Lacks some preparation but copes well, Attendance Very good	90%	4
On time, Some disorganized aspects-just copes, Attendance Regular	80%	3
Occasionally late, Disorganized approach, Attendance irregular	60%	2
Frequently late, Not prepared, Frequently absent without excuse	50%	1
<b>Ability to Communicate (Written / Oral)</b>		
Very confident, demonstrates outstanding confidence & ability both spoken/written		5
Confident, Delivers information		4
Communicates adequately, but lacks depth and confidence		3
Hesitant, lacks confidence in spoken / written communication		2
Very inanimate, unable to express in spoken or written work		1
<b>Attitude to Colleagues / Customers</b>		
Wins / retains highest regard from colleagues has an outstanding rapport with clients		5
Polite, considerate and firm, well liked.		4
Gets on well with most colleagues, Handles customers well.		3
Slow to mix, weak manners, is distant has insensitive approach to customers		2
Does not mix, relate well with colleagues & customers		1
<b>Attitude to Supervision</b>		
Welcomes criticism, Acts on it, very co-operative		5

Readily accepts criticism and is noticeably willing to assist others.		4
Accepts criticism, but does not necessarily act on it.		3
Takes criticism very personally, broods on it.		2
Persistently disregards criticism and goes own way.		1

<b>Initiative / Motivation</b>		
Very effective in analyzing situation and resourceful in solving problems	Demonstrates ambition to achieve Progressively.	5
Shows ready appreciation and willingness to tackle problems	Positively seeks to improve knowledge and performance	4
Usually grasps points correctly.	Shows interest in all work undertaken.	3
Slow on the uptake.	Is interested only in areas of work preferred.	2
Rarely grasps points correctly.	Lacks drive and commitment.	1
<b>Reliability / Comprehension</b>		
Is totally trust worthy in any working situation? Understands in detail, why and how the job is done.		5
Can be depended upon to identify work requirements and willing to complete them. Readily		4
Appreciates, how and why the job is done.		
Gets on with the job in hand. Comprehends, but doesn't fully understand work in hand		3
Cannot be relied upon to work without supervision. Comprehends only after constant explanation.		2
Requires constant supervision. Lacks any comprehension of the application.		1
<b>Responsibility</b>		
Actively seeks responsibility at all times.		5
Very willing to accept responsibility.		4
Accepts responsibility as it comes.		3
Inclined to refer matters upwards rather than make own decision.		2
Avoids taking responsibility.		1
<b>Quality of Work</b>		
Exceptionally accurate in work, very thorough usually unaided.		5

Maintains a high standard of quality	4
Generally good quality with some assistance.	3
Performance is uneven.	2
Inaccurate and slow at work.	1
<b>Quantity of work</b>	
Outstanding in output of work.	5
Gets through a great deal.	4
Output satisfactory.	3
Does rather less than expected.	2
Output regularly insufficient	1
Total.....	/50

Name of Appraiser: \_\_\_\_\_ Signature: \_\_\_\_\_

Designation of Appraiser: \_\_\_\_\_ Date: \_\_\_\_\_

Signature of Student: \_\_\_\_\_ Date: \_\_\_\_\_

## BHMC-302: INDUSTRIAL TRAINING LOGBOOK (20 WEEKS)

### TEACHING AND EXAMINATION SCHEME:

Teaching Scheme			Credits	Marks			Duration of End Semester Examination
L	T	P	C	Sessional	End Semester Exam	Total	
-	-	-	4	-	-	100	3 hrs

**Course Objectives:** Objective of industrial training Logbook is to make a written document in which the practical knowledge and skills that a student/trainee observes/acquires has to be listed in the logbook.

#### A trainee needs to do the following in the log book while on training

1. The training log book has to be filled on daily basis.
2. The day, date, time and department needs to be clearly mentioned on each page of the log book.
3. List down the daily tasks being performed by the trainee.
4. Enlist the difference between practical and theory.
5. Detail about new technological developments that are being used in the industry.
6. Give observations about guest handling during their shift hours.
7. Enlist the innovative methods of operations' that are being followed in the hotel.
8. Detail about the various procedures of doing a task while on shift.
9. Write down the various cleaning methods that are being followed in a hotel
10. Get the log book signed by the supervisor on daily basis

## BHMC-303: PRESENTATION AND VIVA VOCE

### TEACHING AND EXAMINATION SCHEME:

Teaching Scheme			Credits	Marks			Duration of End Semester Examination
L	T	P	C	Sessional	End Semester Exam	Total	
-	-	-	3	-	-	200	3 hrs

**Course Objectives:** Objective of viva voce is to evaluate the student and the end of their training by the external and internal examiners of the college.

The students will have to give a power point presentation in front of the external examiner. The power point presentation should include the details about hotel and its operational areas, and the student should mention their experiences and learning outcome of the training in the presentation. The student shall be evaluated on the following criteria

Content: the content of the presentation should be brief and self explanatory and should not have been copied from any other source. The content should address the key functional areas of the hotel.  
Consistency: the transition from one slide to other should be consistent and not scattered. There should be a proper flow of message in the presentation

Speaking skills: The criteria include: poise, clear articulation, proper volume, steady rate, good posture, eye contact, enthusiasm, and confidence.

Timeliness: The candidate will be given 10 minutes to make the presentation. This is the typical amount of time that can be expected before a external examiners

Question and answers: the candidate should be in a position to answer the queries of the examiners and during the viva voce session

## SEMESTER-IV

### BHMC-401: FOOD PRODUCTION OPERATIONS (THEORY)

#### TEACHING AND EXAMINATION SCHEME:

Teaching Scheme			Credits	Marks			Duration of End Semester Examination
L	T	P	C	Sessional	End Semester Exam	Total	
2	-	-	2	40	60	100	3 hrs

**Course Objectives:** This paper will give the basic knowledge of cooking to the beginners. They will get versed with different kinds of regional cuisines, quantity food cooking/ volume feeding, indenting, various equipment used.

**Evaluation:** The performance of the students will be evaluated on the basis of class participation, house tests, regularity and assignments carrying 40 percent of the total credit and rest through semester end examination of 3 hours duration.

**Instructions For Paper Setting:** The paper will be divided in two parts

Part A: There will be ten short answer questions covering whole syllabus of course. This part will be of 20 marks.

Part B: Students will have to attempt four questions in total, one question from each unit with one internal choice. All questions will carry equal marks (10 marks each). Each Unit will contain two questions and there may be short notes in these questions.

#### COURSE CONTENTS:

Unit	Contents
<b>I</b>	<b>Quantity Food Production Equipment:</b> Equipment required for mass/volume feeding, Heat and cold generating equipment, Care and maintenance of this equipment, Modern developments in equipment manufacture <b>Menu Planning:</b> Basic principles of menu planning – recapitulation, Points to consider in menu planning for various volume feeding outlets such as Industrial, Institutional, Mobile Catering Units, Planning menus for School/college students, Industrial workers, Hospitals, Outdoor parties, Theme dinners, Transport facilities, cruise lines, airlines, railway, Nutritional factors for the above
<b>II</b>	<b>Indenting:</b> Principles of Indenting for volume feeding, Portion sizes of various items for different types of volume feeding, Modifying recipes for indenting for large scale catering, Practical difficulties while indenting for volume feeding, <b>PLANNING:</b> Principles of planning for quantity food production with regard to Space allocation, Equipment selection, Staffing
<b>III</b>	<b>Volume Feeding:</b> Institutional and Industrial Catering, Types of Institutional & Industrial

	<p>Catering, Problems associated with this type of catering, Scope for development and growth, Hospital Catering, Highlights of Hospital Catering for patients, staff, visitors, Diet menus and nutritional requirements, Off Premises Catering, Reasons for growth and development, Menu Planning and Theme Parties Concept of a Central Production Unit Problems associated with off-premises catering Mobile Catering Characteristics of Rail, Airline (Flight Kitchens and Sea Catering) Branches of Mobile Catering, Quantity Purchase &amp; Storage, Introduction to purchasing, Purchasing system, Purchase specifications, Purchasing techniques, Storage</p>
<b>IV</b>	<p><b>Regional Indian Cuisine:</b> Introduction to Regional Indian Cuisine, Heritage of Indian, Cuisine, Factors that affect eating habits in different parts of the country, Cuisine and its highlights of different states/regions/communities To be discussed: Geographic location, Historical background, Seasonal availability, Special equipment, Staple diets, Specialty cuisine for festivals and special occasions</p> <p><b>States :</b></p> <p>Andhra Pradesh, Bengal, Goa, Gujarat, Karnataka, Kashmir, Kerala, Madhya Pradesh, Maharashtra, North Eastern States, Punjab, Rajasthan, Tamil Nadu and Uttar Pradesh/Uttaranchal</p> <p><b>Communities :</b></p> <p>Parsee, Chettinad, Hyderabadi, Lucknowi, Avadhi, Malbari/Syrian, Christian and Bohri</p> <p><b>Discussions :</b></p> <p>Indian Breads, Indian Sweets, Indian Snacks</p>

#### References:

- The Professional Pastry Chef, Fourth Edition By Bo Friberg Publisher: Wiley & Sons INC
- Theory of Cookery By K Arora, Publisher: Frank Brothers
- Accompaniments & Garnishes from waiter; Communicate: Fuller J. Barrie & Jenkins
- Bakery & Confectionery By S. C Dubey, Publisher: Society of Indian Bakers
- Modern Cookery (Vol-I) By Philip E. Thangam, Publisher: Orient Longman

## BHMC-402: FOOD & BEVERAGE SERVICE OPERATIONS (THEORY)

### TEACHING AND EXAMINATION SCHEME:

Teaching Scheme			Credits	Marks			Duration of End Semester Examination
L	T	P	C	Sessional	End Semester Exam	Total	
2	-	-	2	40	60	100	3 hrs

**Course Objectives:** The course aims to inculcate knowledge of food service principles, functions, and procedures among trainees. The students will be well versed with alcoholic beverages in detail.

**Evaluation:** The performance of the students will be evaluated on the basis of class participation, house tests, regularity and assignments carrying 40 percent of the total credit and rest through semester end examination of 3 hours duration.

**Instructions For Paper Setting:** The paper will be divided in two parts

Part A: There will be ten short answer questions covering whole syllabus of course. This part will be of 20 marks.

Part B: Students will have to attempt four questions in total, one question from each unit with one internal choice. All questions will carry equal marks (10 marks each). Each Unit will contain two questions and there may be short notes in these questions.

### COURSE CONTENTS:

Unit	Contents
<b>I</b>	<b>Alcoholic Beverage:</b> Introduction and definition, Production of Alcohol: Fermentation and Distillation Process, Classification with examples, <b>WINES:</b> Definition, History Classification with examples, Table/Still/Natural, Sparkling, Fortified, Aromatized, Production of each classification, Old World Wines: Principal wine regions wine laws, grape varieties, production and brand names ( France, Germany, Italy, Spain, Portugal) New World Wines Principal wine regions wine laws, grape varieties, production and brand names, (India, Chile, South Africa,, Algeria, New Zealand, USA, Australia), Food & Wine Harmony, Storage of wines, Wine terminology (English & French)
<b>II</b>	<b>Dispense Bar:</b> Introduction and definition, Bar layout – physical layout of bar, Bar stock – alcohol & non alcoholic beverages, Bar equipment <b>BEER:</b> Introduction & Definition, Types of Beer, Production of Beer, Storage,
<b>III</b>	<b>Spirits:</b> Introduction & Definition, Production of Spirit ( Pot-still method, Patent still method ) Production of Whisky, Rum, Gin, Brandy, Vodka, Tequila, Different Proof Spirits , American Proof, British Sikes Scale Gay - Lussac) OIML Scale
<b>IV</b>	<b>Aperitifs:</b> Introduction and Definition, Different types of Aperitifs Vermouth (Definition,

	Types & Brand names), Bitters (Definition, Types & Brand names) LIQUEURS: Definition & History, Production of Liqueurs, Broad Categories of Liqueurs (Herb, Citrus, Fruit/Egg, Bean & Kernel) , Popular Liqueurs (Name, colour, predominant flavour & country of origin)
--	---

### References:

- Food & Beverage Service - Dennis R.Lillicrap. & John .A. Cousins. Publisher: ELBS
- Food & Beverage Service Training Manual - Sudhir Andrews, Tata McGraw Hill. Food & Beverage Service Lillicrap & Cousins, Publisher: ELBS
- Modern Restaurant Service – John Fuller, Publisher: Hutchinson
- The Waiter Handbook By Grahm Brown, Publisher: Global Books & Subscription Services New Delhi

## BHMC-403: HUMAN VALUES AND PROFESSIONAL ETHICS

### TEACHING AND EXAMINATION SCHEME:

Teaching Scheme			Credits	Marks			Duration of
L	T	P	C	Sessional	End Semester Exam	Total	End Semester Examination
3	1	-	3	40	60	100	3 hrs

**Course Objectives:** The course aims to inculcate knowledge of food service principles, functions, and procedures among trainees. The students will be well versed with alcoholic beverages in detail.

**Evaluation:** The performance of the students will be evaluated on the basis of class participation, house tests, regularity and assignments carrying 40 percent of the total credit and rest through semester end examination of 3 hours duration.

**Instructions For Paper Setting:** The paper will be divided in two parts

Part A: There will be ten short answer questions covering whole syllabus of course. This part will be of 20 marks.

Part B: Students will have to attempt four questions in total, one question from each unit with one internal choice. All questions will carry equal marks (10 marks each). Each Unit will contain two questions and there may be short notes in these questions.

### COURSE CONTENTS:

Unit	Contents
<b>I</b>	<b>Introduction –Need, Basic Guidelines and Content</b> Understanding the need , basic guidelines, content and process for value Education; Self Exploration – What is it? – its content and process: ‘Natural Acceptance’ and Experiential Validation – as the mechanism for self explanation; Continuous Happiness and Prosperity – A look at basic Human Aspirations <b>Process for Value Education</b> Right Understanding, Relationship and Physical Facilities – basic requirements for fulfilment of aspirations of every human being with their correct priority; Understanding Happiness and prosperity correctly – A critical appraisal of the current scenario; Method to fulfil the above human aspirations; understanding and living in harmony at various levels
<b>II</b>	<b>Understanding Harmony in The Human Being</b> Understanding human being as a co-existence of the sentient ‘I’ and the material ‘Body’; Understanding the needs of Self ( ‘I’ ) and ‘Body’ – Sukh and Suvidha; Understanding the Body as an instrument of ‘I’ ( I being the doer, seer and enjoyer)
<b>III</b>	<b>Harmony in Myself</b> Understanding the characteristics and activities of ‘I’ and harmony in ‘I’; Understanding the

	harmony of I with the Body: Sanyam and Swasthya: correct appraisal of Physical needs, meaning of Prosperity in detail; Programs to ensure Sanyam and Swasthya – practice exercises and Case; Studies will be taken up in Practice Sessions
<b>IV</b>	Understanding Harmony in the Family and Society – harmony in Human - Human Relationship Understanding harmony in the family – the basic unit of human interaction; Understanding values in human relationship; meaning of Nyaya and Program for its fulfillment to ensure Ubhay-tripti; Trust (Vishwas) and Respect (Samman) as the foundational values of relationship.

#### References:

- Ivan Illich, 1974, Energy & Equity, The Trinity Press, Worcester, and Harper Collins, USA
- E.F. Schumacher, 1973, small is Beautiful; a study of economics as if people mattered, Blond & Briggs, Britain
- A Nagraj, 1998, Jeevan vidya to Na Prayanam, Hyderabad
- R. Pradeep Kumar, 2013, Jeevan Vidya to Na Prayanam, Hyderabad
- Susan George, 1976, How the other half Dies, Penguin Press, Reprinted 1986, 1991
- PL Dhar, RR Gaur, 1990, Science and Humanism, common wealth publishers
- A.N. Tripathy, 2003, Human values, New Age International Publishers
- Subhas Palekar, 2000, How to practice natural Farming, Pracheen (Vaidik) Krishi tantra shodh, Amravati
- Donella H. Meadows, Dennis L. Meadows, Jorgen Randers, William W. Behrens III, 1972,

## BHMC-404: ACCOMODATION OPERATIONS (THEORY)

### TEACHING AND EXAMINATION SCHEME:

Teaching Scheme			Credits	Marks			Duration of
L	T	P	C	Sessional	End Semester Exam	Total	End Semester Examination
2	-	-	2	40	60	100	3 hrs

**Course Objectives:** The course aims to inculcate knowledge of food service principles, functions, and procedures among trainees. The students will be well versed with alcoholic beverages in detail.

**Evaluation:** The performance of the students will be evaluated on the basis of class participation, house tests, regularity and assignments carrying 40 percent of the total credit and rest through semester end examination of 3 hours duration.

**Instructions For Paper Setting:** The paper will be divided in two parts

Part A: There will be ten short answer questions covering whole syllabus of course. This part will be of 20 marks.

Part B: Students will have to attempt four questions in total, one question from each unit with one internal choice. All questions will carry equal marks (10 marks each). Each Unit will contain two questions and there may be short notes in these questions.

### COURSE CONTENTS:

Unit	Contents
<b>I</b>	<b>Linen Room:</b> Activities of the Linen Room, Layout and equipment in the Linen Room, Selection criteria for various Linen Items & fabrics suitable for this purpose, Purchase of Linen, Calculation of Linen requirements, Linen control-procedures and records, Stocktaking-procedures and records, Recycling of discarded linen, Linen Hire
<b>II</b>	<b>Uniforms:</b> Advantages of providing uniforms to staff, Issuing and exchange of uniforms; type of uniforms, Selection and designing of uniforms, Layout of the Uniform room <b>Sewing Room:</b> Activities and areas to be provided, Equipment provided
<b>III</b>	<b>Laundry:</b> Commercial and On-site Laundry, Flow process of Industrial Laundering-OPL, Stages in the Wash Cycle, Laundry Equipment and Machines, Layout of the Laundry, Laundry Agents, Dry Cleaning, Guest Laundry/Valet service, Stain removal
<b>IV</b>	<b>Flower Arrangement:</b> Flower arrangement in Hotels, Equipment and material required for flower arrangement, Conditioning of plant material, Styles of flower arrangements, Principles of design as applied to flower arrangement <b>Indoor Plants:</b> Selection and care

**References:**

- Hotel Hostel and Hospital Housekeeping –by Joan C Branson & Margaret Lennox, ELBS with Holder & Stoughton Ltd.
- Hotel House Keeping a Training Manual by Sudhir Andrews, Tata McGraw Hill publishing company limited New Delhi.
- Hotel Housekeeping Operations & Management by Raghubalan, Oxford University Press.
- Management of Hotel & Motel Security (Occupational Safety and Health) by H. Burstein, CRC Publisher.
- Professional Management of Housekeeping Operations (II End.) by Robert J. Martin & Thomas J.A. Jones, Wiley Publications
- The Professional Housekeeper by Tucker Schneider, Wiley Publications
- Professional management of Housekeeping by Manoj Madhukar, Rajat Publications

## BHMC-405: FOOD & BEVERAGE CONTROL

### TEACHING AND EXAMINATION SCHEME:

Teaching Scheme			Credits	Marks			Duration of End Semester Examination
L	T	P	C	Sessional	End Semester Exam	Total	
2	-	-	2	40	60	100	3 hrs

**Course Objectives:** The course aims to inculcate knowledge of food service principles, functions, and procedures among trainees. The students will be well versed with alcoholic beverages in detail.

**Evaluation:** The performance of the students will be evaluated on the basis of class participation, house tests, regularity and assignments carrying 40 percent of the total credit and rest through semester end examination of 3 hours duration.

**Instructions For Paper Setting:** The paper will be divided in two parts

Part A: There will be ten short answer questions covering whole syllabus of course. This part will be of 20 marks.

Part B: Students will have to attempt four questions in total, one question from each unit with one internal choice. All questions will carry equal marks (10 marks each). Each Unit will contain two questions and there may be short notes in these questions.

### COURSE CONTENTS:

Unit	Contents
<b>I</b>	<b>Food Cost Control:</b> Introduction to Cost Control, Define Cost Control, The Objectives and Advantages of Cost Control, Basic Costing, Food Costing <b>Receiving Control :</b> Aims of Receiving, Job Description of Receiving Clerk/Personnel, Equipment required for receiving, Documents by the Supplier (including format), Delivery Notes, Bills/Invoices, Credit Notes, Statements, Records maintained in the Receiving Department, Goods Received Book, Daily Receiving Report, Meat Tags, Receiving Procedure, Blind Receiving, Assessing the performance and efficiency of receiving department, Frauds in the Receiving Department, Hygiene and cleanliness of area.
<b>II</b>	<b>Food Control Cycle:</b> Purchasing Control, Aims of Purchasing Policy, Job Description of Purchase Manager/Personnel, Types of Food Purchase, Quality Purchasing, Food Quality Factors for different commodities, Definition of Yield, Tests to arrive at standard yield, Definition of Standard Purchase Specification, Advantages of Standard Yield and Standard Purchase Specification, Purchasing Procedure, Different Methods of Food Purchasing, Sources of Supply, Purchasing by Contract, Periodical Purchasing, Open Market Purchasing, Standing Order Purchasing, Centralized Purchasing, Methods of Purchasing in Hotels, Purchase Order Forms, Ordering Cost, Carrying Cost, Economic Order Quantity, Practical

	Problems.
<b>III</b>	<p><b>Storing &amp; Issuing Control:</b> Storing Control, Aims of Store Control, Job Description of Food Store Room Clerk/personnel, Storing Control, Conditions of Facilities and Equipment, Arrangements of Food, Location of Storage Facilities, Security, Stock Control, Two types of Foods Received- direct stores (Perishables/non-perishables), Stock Records Maintained Bin Cards (Stock Record Cards/Books)</p> <p>Issuing Control: Requisitions, Transfer Notes, Perpetual Inventory Method, Monthly Inventory/Stock Taking, Pricing of Commodities, Stock taking and comparison of actual physical inventory and Book value, Stock levels, Practical Problems, Hygiene &amp; Cleanliness of area</p>
<b>IV</b>	<p><b>Prouction Control:</b> Aims and Objectives, Forecasting, Fixing of Standards, Definition of standards (Quality &amp; Quantity),Standard Recipe (Definition, Objectives and various tests),Standard Portion Size (Definition, Objectives and equipment used),Standard Portion Cost (Objectives &amp; Cost Cards) Computation of staff meals</p> <p><b>Sales Control:</b> Sales - ways of expressing selling, determining sales price, Calculation of selling price, factors to be considered while fixing selling price, Matching costs with sales, Billing procedure - cash and credit sales, Cashier's Sales summary sheet</p>

#### References:

- Food & Beverage Cost Control- Lea R Dopson, Wiley Publishers.
- Hotel & Catering Costing & Budgets, RD. Boardman, Publisher: Heinemann
- Introductory Foods. Hughes, D. and Bannion M.,The Macmillan Co. Ltd., New York
- Modern Cookery for Teaching and the Trade, Philip T.E., Vol-I, Orient Longman Ltd.,

## BHMC-406: FRONT OFFICE OPERATIONS

### TEACHING AND EXAMINATION SCHEME:

Teaching Scheme			Credits	Marks			Duration of End Semester Examination
L	T	P	C	Sessional	End Semester Exam	Total	
2	-	-	2	40	60	100	3 hrs

**Course Objectives:** The course aims to inculcate knowledge of food service principles, functions, and procedures among trainees. The students will be well versed with alcoholic beverages in detail.

**Evaluation:** The performance of the students will be evaluated on the basis of class participation, house tests, regularity and assignments carrying 40 percent of the total credit and rest through semester end examination of 3 hours duration.

**Instructions For Paper Setting:** The paper will be divided in two parts

Part A: There will be ten short answer questions covering whole syllabus of course. This part will be of 20 marks.

Part B: Students will have to attempt four questions in total, one question from each unit with one internal choice. All questions will carry equal marks (10 marks each). Each Unit will contain two questions and there may be short notes in these questions.

### COURSE CONTENTS:

Unit	Contents
<b>I</b>	<b>Computer Application in Front Office Operation:</b> Role of information technology in the hospitality industry, Factors for need of a PMS in the hotel, Factors for purchase of PMS by the hotel, Introduction to OPERA & Amadeus <b>CONTROL OF CASH AND CREDIT</b>
<b>II</b>	<b>Front Office (Accounting):</b> Accounting fundamentals, Guest and non guest accounts, Accounting system( Non automated, semi automated and fully automated)
<b>III</b>	<b>Check out Procedures:</b> Guest accounts settlement (Cash and credit, Indian currency and foreign currency, Transfer of guest accounts, Express check out) <b>Night Auditing:</b> Functions, Audit procedures (Non automated, semi automated and fully automated)
<b>IV</b>	<b>Front Office and Guest Safety and Security:</b> Importance of security systems, Safe deposit, Key control, Emergency situations (Accident, illness, theft, fire, bomb) FRENCH Expressions de politesse et les commander et Expressions d'encouragement, Basic conversation related to Front Office activities such as {Reservations (personal and telephonic), Reception (Doorman, Bell Boys, Receptionist etc.), Cleaning of Room & change of Room etc.}

**References:** Front Office Training manual – Sudhir Andrews. Publisher: Tata Mac Grew Hill, Managing Front Office Operations – Karsavina & Brooks Educational Institution HAMA, Front Office – operations and management – Ahmed Ismail (Thomson Delmar), Front office Operation Management- SKI Bhavnagar, Publisher: Frank Brothers, Managing Front Office Operations By Karsavina & Brooks, Hotel Front Office Management, 4th Edition by James Socrates Bard; Wiley International

## **BHMC-407: FOOD PRODUCTION OPERATIONS LAB (PRACTICAL)**

### **TEACHING AND EXAMINATION SCHEME:**

<b>Teaching Scheme</b>			<b>Credits</b>	<b>Marks</b>			<b>Duration of End Semester Examination</b>
<b>L</b>	<b>T</b>	<b>P</b>	<b>C</b>	<b>Sessional</b>	<b>End Semester Exam</b>	<b>Total</b>	
-	-	4	2	20	30	50	3 hrs

**Evaluation:** The performance of the students will be evaluated on the basis of class participation, house tests, regularity and assignments carrying 20 Percent of the total credit and rest through semester end examination of 4 hours duration.

This paper consist of Practical's of Food Production Operations of 50 Marks

To formulate 36 sets of menus from the following dishes and to include more dishes from the respective regions.

Maharashtra, Awadhi, Bengal, Goa, Punjabi, South India (Tamilnadu, Karnataka, Kerala), Rajasthan, Gujarat, Hyderabad, Kashmiri

Suggested Menus:

### **MAHARASTRIAN**

#### **MENU 01**

Masala Bhat, Kolhapuri Mutton, Batata Bhajee, Masala Poori, Koshimbir, Coconut Poli.

#### **MENU 02**

Moong Dal Khichdee, Patrani Macchi, Tomato Saar, Tilgul Chapatti, Amti, Basundi.

### **AWADHI**

#### **MENU 01**

Yakhni Pulao, Mughlai Paratha, Gosht Do Piazza, Badin Jaan, Kulfi with Falooda.

#### **MENU 02**

Galouti Kebab, bakarkhani, Gosht Korma, Paneer Pasanda, Muzzafar.

### **BENGALI**

#### **MENU 01**

Ghee Bhat, Macher Jhol, Aloo Posto, Misti Doi.

## MENU 02

Doi Mach, Tikoni Pratha, Baigun Bhaja, Payesh.

## MENU 03

Mach Bhape, Luchi, Sukto, Kala Jamun.

## MENU 04

Prawan Pulao, Mutton Vidalloo, Beans Foogath, Dodol.

## **GOAN**

### MENU 01

Arroz, Galina Xacutti, Toor Dal Sorak, Alle Belle.

### MENU 02

Coconut Pulao, Fish Caldeen, Cabbage Foogath, Bibinca.

## **PUNJABI**

### MENU 01

Rada Meat, Matar Pulao, Kadhi, Punjabi Gobhi, Kheer.

### MENU 02

Amritsari Macchi, Rajmah Masala, Pindi Chana, Bhaturas, Row Di Kheer.

### MENU 03

Sarson Da Saag, Makki Di Roti, Peshawari Chole, Motia Pulao, Sooji Da Halwa.

### MENU 04

Tandoori Roti, Tandoori Murg, Dal Makhani, Pudinia Chutny, Baingan Bhartha, Savian.

## **SOUTH INDIAN**

### MENU 01

Meen Poriyal, Curd Rice, Thoran, Rasam, Pal Payasam.

### MENU 02

Lime Rice, Meen Moilee, Olan, Malabari Pratha, Parappu Payasam.

## MENU 03

Tamarind Rice, Kori Gashi, Kalan, Sambhar, Savian Payasam.

## MENU 04

Coconut Rice, Chicken Chettinad, Avial, Huli, Mysore Pak.

## **RAJASTHANI**

### MENU 01

Gatte Ka Pulao, Lal Maas, Makki Ka Soweta, Chutny (Garlic), Dal Halwa.

### MENU 02

Dal Batti Churma, Besan Ke Gatte, Ratalu Ki Subzi, Safed Mass.

## **GUJRATI**

### MENU 01

Sarki, Brown Rice, Salli Murg, Gujrati Dal, Methi Thepla, Shrikhand.

### MENU 02

Gujrati Khichadi, Oondhiyu, Batata Nu Tomato, Osaman, Jeera Poori, Mohanthali.

## **HYDERABADI**

### MENU 01

Sofyani Biryani, Methi Murg, Tomato Kut, Hare Piaz ka Raita, Double Ka Meetha.

### MENU 02

Kachi Biryani, Dalcha, Mirchi Ka Salan, Mix Veg. Raita, Khumani Ka Meetha.

## **KASHMIRI**

Two menus may be formed out of the Dishes given as under:

Rice and Bread Preparations: Mutaegen, Pulao (Kashmiri), Plain Rice, Girdeh, Lawas

Meat Preparations: Gushtaba, Rista, Marchevangan korma, Macch Kofta, Yakhean Kaliya, Tabak

Maaz, Rogon Josh

Vegetables and Potato: Ruwangan chaman, Choek wangan, Chaman Qaliyan Alleh Yakhean, Dum

Aloo Kashmiri ,Nader Palak, Razma Gogji

Sweet Dishes: Kongeh Phirin (Sooji phirni with Saffron), Aae't phirin (Wheat Flour Phirni), Halwa

Chutneys: Mujeh cheten, Ganda Cheten, Dureen cheten, Aleh cheten (pumpkin chutney)

**Note: In addition to above each institute to formulate 08 (eight) set of regional menus including snacks, sweets etc.**

## BHMC-408: FOOD & BEVERAGE OPERATIONS LAB (PRACTICAL)

### TEACHING AND EXAMINATION SCHEME:

Teaching Scheme			Credits	Marks			Duration of End Semester Examination
L	T	P	C	Sessional	End Semester Exam	Total	
-	-	4	2	20	30	50	3 hrs

<b>01</b>	<p>Dispense Bar - Organizing Mise-en-place</p> <p>Task-01 Wine service equipment</p> <p>Task-02 Beer service equipment</p> <p>Task-03 Cocktail bar equipment</p> <p>Task-04 Liqueur / Wine Trolley</p> <p>Task-05 Bar stock - alcoholic &amp; non-alcoholic beverages</p> <p>Task-06 Bar accompaniments &amp; garnishes</p> <p>Task-07 Bar accessories &amp; disposables</p>
<b>02</b>	<p>Service of Wines</p> <p>Task-01 Service of Red Wine</p> <p>Task-02 Service of White/Rose Wine</p> <p>Task-03 Service of Sparkling Wines</p> <p>Task-04 Service of Fortified Wines</p> <p>Task-05 Service of Aromatized Wines</p> <p>Task-06 Service of Cider, Perry &amp; Sake</p>
<b>03</b>	<p>Service of Aperitifs</p> <p>Task-01 Service of Bitters</p> <p>Task-02 Service of Vermouths</p>
<b>04</b>	<p>Service of Beer</p> <p>Task-01 Service of Bottled &amp; canned Beers</p> <p>Task-02 Service of Draught Beers</p>
<b>05</b>	<p>Service of Spirits</p> <p>Task-01 Service styles - neat/on-the-rocks/with appropriate mixers</p>

	<p>Task-02 Service of Whisky</p> <p>Task-03 Service of Vodka</p> <p>Task- 04Service of Rum</p> <p>Task- 05 Service of Gin</p> <p>Task-06 Service of Brandy</p> <p>Task- 07 Service of Tequila</p>
<b>06</b>	<p>Service of Liqueurs</p> <p>Task-01 Service styles - neat/on-the-rocks/with cream/en frappe</p> <p>Task-02 Service from the Bar</p> <p>Task-03 Service from Liqueur Trolley</p>
<b>07</b>	<p>Wine &amp; Drinks List</p> <p>Task-01 Wine Bar</p> <p>Task-02 Beer Bar</p> <p>Task-03 Cocktail Bar</p>
<b>08</b>	<p>Matching Wines with Food</p> <p>Task-01 Menu Planning with accompanying Wines</p> <p><input type="checkbox"/> Continental Cuisine</p> <p><input type="checkbox"/> Indian Regional Cuisine</p> <p>Task-02 Table laying &amp; Service of menu with accompanying Wines</p> <p><input type="checkbox"/> Continental Cuisine</p> <p><input type="checkbox"/> Indian Regional Cuisine</p>

**BHMC-409: ACCOMMODATION OPERATIONS LAB – (PRACTICAL)****TEACHING AND EXAMINATION SCHEME:**

Teaching Scheme			Credits	Marks			Duration of
L	T	P	C	Sessional	End Semester Exam	Total	End Semester Examination
-	-	2	1	20	30	50	3 hrs

S.No.	Topic
01	Layout of Linen and Uniform Room/Laundry
02	Laundry Machinery and Equipment
03	Stain Removal
04	Flower Arrangement
05	Selection and Designing of Uniforms
06	Public Area Cleaning

## SEMESTER –V

### BHMC-501: FOOD PRODUCTION OPERATIONS-I

#### TEACHING AND EXAMINATION SCHEME:

Teaching Scheme			Credits	Marks			Duration of End Semester Examination
L	T	P	C	Sessional	End Semester Exam	Total	
2	-	-	2	40	60	100	3 hrs

**Course Objectives:** This paper will give the students the technical skills of cold kitchen of a hotel. The students will learn about Larder, Charcuterie and various kinds of cold meats that are used in food production.

**Evaluation:** The performance of the students will be evaluated on the basis of class participation, house tests, regularity and assignments carrying 40 percent of the total credit and rest through semester end examination of 3 hours duration.

**Instructions For Paper Setting:** The paper will be divided in two parts

Part A: There will be ten short answer questions covering whole syllabus of course. This part will be of 20 marks.

Part B: Students will have to attempt four questions in total, one question from each unit with one internal choice. All questions will carry equal marks (10 marks each). Each Unit will contain two questions and there may be short notes in these questions.

#### COURSE CONTENTS:

Unit	Contents	No. of hours
I	<b>Larder- Layout &amp; Equipment:</b> Introduction of Larder Work, Definition, Equipment found in the larder, Layout of a typical larder with equipment and various sections. <b>Terms &amp; Larder Control:</b> Common terms used in the Larder and Larder control, Essentials of Larder Control, Importance of Larder Control, Devising Larder Control Systems, Leasing with other Departments, Yield Testing, <b>Duties and Responsibilities of The Larder Chef:</b> Functions of the Larder, Hierarchy of Larder Staff, Sections of the Larder, Duties & Responsibilities of a larder Chef.	8
II	<b>Charcuterie:</b> Introduction to charcuterie, <b>SAUSAGES:</b> Types & Varieties, <b>CASINGS:</b> Types & Varieties, <b>FILLINGS:</b> Types & Varieties, Additives & Preservatives <b>FORCEMEATS:</b> Types of forcemeats, Preparation of forcemeats, Uses of forcemeats, <b>BRINES, CURES &amp; MARINADES:</b> Types of Brines,	12

	Preparation of Brines, Methods of Curing, Types of Marinades, Uses of Marinades ,Difference between Brines, Cures & Marinades, <b>HAM, BACON &amp; GAMMON:</b> Cuts of Ham, Bacon & Gammon, Differences between Ham, Bacon & Gammon Processing of Ham & Bacon, Green Bacon, Uses of different cuts, <b>GALANTINES:</b> Making of galantines, Types of Galantine Ballotines, <b>PATES:</b> Types of Pate, Pate de foie gras, Making of Pate, Commercial pate and Pate Maison Truffle - sources, Cultivation and uses and Types of truffle	
<b>III</b>	<p><b>Mouse &amp; Mousseline:</b> Types of mousse, Preparation of mousse, Preparation of mousseline, Difference between mousse and mousseline.</p> <p><b>Chaud Froid:</b> Meaning of Chaud froid, Making of chaud froid &amp; Precautions, Types of chaud froid ,Uses of chaud froid .</p> <p><b>Aspic &amp; Gelee:</b> Definition of Aspic and Gelee, Difference between the two, Making of Aspic and Gelee Uses of Aspic and Gelee.</p> <p><b>Quenelles, Parfaits, Roulades:</b> Preparation of Quenelles, Parfaits and Roulades</p> <p><b>Non Edible Displays:</b> Ice carvings, Tallow sculpture, Fruit &amp; vegetable Displays, Salt dough, Pastillage, Jelly Logo, Thermocol work</p>	<b>9</b>
<b>IV</b>	<p><b>Appetizers &amp; Garnishes-</b> Classification of Appetizers, Examples of Appetizers, Historic importance of culinary Garnishes, Explanation of different Garnishes.</p> <p><b>Sandwiches-</b> Parts of Sandwiches, Types of Bread, Types of filling: Classification, Spreads and Garnishes, Types of Sandwiches, Making of Sandwiches, Storing of Sandwiches.</p>	<b>8</b>

#### References:

- The Professional Chef (4th Edition) By Le Rol A.Polsom
- The Professional Pastry Chef, Fourth Edition By Bo Friberg Publisher: Wiley & Sons INC
- Theory of Catering By Kinton & Cessarani
- Theory of Cookery By K Arora, Publisher: Frank Brothers
- Accompaniments & Garnishes from waiter, Communicate: Fuller J. Barrie & Jenkins
- Bakery & Confectionery By S. C Dubey, Publisher: Society of Indian Bakers
- Modern Cookery (Vol-I) By Philip E. Thangam, Publisher: Orient Longman
- Practical Cookery By Kinton & Cessarani

## BHMC-502: FOOD & BEVERAGE SERVICE OPERATIONS-I

### TEACHING AND EXAMINATION SCHEME:

Teaching Scheme			Credits	Marks			Duration of
L	T	P	C	Sessional	End Semester Exam	Total	End Semester Examination
2	-	-	2	40	60	100	3 hrs

**Course: Course Objectives:** The course aims to inculcate knowledge of food service principles, functions, and procedures among students. The students will learn the importance, planning and execution of Food and beverage outlets

**Evaluation:** The performance of the students will be evaluated on the basis of class participation, house tests, regularity and assignments carrying 30 percent of the total credit and rest through semester end examination of 3 hours duration.

**Instructions For Paper Setting:** The paper will be divided in two parts

Part A: There will be ten short answer questions covering whole syllabus of course. This part will be of 30 marks.

Part B: Students will have to attempt four questions in total, one question from each unit with one internal choice. All questions will carry equal marks (10 marks each). Each Unit will contain two questions and there may be short notes in these questions.

### COURSE CONTENTS:

Unit	Contents	No. of hours
I	<b>Function Catering: - Banquets:</b> History, Types, Organisation of Banquet department, Duties & responsibilities, Sales, Booking procedure, Banquet menus. <b>Banquet Protocol:</b> Space Area requirement, Table plans/arrangement, Misc-en-place, Service, Toast & Toast procedures. <b>Informal Banquet:</b> Réception, Cocktail parties, Convention, Seminar, Exhibition, Fashion shows, Trade Fair, Wedding, Outdoor catering	8
II	<b>Function Catering:- Buffets:</b> Introduction, Factors to plan buffets, Area requirement, Planning and organization, Sequence of food, Menu planning, Types of Buffet, Display, Sit down, Fork, Finger, Cold Buffet, Breakfast Buffets, Equipment, Supplies, Check list	12
III	<b>Cocktails &amp; Mixed Drinks:</b> Definition and History, Classification, Parts, Methods of mixing, measures, pourers and pouring, Garnishes, Bar equipments, Cocktail glasses, Syrups and other non-alcoholic ingredients, Juices, Liqueurs in cocktails, service of cocktails.	9

	<b>Preparation and Service of Innovative Cocktails:</b> Infused drinks, Sour drinks, trendy drinks, long drinks, short drinks, cream drinks, wine based drinks, Hot drinks, Mocktails.	
<b>IV</b>	<b>Preparation And Service Of Classic Cocktails:</b> Martini - Dry & Sweet, Manhattan - Dry & Sweet, Mai Tai, LIIT, Mojito, Cosmopolitan, Caipirinha, Bellini, Mint Julep, Side Car, Tom Collins Gin FIZZ, Flips, Noggs, Champagne Cocktail, Between the Sheets, Daiquiri, Bloody Mary, Screw Driver, Tequilla Sunrise, Gin-Sling, Planters Punch, Singapore Sling, Pinacolada, Rusty Nail, Black Russian, Margarita, Gimlet - Dry & Sweet, Cuba Libre, Whisky Sour, Blue Lagoon, Harvey Wall Banger, Bombay Cocktail	<b>8</b>

### References:

- Food & Beverage Service - Dennis R.Lillicrap. & John .A. Cousins. Publisher: ELBS
- Food & Beverage Service Training Manual - Sudhir Andrews, Tata McGraw Hill. Food & Beverage Service Lillicrap & Cousins, ELBS
- Modern Restaurant Service – John Fuller, Hutchinson
- Professional Food & Beverage Service Management -Brian Varghese
- The Waiter Handbook By Grahm Brown, Publisher: Global Books

**BHMC-503: FRONT OFFICE MANAGEMENT-I****TEACHING AND EXAMINATION SCHEME:**

Teaching Scheme			Credits	Marks			Duration of End Semester Examination
L	T	P	C	Sessional	End Semester Exam	Total	
2	-	-	2	40	60	100	3 hrs

**Course Objectives:** The course aims to inculcate knowledge of food service principles, functions, and procedures among trainees. The students will be well versed with alcoholic beverages in detail.

**Evaluation:** The performance of the students will be evaluated on the basis of class participation, house tests, regularity and assignments carrying 40 percent of the total credit and rest through semester end examination of 3 hours duration.

**Instructions For Paper Setting:** The paper will be divided in two parts

Part A: There will be ten short answer questions covering whole syllabus of course. This part will be of 20 marks.

Part B: Students will have to attempt four questions in total, one question from each unit with one internal choice. All questions will carry equal marks (10 marks each). Each Unit will contain two questions and there may be short notes in these questions.

**COURSE CONTENTS:**

Unit	Contents	No. of hours
<b>I</b>	<b>Planning &amp; Evaluating Front Office Operations:</b> Setting Room Rates, (Details/Calculations thereof), Hubbart Formula, market condition approach & Thumb Rule, Types of discounted rates - corporate, rack etc. Forecasting techniques, Forecasting Room availability, Useful forecasting data (% of walking, % of overstay, % of under stay, )	<b>8</b>
<b>II</b>	Forecast formula, Types of forecast, Sample forecast forms, Factors for evaluating front office operations	<b>12</b>
<b>III</b>	<b>Budgeting:</b> Types of budget & budget cycle, Making front office budget, Factors affecting budget planning, Capital & operations budget for front office, Refining budgets, budgetary control, Forecasting room revenue, Advantages & Disadvantages of budgeting	<b>9</b>
<b>IV</b>	<b>Property Management System:</b> Fidelio / IDS / Shawman, Amadeus	<b>8</b>

**References:**

- Front Office training manual- Sudhir Andrews
- Front office operations and management – Jatashankar R. Tewari
- Front Office Operations – Colin Dix, Chris Baird
- Professional Hotel Front Office Management – Anutosh Bhakta
- Hotel Front Office Management – James. A. Bardi
- Front Office Operations and Management – Ahmed Ismail (Thompson Delmar)
- Front Office Operation Management – S. K. Bhatnagar
- Managing Front Office Operations – Micheal Kasavana and brooks
- Principles of Front Office Operations – Sue Baker & Jermy Huyton

**BHMC-504: ACCOMMODATION MANAGEMENT-I****TEACHING AND EXAMINATION SCHEME:**

Teaching Scheme			Credits	Marks			Duration of End Semester Examination
L	T	P	C	Sessional	End Semester Exam	Total	
2	-	-	2	40	60	100	3 hrs

**Course Objectives:** The course familiarizes students with the organization of housekeeping, its systems and functions. A blend of theory and practical will be used to develop sensitivity and high work ethics towards guest care and cleanliness.

**Evaluation:** The performance of the students will be evaluated on the basis of class participation, house tests, regularity and assignments carrying 30 percent of the total credit and rest through semester end examination of 3 hours duration.

**Instructions For Paper Setting:** The paper will be divided in two parts

Part A: There will be ten short answer questions covering whole syllabus of course. This part will be of 30 marks.

Part B: Students will have to attempt four questions in total, one question from each unit with one internal choice. All questions will carry equal marks (10 marks each). Each Unit will contain two questions and there may be short notes in these questions.

**COURSE CONTENTS:**

Unit	Contents	No. of hours
<b>I</b>	<b>Safety and Security:-</b> Work environment Safety and job safety analysis, Potential Hazards in Housekeeping, Safety awareness and accident prevention, slips and falls, Crime prevention and dealing with emergency situation, Thefts, First Aid,	<b>8</b>
<b>II</b>	<b>Interior Decoration:</b> Elements of design, Color and its role in décor, Types of color schemes, Windows and window treatment, Floor finishes, Carpets, Furniture and fittings, Accessories <b>Electricity and Lighting:</b> Fundamentals of electricity, Lighting and lighting fixtures, Types of lighting, Different lighting devices, Incandescent lamps, Fluorescent lamps and other gas discharged lamps, Illumination and units of illumination, External lighting, Safety in handling electrical equipment.	<b>12</b>
<b>III</b>	<b>Layout Of Guest Rooms:</b> Sizes of rooms, Sizes of furniture, Furniture arrangement, Principles of design, Refurbishing and redecoration	<b>9</b>
<b>IV</b>	<b>New Property Countdown</b>	<b>8</b>

**References:**

- Hotel Hostel and Hospital Housekeeping –by Joan C Branson & Margaret Lennox, ELBS with Hodder & Stoughten Ltd.
- Hotel House Keeping A Training Manual by Sudhir Andrews, Tata McGraw Hill publishing company limited New Delhi.
- Hotel Housekeeping Operations & Management by Raghubalan, Oxford University Press.
- Management of Hotel & Motel Security (Occupational Safety and Health) by H. Burstein, CRC Punlisher.
- Professional Management of Housekeeping Operations (II Edn.) by Robert J. Martin & Thomas J.A. Jones, Wiley Publications
- The Professional Housekeeper by Tucker Schneider, Wiley Publications
- Professional management of Housekeeping by Manoj Madhukar, Rajat Publications

## BHMC-505: FOOD & BEVERAGE MANAGEMENT -I

### TEACHING AND EXAMINATION SCHEME:

Teaching Scheme			Credits	Marks			Duration of End Semester Examination
L	T	P	C	Sessional	End Semester Exam	Total	
2	-	-	2	40	60	100	3 hrs

**Course Objectives:** The course helps the students to understand the cost dynamics and various measures and cost management which can be implemented to cut down on the cost of an institution.

**Evaluation:** The performance of the students will be evaluated on the basis of class participation, house tests, regularity and assignments carrying 40 percent of the total credit and rest through semester end examination of 3 hours duration.

**Instructions For Paper Setting:** The paper will be divided in two parts

Part A: There will be ten short answer questions covering whole syllabus of course. This part will be of 20 marks.

Part B: Students will have to attempt four questions in total, one question from each unit with one internal choice. All questions will carry equal marks (10 marks each). Each Unit will contain two questions and there may be short notes in these questions.

### COURSE CONTENTS:

Unit	Contents	No. of hours
I	<b>F &amp; B Management In Food And Beverage Operations:</b> Introduction ,Objectives of F&B Management, constraints of F&B Management ,Basic policies – Financial, Marketing and Catering ( Fast food and Popular catering, Industrial catering, School catering and Hospital catering)Organizing and Staffing ,Control and performance measurements, Approaches to quality management , Managing Quality	8
II	<b>Cost Dynamics:</b> Elements of cost, Classification of cost. <b>SALES Concepts:</b> Various sales concept, Uses of sales concept <b>Inventory Control:</b> Importance, Objectives, Methods, Levels and technique, Perpetual inventory, Monthly inventory, Pricing of commodities, Comparison of physical and perpetual inventory	12
III	<b>Beverage Control:</b> Purchasing, Receiving, Storing, Issuing, Production Control, Standard Recipe, Standard Portion Size, Bar Frauds, Books maintained, Beverage Control. <b>SALES CONTROL:</b> Procedure of Cash Control, Machine System, Electronic Cash Register, National Cash Register, Preset Machines,	9

	Point of Sale, Reports, Thefts, Cash Handling, BUDGETARY CONTROL: Define Budget, Define Budgetary Control, Objectives, Frame Work, Key Factors, Types of Budget, Budgetary Control	
<b>IV</b>	<p><b>Variance Analysis:</b> Standard cost, Standard costing, Cost variances, Material variances, Labor variances, Overhead variance, Fixed overhead variance, Sales variance, Profit variance.</p> <p><b>Breakeven Analysis:</b> Breakeven chart, P V Ratio, Contribution, Marginal cost, graphs.</p> <p><b>Menu Merchandising:</b> Menu control, Menu structure, Planning and pricing of menus, Types of menus, Menu as marketing tool, Layout, Constraints of menu planning. Management Information System: Reports, Statistical revenue report, cumulative and non-cumulative</p>	<b>8</b>

#### References:

- Text Book of Food and Beverage Management, by Sudhir Andrews, Tata Mc Graw Hill Education Private Limited New Delhi
- Food and Beverage Comprehensive Cost Control System Management, by Kamal Manaktola and Alok Prasad, Kanishka Publishers and Distributors New Delhi.
- Food and Beverage Management Cost Control, by Jagmohan Singh Negi, Kanishka Publishers and Distributor New Delhi.

**BHMC-506: HOTEL ENGINEERING****TEACHING AND EXAMINATION SCHEME:**

Teaching Scheme			Credits	Marks			Duration of End Semester Examination
L	T	P	C	Sessional	End Semester Exam	Total	
2	-	-	2	40	60	100	3 hrs

**Course Objectives:** The course aims at familiarizing the students with various equipments, their maintenance and other concepts of engineering with focus on 5 star hotels.

**Evaluation:** The performance of the students will be evaluated on the basis of class participation, house tests, regularity and assignments carrying 40 percent of the total credit and rest through semester end examination of 3 hours duration.

**Instructions For Paper Setting:** The paper will be divided in two parts

Part A: There will be ten short answer questions covering whole syllabus of course. This part will be of 20 marks.

Part B: Students will have to attempt four questions in total, one question from each unit with one internal choice. All questions will carry equal marks (10 marks each). Each Unit will contain two questions and there may be short notes in these questions.

**COURSE CONTENTS:**

Unit	Contents	No. of hours
<b>I</b>	<b>Maintenance:</b> Preventive and breakdown maintenance, comparisons, Roll & 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 Fuels used in catering industry: Types of fuel used in catering industry; calorific value; comparative study of different fuels, Calculation of amount of fuel required and cost	
<b>II</b>	<b>Electricity:</b> Fundamentals of electricity, insulators, conductors, current, potential difference resistance, power, energy concepts; definitions, their units and relationships, AC and DC; single phase and three phase and its importance on equipment specifications, Electric circuits, open circuits and close circuits, symbols of circuit elements, series and parallel connections, short circuit, fuses; MCB, earthing, reason for placing switches on live wire side, Electric wires and types of wiring, Calculation of electric energy consumption of equipment, safety precaution to be observed while using electric appliances. Types of lighting, different lighting devices, incandescent lamps, fluorescent lamps, other gas discharged lamps, illumination, and units of illumination. External lighting. Safety in handling electrical equipment.	

	<p><b>Water Systems:</b> Water distribution system in a hotel, Cold water systems in India, Hardness of water, water softening, base exchange method (Demonstration), Cold water cistern swimming pools, Hot water supply system in hotels, Flushing system, water taps, traps and closets.</p>	
III	<p><b>Refrigeration &amp; Air-Conditioning:</b> Basic principles, latent heat, boiling point 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. (Demonstration), Conditions for comfort, relative humidity, humidification, de-humidifying, dew point control, unit of air conditioning, Window type air conditioner, central air conditioning, preventive maintenance, Vertical transportation, elevators, escalators. Fire prevention and fire fighting system: Classes of fire, methods of extinguishing fires (Demonstration), Fire extinguishers, portable and stationery, Fire detectors and alarm, Course Curriculum: B.Sc. (Hospitality and Hotel Administration) University Institute of Hotel Management and Tourism, Panjab University, Chandigarh Automatic fire detectors cum extinguishing devices, Structural protection, Legal requirements Waste disposal and pollution control: Solid and liquid waste, sullage and sewage, disposal of solid waste, Sewage treatment, Pollution related to hotel industry, Water pollution, sewage pollution, Air pollution, noise pollution, thermal pollution, Legal Requirements</p> <p><b>Safety:</b> Accident prevention, Slips and falls, Other safety topics Security</p>	
IV	<p><b>Equipment Replacement Policy:</b> Circumstances under which equipment are replaced. Replacement policy of items which gradually deteriorates Replacement when the average annual cost is minimum, Replacement when the present cost is minimum, Economic replacement cycle for suddenly failing equipment Audio visual equipments: Various audio visual equipment used in hotel, Care and cleaning of overhead projector, slide projector, LCD and power point presentation units, Maintenance of computers:, Care and cleaning of PC, CPU, Modem, UPS, Printer, Laptops, Sensors – Various sensors used in different locations of a hotel – type, uses and cost effectiveness Contract maintenance: Necessity of contract maintenance, advantages and disadvantages of contract maintenance, Essential requirements of a contract, types of contract, their comparative advantages and disadvantages. Procedure for inviting and processing tenders, negotiating and finalizing</p>	

#### References:

- Text book of Hotel Maintenance, by N.C. Goyal & K.C. Arora, Standard Publishers

## BHMC-507: TOURISM CONCEPTS

### TEACHING AND EXAMINATION SCHEME:

Teaching Scheme			Credits	Marks			Duration of End Semester Examination
L	T	P	C	Sessional	End Semester Exam	Total	
2	-	-	2	40	60	100	3 hrs

**Course Objectives:** This course shall introduce learner to the growth of tourism industry and its development. The course also highlights the role of tourism for economic progress and its significance in global economy; Course discusses the global nature of tourism, tourism product and emerging trends in tourism industry. It also gives appreciation to tourism from future perspective.

**Evaluation:** The performance of the students will be evaluated on the basis of class participation, house tests, regularity and assignments carrying 40 percent of the total credit and rest through semester end examination of 3 hours duration

**Instructions For Paper Setting:** The paper will be divided in two parts

Part A: There will be ten short answer questions covering whole syllabus of course. This part will be of 20 marks.

Part B: Students will have to attempt four questions in total, one question from each unit with one internal choice. All questions will carry equal marks (10 marks each). Each Unit will contain two questions and there may be short notes in these questions.

### COURSE CONTENTS:

Unit	Contents	No. of hours
I	Historical development of global tourism, Advances in transportation, Concept of Tourism: Definition and meaning of tourist, traveller, visitor, excursionist & transit visitor, International tourist & Domestic Tourist, Typologies of Tourists.	
II	Concept of demand & supply in tourism, factors affecting demand and supply in tourism. Tourism product, Features of tourism product, Types of tourism product (TOPs, ROPs, BTEs), Difference of tourism product from other consumer products. Factors inhibiting growth of tourism.	
III	Status of Tourism: United Nations World Tourism Organisations (UNWTO) – Tourism highlights of recent years, Latest Tourism Statistics of India, Future tourism scenario (Global and Indian).	
IV	World Tourism Day: Background Concept, Themes, and Celebrations. Emerging tourism trends – Eco tourism, Green tourism, Alternate tourism, Heritage tourism, Sustainable tourism, Cultural tourism, Volunteer tourism.	

## References:

- Bhatia, A.K. *International Tourism: Fundamental and practice*, Delhi: Sterling.
- Hudman, E.L. and D.E. Hawkins, *Tourism in Contemporary Society: an introductory text*, New Jersey: Prentice Hall.
- Kamra, K.K. and M. Chand, *Basics of tourism: Theory operation and practice*, Delhi: Kanishka.
- Lundberg, D.E., *The Tourist Business*. New York: Van Nostrand.
- Reinhold Mill, R.C. and A.M. Morrison, *The Tourism System*, New Jersey: Prentice Hall
- McIntosh, Robert, W Goeldner, R Charles, *Tourism: Principles, Practices and Philosophies*. John Wiley and Sons Inc. New York 1990
- Seth P.N., *Successful Tourism Management*, Sterling Publisher: New Delhi

## BHMC-508: MANAGEMENT PRACTICES AND ORGANISATIONAL BEHAVIOUR

### TEACHING AND EXAMINATION SCHEME:

Teaching Scheme			Credits	Marks			Duration of End Semester Examination
L	T	P	C	Sessional	End Semester Exam	Total	
2	-	-	2	40	60	100	3 hrs

**Course Objectives:** This course explores the group as well as individual behavior in a corporate setting and focuses on the development of knowledge and skills that all managers and leaders need

**Evaluation:** The performance of the students will be evaluated on the basis of class participation, house tests, regularity and assignments carrying 30 percent of the total credit and rest through semester end examination of 3 hours duration.

**Instructions For Paper Setting:** The paper will be divided in two parts

Part A: There will be ten short answer questions covering whole syllabus of course. This part will be of 30 marks.

Part B: Students will have to attempt four questions in total, one question from each unit with one internal choice. All questions will carry equal marks (10 marks each). Each Unit will contain two questions and there may be short notes in these questions.

### COURSE CONTENTS:

Unit	Contents	No. of hours
<b>I</b>	<b>Management:</b> Nature, purpose and scope of management, Skills and roles of a Manager, Functions, Development of Management Theories ( Classical, Neo-Classical and Modern) ; <b>Planning:</b> Types of plans, Levels of planning, planning process, Management by objectives, Strategic Management, premising and forecasting; Decision-Making process, barriers, styles of decision making; <b>Organizing:</b> Organizational design and structure, Coordination, centralization and de-centralization, Delegation, Authority & power – concept & distinction, Line and staff organizations.; <b>Controlling:</b> Concept, planning-control relationship, process of control, Types of Control, Control Techniques, Staffing: Human Resource Management and Selection.	
<b>II</b>	<b>Foundations of Organisational Behaviour:</b> The nature and determinants of organisational behaviour, need for knowledge of OB, contributing disciplines to	

	<p>the field, OB Model. Individual differences, Learning, Values, attitudes, Personality (MBTI, Big Five Model), Emotions, Affective events theory, Emotional Intelligence, Perception, Attribution theory;</p> <p><b>Work Motivation:</b> Early Theories (Mc. Gregory's Theory X &amp; Y , Abraham Maslow's Need Hierarchy Theory Herzberg's Two Factor Theory) &amp; Contemporary Theories (Mc. Clelland's 3 Needs Theory , Alderfer's ERG Theory , Adam's Equity Theory &amp; Vroom's Expectancy Theory, Goal Setting Theory), Application of Motivation Theories &amp; workers participation management.</p>	
<b>III</b>	<p><b>Group Behaviour:</b> Types of Groups, Stages of Group Development, Group Decision Making, Understanding</p> <p><b>Teamwork:</b> Types of Teams, Creating Effective teams,</p> <p><b>Leadership:</b> Basic Approaches (Trait Theories, Behavioural Theories &amp; Contingency Theories) &amp; Contemporary Issues in Leadership.</p>	
<b>IV</b>	<p><b>Organisation culture and Organisational Change:</b> Effects of culture, changing Organisational culture forces of change, Resistance to change, the change process;</p> <p><b>Conflict:</b> levels of conflict, resolving conflicts; power and politics: sources of power, use of power</p>	

#### References:

- Janet D'Angelo , Spa Business Strategies: A Plan for Success, Delmar Cengage Learning
- Elizabeth M., Ph.D. Johnson SPA: A Comprehensive Introduction, Amer Hotel & Motel Assn
- Mary S. Wisnom Spa Management: An Introduction, Prentice Hall

## BHMC-509: SPA MANAGEMENT

### TEACHING AND EXAMINATION SCHEME:

Teaching Scheme			Credits	Marks			Duration of End Semester Examination
L	T	P	C	Sessional	End Semester Exam	Total	
3	-	-	3	40	60	100	3 hrs

**Course Objectives:** This course familiarizes a student in understanding the core concepts that need to be kept in mind while opening a hotel.

**Evaluation:** The performance of the students will be evaluated on the basis of class participation, house tests, regularity and assignments carrying 30 percent of the total credit and rest through semester end examination of 3 hours duration.

**Instructions For Paper Setting:** The paper will be divided in two parts

Part A: There will be ten short answer questions covering whole syllabus of course. This part will be of 30 marks.

Part B: Students will have to attempt four questions in total, one question from each unit with one internal choice. All questions will carry equal marks (10 marks each). Each Unit will contain two questions and there may be short notes in these questions.

### COURSE CONTENTS:

Unit	Contents	No. of hours
<b>I</b>	<b>History and Introduction to Spa:</b> European, Asian and local spa types and their brief history <b>Types Of Spa:</b> Club spa, Cruise ship spa, Day spa, Destination spa, Medical spa, Mineral spring's spa, Resort/hotel spa <b>Spa as a Career:</b> Basic Requirements, Remuneration/Earning, Drive & Motivation, Commitment, Spa Career Options, Typical Career Path, How to Start Your Own Spa Business, Job Opportunities – India and abroad <b>Role of a Spa Manager:</b> Effective financial management, Understanding spa concepts and its operations, Effective planning – short term as well as long term, Leadership & management, Human resources Planning, Financial planning and management, Therapy designing, Menu designing, Live spa training, Spa recruitment, Spa company development, Operations Spa and Hospitality	
<b>II</b>	<b>Spa Product Knowledge:</b> Herbs, Essential Oils, Aromatic Oils, Preservatives, Active Ingredients, Carrier Oils & Base Creams, Pre Blended Oils, Pre Blended Creams, Soaps, Shampoos, Lotions, Licensing (Drug Control), Product Testing,	

	Efficacy, Shelf Life, Storage, Contamination, Allergies, Product Handling, Dispensing, Self-Protection	
<b>III</b>	<b>International Therapies &amp; Ayurveda:</b> Swedish massage, Deep tissue Massage, Reflexology, Thai massage, Aroma massage, Hot stone therapy <b>BASICS OF AYURVEDA:</b> Abhyanga – traditional Kerala Ayurveda massage, Sirodhara, Njavarakizhi, Elakizhi (PathrapotalaSweda)	
<b>IV</b>	<b>Spa Marketing:</b> Developing a Marketing plan, Essentials of selling to women, men and teens, Generating Good Publicity, Building and Maintaining contacts, Using Technology in business' aid, Building and Managing a Result Oriented Team, Effective financial management, Corporate tie ups	

#### References:

- Janet D'Angelo , Spa Business Strategies: A Plan for Success, Delmar Cengage Learning
- Elizabeth M., Ph.D. Johnson SPA: A Comprehensive Introduction, Amer Hotel & Motel Assn
- Mary S. Wisnom Spa Management: An Introduction, Prentice Hall

## BHMC-510: RESORT MANAGEMENT

### TEACHING AND EXAMINATION SCHEME:

Teaching Scheme			Credits	Marks			Duration of End Semester Examination
L	T	P	C	Sessional	End Semester Exam	Total	
3	-	-	3	40	60	100	3 hrs

**Course Objectives:** This course provides an overview of resort management and operations. The scope of these industries will be discussed along with the principles of successful marketing, management, and development of a resort

**Evaluation:** The performance of the students will be evaluated on the basis of class participation, house tests, regularity and assignments carrying 40 percent of the total credit and rest through semester end examination of 3 hours duration.

**Instructions For Paper Setting:** The paper will be divided in two parts

Part A: There will be ten short answer questions covering whole syllabus of course. This part will be of 20 marks.

Part B: Students will have to attempt four questions in total, one question from each unit with one internal choice. All questions will carry equal marks (10 marks each). Each Unit will contain two questions and there may be short notes in these questions.

### COURSE CONTENTS:

Unit	Contents	No. of hours
I	<b>Introduction:</b> The History and Characteristics of Resorts; The Resort Concept; The Development of Gaming; Resorts in the 21 <sup>st</sup> Century – a comparison <b>Resort Planning and Development:</b> Investment Consideration, The Role of Planning and Management, Planning, Facilities, Grounds Maintenance, Planning and the Leisure concept, Food and Beverage planning	
II	<b>Resort Planning and Development:</b> Investment Consideration, The Role of Planning and Management, Planning, Facilities, Grounds Maintenance, Planning and the Leisure concept, Food and Beverage planning <b>Managing the Resort:</b> Personnel organization and Human Relations, Wage and Salary Administration, Employee Productivity, Labor force (hiring, retention, turnover), Policy in Gaming, Resort Operation, and Human Relations, Future Trends in Resort Development, Management, and Planning	
III	<b>Customer Service:</b> Guest Relations, Guest Activities and Services, Housekeeping, The Reservations Department, The Host Concept <b>Security and Safety:</b> Rules and protection in Casino management planning,	

	Guest Safety, Surveillance, Human Resource Training, Interpreting the behavior of gamblers, Social aspects of Casino development (neighborhood crime, organized corruption, political corruption)	
<b>IV</b>	<b>Recreational Activities:</b> Golf, Tennis, Snow sports, Water sports, Spa and Health Club ,Facilities, Recreational Infrastructure and Nature, Theme Resorts <b>The Economic, Environmental, and Social Impact of Resort Development and Gaming:</b> Planning for community cohesiveness; Historical challenges and problems of resort development, Determining the Economic Impact of the Resort and Gaming Industry, Social and Cultural Aspects of Gaming	

#### References:

- Hasimoto, K., Kline, S., and G. Fenich. 1998. Casino Management: Past, Present, and Future. (2<sup>nd</sup> Edition). Dubuque: Kendall & Hunt.
- Mill, R.C. 2001. Resorts: Management and Operation. New York: Wiley & Sons.

## BHMC-511: FOOD PRODUCTION OPERATIONS -I

### TEACHING AND EXAMINATION SCHEME:

Teaching Scheme			Credits	Marks			Duration of End Semester Examination
L	T	P	C	Sessional	End Semester Exam	Total	
-	-	4	2	20	30	50	3 hrs

**Evaluation:** The performance of the students will be evaluated on the basis of class participation, house tests, regularity and assignments carrying 20 percent of the total credit and rest through semester end examination of 4 hours duration

**Instructions for Paper Setting:** This Paper Consist Of Two Sections Part A And Part B

Part A Will be: PRACTICAL'S OF FOOD PRODUCTION OF 20 MARKS

Part B Will be: BAKERY & PATISSERIE Of 10 MARKS

#### **Part A : Practical's of Food Production of 20 Marks**

**MENU 01** Consommé Carmen, Poulet Sauté Chasseur, Pommes Loretta, Haricots Verts

**MENU 02** Bisque D'écrevisse, Escalope De Veau viennoise, Pommes atailles, Epinards au Gratin

**MENU 03** Crème Du Barry, Darne De Saumon Grille, Sauce paloise, Pommes Fondant, Petits Pois A La Flamande

**MENU 04** Veloute Dame Blanche, Cote De Porc Charcuterie, Pommes De Terre A La Crème, Carottes Glace Au Gingembre

**MENU 05** Cabbage Chowder, Poulet A La Rex, Pommes Marguises, Ratatouille

**MENU 06** Barquettes Assortis, Stroganoff De Boeuf, Pommes Persilles, Riz Pilaf

**MENU 07** Duchesse Nantua, Poulet Maryland, Croquette potatoes, Banana fritters, Corn gallets

**MENU 08** Kromeskies, Filet De Sols Walweska, Pommes Lyonnaise, Funghi Marirati

**MENU 09** Vol-Au-Vent De Volaille Et Jambon , Poulet a la kiev, Creamy Mashed Potatoes, Butter tossed green peas

**MENU 10** Quiche Lorraine, Roast Lamb, Mint sauce, Pommes Parisienne

Plus 5 Buffets Cold Buffet, Hot Continental, Hot Indian, Buffet Desserts, Bread Displays

Demonstration of: Charcuterie Galantines, Pate, Terrines, Mousselines

**Part B: Bakery & Patisserie of 10 Marks**

<b>S.No</b>	<b>Topic</b>
<b>1.</b>	Brioche Baba au Rhum
<b>2.</b>	Soft Rolls, Chocolate Parfait
<b>3.</b>	French Bread, Tarte Tartin
<b>4.</b>	Garlic Rolls, Crêpe Suzette
<b>5.</b>	Harlequin Bread, Chocolate Cream Puffs
<b>6.</b>	Foccacia, Crème Brûlée
<b>7.</b>	Vienna Roll, Mousse Au Chocolat
<b>8.</b>	Bread Sticks, Souffle Milanaise
<b>9.</b>	Brown Bread, Pâte Des Pommes
<b>10.</b>	Clover Leaf Rolls, Savarin des fruits
<b>11.</b>	Whole Wheat Bread, Charlotte Royal
<b>12.</b>	Herb & Potato Loaf, Doughnuts
<b>13.</b>	Milk Bread, Gateaux des Peache
<b>14.</b>	Ciabatta, Chocolate Brownie
<b>15.</b>	Buffet desserts, Modern Plating Styles

**BHMC-512: FOOD & BEVERAGE SERVICE- OPERATIONS I****TEACHING AND EXAMINATION SCHEME:**

Teaching Scheme			Credits	Marks			Duration of End Semester Examination
L	T	P	C	Sessional	End Semester Exam	Total	
-	-	4	2	20	30	50	3 hrs

S. No.	Topic
<b>01</b>	<b>BAR OPERATIONS</b>  <b>PREPARATION AND SERVICE OF INNOVATIVE COCKTAILS:</b> Infused drinks, Sour drinks, trendy drinks, long drinks, short drinks, cream drinks, wine based drinks, Hot drinks, Mocktails.
<b>02</b>	<b>FUNCTION CATERING - BANQUETS</b> <ul style="list-style-type: none"> <li>• Planning &amp; organizing Formal &amp; Informal Banquets</li> <li>• Planning &amp; organizing Outdoor caterings</li> </ul>
<b>03</b>	<b>FUNCTION CATERING - BUFFETS</b> <ul style="list-style-type: none"> <li>• Planning &amp; organizing various types of Buffet</li> </ul>
<b>04</b>	<b>BAR OPERATIONS</b> <ul style="list-style-type: none"> <li>• Designing &amp; Setting the bar</li> <li>• Bar mise-en -place</li> <li>• Preparation &amp; Service of Classic Cocktail &amp; Mixed Drinks</li> </ul>

**BHMC-513: FRONT OFFICE MANAGEMENT-I****TEACHING AND EXAMINATION SCHEME:**

Teaching Scheme			Credits	Marks			Duration of
L	T	P	C	Sessional	End Semester Exam	Total	End Semester Examination
-	-	2	1	20	30	50	3 hrs

S. No.	Topic
1	HMS Training - Hot Function keys
2	How to put message
3	How to put a locator
4	How to check in a first time guest
5	How to check in an existing reservation
6	How to check in a day use
7	How to issue a new key
8	How to verify key
9	How to cancel a key
10	How to issue a duplicate key
11	How to extend a key
12	How to print and prepare registration cards for arrivals
13	How to programme keys continuously
14	How to programme one key for two rooms
15	How to re-programme a key
16	How to make a reservation
17	How to create and update guest profiles

18	How to update guest folio
19	How to print guest folio
20	How to make sharer reservation
21	How to feed remarks in guest history
22	How to add a sharer
23	How to make add on reservation
24	How to amend a reservation
25	How to cancel a reservation
26	How to make group reservation
27	How to make a room change on the system
28	How to log on cashier code
29	How to close a bank at the end of each shift
30	How to put a routing instruction
31	How to process charges
32	How to process a guest check out
33	How to check out a folio
34	How to process deposit for arriving guest
35	How to process deposit for in house guest
36	How to check room rate variance report
37	How to process part settlements
38	How to tally allowance for the day at night
39	How to tally paid outs for the day at night
40	How to tally forex for the day at night
41	How to pre-register a guest

42	How to handle extension of guest stay
43	Handle deposit and check ins with voucher
44	How to post payment
45	How to print checked out guest folio
46	Check out using foreign currency
47	Handle settlement of city ledger balance
48	Handle payment for room only to Travel Agents
49	Handle of banquet event deposits
50	How to prepare for sudden system shutdown
51	How to checkout standing batch totals
52	How to do a credit check report
53	How to process late charges on third party
54	How to process late charges to credit card
55	How to check out during system shut down
56	Handling part settlements for long staying guest
57	How to handle paymaster folios
58	How to handle bills on hold

**BHMC-514: HOUSE KEEPING-I****TEACHING AND EXAMINATION SCHEME:**

Teaching Scheme			Credits	Marks			Duration of End Semester Examination
L	T	P	C	Sessional	End Semester Exam	Total	
-	-	2	1	20	30	50	3 hrs

S. No.	Topic
<b>01</b>	<b>STANDARD OPERATING PROCEDURE</b> <ul style="list-style-type: none"> <li>• Skill Oriented Task (e.g. cleaning and polishing glass, brass etc)</li> </ul>
<b>02</b>	<b>FIRST AID</b> <ul style="list-style-type: none"> <li>• First Aid Kit</li> <li>• Dealing With Emergency Situation</li> <li>• Maintaining Records</li> </ul>
<b>03</b>	<b>SPECIAL DECORATION (THEME RELATED TO HOSPITALITY INDUSTRY)</b> <ul style="list-style-type: none"> <li>• Indenting</li> <li>• Costing</li> <li>• Planning With Time Split</li> <li>• Executing</li> </ul>
<b>04</b>	<b>LAYOUT OF GUEST ROOM</b> <ul style="list-style-type: none"> <li>• To The Scale</li> <li>• Earmark Pillars</li> <li>• Specification Of Colors, Furniture, Fixture, Fitting, Soft Furnishing And Accessories Etc Used</li> </ul>

## SEMESTER –VI

### BHMC-601: FOOD PRODUCTION OPERATIONS-II

#### TEACHING AND EXAMINATION SCHEME:

Teaching Scheme			Credits	Marks			Duration of End Semester Examination
L	T	P	C	Sessional	End Semester Exam	Total	
2	-	-	2	40	60	100	3 hrs

**Course Objectives:** This paper will give the basic knowledge about International cooking's and get well versed with terminology, use of ingredients, techniques of cooking of various countries. They will also learn Management aspects of Food Production.

**Evaluation:** The performance of the students will be evaluated on the basis of class participation, house tests, regularity and assignments carrying 40 percent of the total credit and rest through semester end examination of 3 hours duration.

**Instructions For Paper Setting:** The paper will be divided in two parts

Part A: There will be ten short answer questions covering whole syllabus of course. This part will be of 20 marks.

Part B: Students will have to attempt four questions in total, one question from each unit with one internal choice. All questions will carry equal marks (10 marks each). Each Unit will contain two questions and there may be short notes in these questions.

#### COURSE CONTENTS:

Unit	Contents
<b>I</b>	<b>International Cuisine:</b> Geographic location, Historical background Staple food with regional Influences, Specialities, Recipes, Equipment in relation to: Great Britain, France, Italy, Spain & Portugal, Scandinavia, Germany, Middle East, Oriental, Mexican, Arabic. <b>Chinese:</b> Introduction to Chinese foods, Historical background, Regional cooking styles, Methods of cooking, Equipment & utensils. <b>French:</b> Culinary French, Classical recipes (recettes classique), Historical Background of Classical Garnishes, Offal's/Game, Larder terminology and vocabulary
<b>II</b>	<b>Icings &amp; Toppings:</b> Varieties of icings, Using of Icings, Difference between icings & Toppings, Recipes, <b>Frozen Desserts:</b> Types and classification of Frozen desserts, Ice-creams – Definitions, Methods of preparation, Additives and preservatives used in Ice-cream manufacture. <b>Meringues:</b> Making of Meringues, Factors affecting the stability, Cooking Meringues, Types of Meringues, Uses of Meringues. <b>Chocolate:</b> History, Sources, Manufacture & Processing of Chocolate, Types of chocolate, Tempering of chocolate, Cocoa butter, white chocolate and its applications.

<b>III</b>	<p><b>Production Management:</b> Kitchen Organization, Allocation of Work - Job Description, Duty Rosters, Production Planning, Production Scheduling, Production Quality &amp; Quantity Control, Forecasting &amp; Budgeting, Yield Management.</p> <p><b>Product &amp; Research Development:</b> Testing new equipment, Developing new recipes, Food Trails, Organoleptic &amp; Sensory Evaluation.</p>
<b>IV</b>	<p><b>Food Presentation Principles:</b> Basic presentations, Modern perspectives, Use of technology, Use of contemporary plates, Role and use of garnish, Unconventional garnishes, Plate Presentation techniques.</p>

### References:

- The Professional Chef (4th Edition) By Le Rol A.Polsom
- The Professional Pastry Chef, Fourth Edition By Bo Friberg Publisher: Wiley & Sons INC
- Theory of Catering By Kinton & Cessarani
- Theory of Cookery By K Arora, Publisher: Frank Brothers
- Accompaniments & Garnishes from waiter; Communicate: Fuller J. Barrie & Jenkins
- Bakery & Confectionery By S. C Dubey, Publisher: Society of Indian Bakers
- Modern Cookery (Vol-I) By Philip E. Thangam, Publisher: Orient Longman
- Practical Cookery By Kinton & Cessarani

## BHMC-602: FOOD & BEVERAGE SERVICE OPERATIONS-II

### TEACHING AND EXAMINATION SCHEME:

Teaching Scheme			Credits	Marks			Duration of End Semester Examination
L	T	P	C	Sessional	End Semester Exam	Total	
2	-	-	2	40	60	100	3 hrs

**Course Objectives:** The course aims to inculcate knowledge of food Management, Bar Operations, functions, procedures among students.

**Evaluation:** The performance of the students will be evaluated on the basis of class participation, house tests, regularity and assignments carrying 40 percent of the total credit and rest through semester end examination of 3 hours duration

**Instructions For Paper Setting:** The paper will be divided in two parts

Part A: There will be ten short answer questions covering whole syllabus of course. This part will be of 20 marks.

Part B: Students will have to attempt four questions in total, one question from each unit with one internal choice. All questions will carry equal marks (10 marks each). Each Unit will contain two questions and there may be short notes in these questions.

### COURSE CONTENTS:

Unit	Contents
<b>I</b>	<b>Planning &amp; Operating Various F&amp;B Outlet:</b> Physical layout of functional and ancillary areas, Objective of a good layout, Steps in planning, Factors to be considered while planning, Calculating space requirement, Various set ups for seating, Planning staff requirement, Menu planning, Constraints of menu planning, Selecting and planning of heavy duty and light equipment, Requirement of quantities of equipment required like crockery, Glassware, Cutlery - steel or silver etc. Suppliers & manufacturers, Approximate cost, Planning Décor, furnishing fixture etc.
<b>II</b>	<b>Customer Relationship Management:</b> Introduction, Importance of Customer Relation, Guest Satisfaction, Attitude of staff, Complaint handling, Suggestions by Guest, Pulling, Retaining and Pushing Factors.
<b>III</b>	<b>Managing Food &amp; Beverage Outlet:</b> Supervisory skills, Developing efficiency, Standard Operating Procedure, Training and Development.
<b>IV</b>	<b>Gueridon Service:</b> History of gueridon, Definition, General consideration of operations, Advantages & Dis-advantages, Types of trolleys, Factor to create impulse, Buying - Trolley, open kitchen, Gueridon equipment, Gueridon ingredients, <b>KITCHEN STEWARDING:</b> Importance, Opportunities in kitchen stewarding Record maintaining, Machine used for cleaning and polishing, Inventory.

**References:**

- Food & Beverage Service - Dennis R.Lillicrap. & John .A. Cousins. Publisher: ELBS
- Food & Beverage Service Training Manual - Sudhir Andrews, Tata McGraw Hill. Food & Beverage Service Lillicrap & Cousins, ELBS
- Modern Restaurant Service – John Fuller, Hutchinson
- Professional Food & Beverage Service Management -Brian Varghese
- The Waiter Handbook By Grahm Brown, Publisher: Global Books & Subscription Services New Delhi
- Food and Beverage Service – Vijay Dhawan

**TEACHING AND EXAMINATION SCHEME:**

Teaching Scheme			Credits	Marks			Duration of End Semester Examination
L	T	P	C	Sessional	End Semester Exam	Total	
2	-	-	2	40	60	100	3 hrs

**Course Objectives:** The course is aimed at familiarizing the students with various functions of front office and to develop work ethics towards customer care and satisfaction. Special efforts will be made to inculcate practical skills.

**Evaluation:** The performance of the students will be evaluated on the basis of class participation, house tests, regularity and assignments carrying 40 percent of the total credit and rest through semester end examination of 3 hours duration

**Instructions For Paper Setting:** The paper will be divided in two parts

Part A: There will be ten short answer questions covering whole syllabus of course. This part will be of 20 marks.

Part B: Students will have to attempt four questions in total, one question from each unit with one internal choice. All questions will carry equal marks (10 marks each). Each Unit will contain two questions and there may be short notes in these questions.

**COURSE CONTENTS:**

Unit	Contents
<b>I</b>	<b>Yield Management:</b> Concept and importance, Applicability to rooms division, Capacity management, Discount allocation, Duration control, Measurement yield, Potential high and low demand tactics, Yield management software, Yield management team.
<b>II</b>	<b>Timeshare &amp; Vacation Ownership:</b> Definition and types of timeshare options, Difficulties faced in marketing timeshare business Advantages & disadvantages of timeshare business.
<b>III</b>	Exchange companies -Resort Condominium International, Intervals International. How to improve the timeshare / referral/condominium concept in India- Government's role/industry role
<b>IV</b>	<b>French</b> Conversation with guests, Providing information to guest about the hotel, city, sight seeing, car rentals, historical places, banks, airlines, travel agents, shopping centres and worship places etc. Departure (Cashier, Bills Section and Bell Desk)

**References:**

- Front Office Training manual – Sudhir Andrews. Publisher: Tata Mac Graw Hill
- Managing Front Office Operations – Kasavana & Brooks Educational Institution AHMA

- Front Office – operations and management – Ahmed Ismail (Thomson Delmar).
- Managing Computers in Hospitality Industry – Michael Kasavana & Cahell.
- Front Office Operations – Colin Dix & Chris Baird.
- Front office Operation Management- S.K Bhatnagar, Publisher: Frank Brothers
- Managing Front Office Operations By Kasavana & Brooks
- Principles of Hotel Front Office Operations, Sue Baker & Jermy Huyton, Continum
- Check in Check out- Jerome Vallen
- Hotel Front Office Management, 4th Edition by James Socrates Bardi; Wiley
- International

**TEACHING AND EXAMINATION SCHEME:**

Teaching Scheme			Credits	Marks			Duration of End Semester Examination
L	T	P	C	Sessional	End Semester Exam	Total	
2	-	-	2	40	60	100	3 hrs

**Course Objectives:** The course is aimed at familiarizing the students with various functions of front office and to develop work ethics towards customer care and satisfaction. Special efforts will be made to inculcate practical skills.

**Evaluation:** The performance of the students will be evaluated on the basis of class participation, house tests, regularity and assignments carrying 40 percent of the total credit and rest through semester end examination of 3 hours duration

**Instructions For Paper Setting:** The paper will be divided in two parts

Part A: There will be ten short answer questions covering whole syllabus of course. This part will be of 20 marks.

Part B: Students will have to attempt four questions in total, one question from each unit with one internal choice. All questions will carry equal marks (10 marks each). Each Unit will contain two questions and there may be short notes in these questions.

**COURSE CONTENTS:**

Unit	Contents
<b>I</b>	<b>Planning And Organising The House Keeping Department:</b> Area inventory list, Frequency schedules, Performance and Productivity standards, Time and Motion study in House Keeping operations, Standard Operating manuals - Job procedures, Job allocation and work schedules, Calculating staff strengths & Planning duty rosters, team work and leadership in House Keeping
<b>II</b>	<b>Budgeting:</b> Inventory level for non recycled items, Budget and budgetary controls The budget process, Planning capital budget, Planning operation budget, Operating budget - controlling expenses - income statement, Purchasing systems - methods of buying, Stock records - issuing and control
<b>III</b>	<b>Energy and Water Conservation In Housekeeping Operations, Housekeeping In Institutions &amp; Facilities Other Than Hotels, First Aid</b>
<b>IV</b>	<b>Contract Services</b> Types of contract services, Guidelines for hiring contract services Advantages & disadvantages of contract services

**References:**

- Hotel Hostel and Hospital Housekeeping –by Joan C Branson & Margaret Lennox, ELBS with Hodder & Stoughten Ltd.
- Hotel House Keeping A Training Manual by Sudhir Andrews, Tata McGraw Hill publishing company limited New Delhi.
- Hotel Housekeeping Operations & Management by Raghubalan, Oxford University Press.
- Management of Hotel & Motel Security (Occupational Safety and Health) by H. Burstein, CRC Punlisher.
- Professional Management of Housekeeping Operations (II Edn.) by Robert J. Martin & Thomas J.A. Jones, Wiley Publications
- The Professional Housekeeper by Tucker Schneider, Wiley Publications
- Professional management of Housekeeping by Manoj Madhukar, Rajat Publications

**TEACHING AND EXAMINATION SCHEME:**

Teaching Scheme			Credits	Marks			Duration of End Semester Examination
L	T	P	C	Sessional	End Semester Exam	Total	
2	-	-	2	40	60	100	3 hrs

**Course Objectives:** This Course will help a student to understand about the importance of strategies in an organization.

**Evaluation:** The performance of the students will be evaluated on the basis of class participation, house tests, regularity and assignments carrying 30 percent of the total credit and rest through semester end examination of 3 hours duration.

**Instructions For Paper Setting:** The paper will be divided in two parts

Part A: There will be seven short answer questions covering whole syllabus of course. This part will be of 7 marks.

Part B: Students will have to attempt four questions in total, one question from each unit with one internal choice. All questions will carry equal marks (07 marks each). Each Unit will contain two questions and there may be short notes in these questions.

**COURSE CONTENTS:**

Unit	Contents
<b>I</b>	<p><b>Strategy:</b> Definition, nature, scope, need, benefits and importance of strategy; and strategic management, Process of strategic management and levels at which strategy operates.</p> <p><b>Defining Strategic Intent:</b> Vision, Mission, Goals and Objectives.</p> <p><b>Environmental Appraisal:</b> Concept of environment, components of environment (Economic, legal, social, political and technological). Environmental scanning techniques- ETOP, QUEST, PEST and SWOT (TOWS)</p>
<b>II</b>	<p><b>Internal Appraisal:</b> The internal environment, organisational capabilities, Methods and techniques used for organisational appraisal.</p> <p><b>Corporate Level Strategies:</b> Stability, Expansion, Retrenchment and Combination strategies.</p> <p><b>Types of Strategies:</b> Forward integration, Backward integration, Horizontal integration, Market penetration, Market development, Product development, Concentric diversification, Conglomerate diversification, Horizontal diversification, Joint Venture, Retrenchment, Liquidation</p>
<b>III</b>	<p><b>Strategic Analysis and Choice:</b> Criteria for evaluating strategic alternatives. INPUT STAGE: Internal factor evaluation matrix, External factor evaluation matrix, Competitive profile matrix. MATCHING STAGE: Threats opportunities weaknesses strengths matrix</p>

	(TOWS), Strategic position and action evaluation matrix (SPACE), Boston consulting group matrix (BCGM), Internal-External matrix, Grand Strategy matrix. Decision Stage-Quantitative Strategic Planning matrix (QSPM)
<b>IV</b>	<p><b>Strategic Implementation:</b> Analysing &amp; managing Strategic Change, Issues in strategy implementation, Matching the organizational structure to Strategy.</p> <p><b>Functional Implementation of Strategies:</b> Operations policies, Marketing Policies, financial policies, Human policies, Management information system.</p> <p><b>Strategic Evaluation &amp; Control:</b> Techniques of strategic evaluation &amp; control</p>

#### References:

- Strategic Management by Rao, P.. Himalaya Publishing House. Mumbai
- Strategic Management by Hill, Charles W.L. and Jones, Gareth R., Dreamtech Press India, Indian Adaptation.
- Strategic management: competitiveness and globalization, by Hitt, Michael and Hoskisson, Robert E., South Western Thomson.
- Essentials of Strategic Management, Hunger J. David, Wheelen, Thomas L. and Wheelen Tom, Prentice Hall of India.
- Competitive Advantage, by Porter, M. E., The Free Press, New York.
- Strategic Management, Concepts and Cases, Thompson, Arther A., Strickland, A. J. and Gamble, John E., Tata McGraw Hill.

## BHMC-606: FACILITY PLANNING

### TEACHING AND EXAMINATION SCHEME:

Teaching Scheme			Credits	Marks			Duration of End Semester Examination
L	T	P	C	Sessional	End Semester Exam	Total	
2	-	-	2	40	60	100	3 hrs

**Course Objectives:** This course familiarizes a student in understanding the core concepts that need to be kept in mind while opening a hotel.

**Evaluation:** The performance of the students will be evaluated on the basis of class participation, house tests, regularity and assignments carrying 40 percent of the total credit and rest through semester end examination of 3 hours duration.

**Instructions For Paper Setting:** The paper will be divided in two parts

Part A: There will be ten short answer questions covering whole syllabus of course. This part will be of 20 marks.

Part B: Students will have to attempt four questions in total, one question from each unit with one internal choice. All questions will carry equal marks (10 marks each). Each Unit will contain two questions and there may be short notes in these questions.

### COURSE CONTENTS:

Unit	Contents
I	<p><b>Hotel Design:</b> Design Consideration, Attractive Appearance, Efficient Plan, Good location, Suitable material, Good workmanship, Sound financing, Competent Management.</p> <p><b>Facilities Planning:</b> The systematic layout planning pattern (SLP), Planning consideration, Flow process &amp; Flow diagram, Procedure for determining space considering the guiding factors for guest room/ public facilities, support facilities &amp; services, hotel administration, internal roads/budget hotel/5 star hotel Architectural consideration, Difference between carpet area plinth area and super built area, their relationships, reading of blue print (plumbing, electrical, AC, ventilation, FSI, FAR, public Areas), Approximate cost of construction estimation, Approximate operating areas in budget type/5 star type hotel approximate other operating areas per guest room, Approximate requirement and Estimation of water/electrical load gas, ventilation.</p>
II	<p><b>Star Classification Of Hotel:</b> Criteria for star classification of hotel (Five, four, three, two, one &amp; heritage).</p> <p><b>Kitchen:</b> Equipment requirement for commercial kitchen. Heating - gas/electrical, Cooling (for various catering establishment). Developing Specification for various Kitchen equipments. Planning of various support services (pot wash, wet grinding, chef room, larder, store &amp; other staff facilities).</p>

	<b>Kitchen Lay Out &amp; Design.</b> Principles of kitchen layout and design, Areas of the various kitchens with recommended dimension, Factors that affect kitchen design, Placement of equipment, Flow of work, Space allocation, Kitchen equipment, manufacturers and selection, Layout of commercial kitchen (types, drawing a layout of a Commercial kitchen), Budgeting for kitchen equipment.
<b>III</b>	<b>Kitchen Stewarding Layout And Design:</b> Importance of kitchen stewarding, Kitchen stewarding department layout and design Equipment found in kitchen stewarding department, <b>Stores - Layout And Design:</b> Stores layout and planning (dry, cold and bar) Various equipment of the stores, Work flow in stores. <b>Energy Conservation</b> . Necessity for energy conservation
<b>IV</b>	<b>Car Parking:</b> Calculation of car park area for different types of hotels. <b>Planning For Physically Challenged Project Management:</b> Introduction to Network analysis, Basic rules and procedure for network analysis, C.P.M. and PERT, Comparison of CPM and PERT, Classroom exercises, Network crashing determining crash cost, normal cost

#### References:

- Hotel Facility Planning, by Tarun Dayal, Oxford University Press, New Delhi

**BHMC-607: FINANCIAL MANAGEMENT****TEACHING AND EXAMINATION SCHEME:**

Teaching Scheme			Credits	Marks			Duration of End Semester Examination
L	T	P	C	Sessional	End Semester Exam	Total	
2	-	-	2	40	60	100	3 hrs

**Course Objectives:** This course shall prepare students to get well versed with various financial decisions to be taken in a business.

**Evaluation:** The performance of the students will be evaluated on the basis of class participation, house tests, regularity and assignments carrying 40 percent of the total credit and rest through semester end examination of 3 hours duration.

**Instructions For Paper Setting:** The paper will be divided in two parts -

Part A: There will be ten short answer questions covering whole syllabus of course. This part will be of 20 marks.

Part B: Students will have to attempt four questions in total, one question from each unit with one internal choice. All questions will carry equal marks (10 marks each). Each Unit will contain two questions and there may be short notes in these questions.

**COURSE CONTENTS:**

Unit	Contents
<b>I</b>	<p><b>Financial Management Meaning &amp; Scope:</b> Meaning of business finance, Meaning of financial management, Objectives of financial management.</p> <p><b>Financial Statement Analysis and Interpretation:</b> Meaning and types of financial statements, Techniques of financial analysis, Limitations of financial analysis, Practical problems</p>
<b>II</b>	<p><b>Ratio Analysis:</b> Meaning of ratio, Classification of ratios, Merits and demerits of ratios, Profitability ratios, Turnover ratios, Financial ratios and Practical Problems.</p> <p><b>Funds Flow Analysis :</b>Meaning of funds flow statement, Uses of funds flow statement, Preparation of funds flow statement, Practical problems</p>
<b>III</b>	<p><b>Cash Flow Analysis:</b> Meaning of cash flow statement, Merits &amp; Demerits of cash flow, Preparation of cash flow statement, Difference between cash flow and funds flow analysis, Practical problems.</p> <p><b>Financial Planning Meaning &amp; Scope:</b> Meaning of Financial Planning, Objectives, Types, Steps, Significance and Limitations.</p>
<b>IV</b>	<p><b>Capitalisation and Capital Structure:</b> Meaning of Capital Structure, Factors determining capital structure, Capital Structure Theory, Over capitalization and under capitalization.</p> <p><b>Working Capital Management:</b> Meaning of working capital, Factors determining working</p>

	<p>capital needs.</p> <p><b>Basics of Capital Budgeting:</b> Importance of Capital Budgeting, Capital Budgeting appraising methods, Payback period, Average rate of return, Net Present Value, Profitability index, Internal rate of return, Practical problems</p>
--	---

**References:**

- Financial Management. By P. Chandra, Tata-McGraw Hill Publishing Co.Ltd. New Delhi:
- Financial Management in Hotel and Catering by F.Donald. (1986).. Heinemann. London
- Financial Management. by P. Kulkarni, Himalaya Publishing House. Mumbai
- Financial Management. by I. Pandey, Vikas Publication House. New Delhi

**TEACHING AND EXAMINATION SCHEME:**

Teaching Scheme			Credits	Marks			Duration of End Semester Examination
L	T	P	C	Sessional	End Semester Exam	Total	
2	-	-	2	40	60	100	3 hrs

**Course Objectives:** This course shall prepare students to get well versed with various financial decisions to be taken in a business.

**Evaluation:** The performance of the students will be evaluated on the basis of class participation, house tests, regularity and assignments carrying 40 percent of the total credit and rest through semester end examination of 3 hours duration.

**Instructions For Paper Setting:** The paper will be divided in two parts -

Part A: There will be ten short answer questions covering whole syllabus of course. This part will be of 20 marks.

Part B: Students will have to attempt four questions in total, one question from each unit with one internal choice. All questions will carry equal marks (10 marks each). Each Unit will contain two questions and there may be short notes in these questions.

**COURSE CONTENTS:**

Unit	Contents
<b>I</b>	<p><b>Introduction:</b> Concept, nature, scope and importance of marketing; Marketing concept and its evolution; Marketing mix; Strategic marketing planning – an overview.</p> <p><b>Market Analysis and Selection:</b> Marketing environment – macro and micro components and their impact on marketing decisions; Market segmentation and positioning; Buyer behavior; consumer versus organizational buyers; Consumer decision making process.</p>
<b>II</b>	<p><b>Product Decisions:</b> Concept of a product; Classification of products; Major product decisions; Product line and product mix; Branding; Packaging and labeling; Product life cycle – strategic implications; New product development and consumer adoption process. Pricing Decisions: Factors affecting price determination; Pricing policies and strategies; Discounts and rebates. Distribution Channels and Physical Distribution Decisions: Nature, functions, and types of distribution channels; Distribution channel intermediaries; Channel management decisions; Retailing and wholesaling. Promotion Decisions: Communication Process; Promotion mix – advertising, personal selling, sales promotion, publicity and public relations; Determining advertising budget; Copy designing and testing; Media selection; Advertising effectiveness; Sales promotion – tools and techniques.</p>
<b>III</b>	<p><b>Marketing Research:</b> Meaning and scope of marketing research; Marketing research process. Marketing Organisation and Control: Organising and controlling marketing</p>

	operations.
<b>IV</b>	<b>Issues and Developments in Marketing:</b> Social, ethical and legal aspects of marketing; Marketing of services; International marketing; Green marketing; Cyber marketing; Relationship marketing and other developments of marketing.

**References:**

- Kotlar, Philip, Marketing Management, Prentice Hall, New Delhi.
- Stanton, Etzel, Walker, Fundamentals of Marketing, Tata-McGraw Hill, New Delhi.
- Saxena, Rajan, Marketing Management, Tata-McGraw Hill, New Delhi.
- McCarthy, E.J., Basic Marketing: A managerial approach, Irwin, New York.

**BHMC-609: FOOD PHOTOGRAPHY AND FOOD JOURNALISM****TEACHING AND EXAMINATION SCHEME:**

Teaching Scheme			Credits	Marks			Duration of End Semester Examination
L	T	P	C	Sessional	End Semester Exam	Total	
3	-	-	3	40	60	100	3 hrs

**Course Objectives:** This Course will give the learner the basic insight of photography and journalism in the field of hospitality and will help the learner to choose a career in food photography or food journalism.

**Evaluation:** The performance of the students will be evaluated on the basis of class participation, house tests, regularity and assignments carrying 40 percent of the total credit and rest through semester end examination of 3 hours duration.

**Instructions For Paper Setting:** The paper will be divided in two parts

Part A: There will be ten short answer questions covering whole syllabus of course. This part will be of 20 marks.

Part B: Students will have to attempt four questions in total, one question from each unit with one internal choice. All questions will carry equal marks (10 marks each). Each Unit will contain two questions and there may be short notes in these questions.

**COURSE CONTENTS:**

Unit	Contents
<b>I</b>	<b>Journalism, Hospitality &amp; Tourism:</b> Introduction to Journalism; Definition of a Journalist; Nature & Scope of Journalism; Careers & Opportunities; Familiarization with tasks and profile of a Journalist; Ethics for Journalists; Current Issues for Journalists; Travel, Tourism & Hospitality Writing; Types of Travel Writing.
<b>II</b>	<b>Creative Travel, Tourism &amp; Hospitality Writing:</b> Introduction to creative writing; information collection; writing for hospitality; tourism and travel magazines; Writing for online magazines; Studies from Hospitality Biz India; Travel Biz Monitor and Express Hospitality Magazines.
<b>III</b>	<b>Media Applications for Hospitality:</b> Introduction Media; Its Role in Hospitality Promotion; Television and Food Channels; Food & Travel Shows; Social Media Creating Pages and Profiles; Merits/Demerits of Social Media; Developing promotional Literature,
<b>IV</b>	<b>Introduction:</b> What is Food Photography <b>Understanding Light:</b> Direction of light Quality of Light Styling tips & tricks Quality, Quantity, and Direction of light and how all three of these relate in creating perfect food images. Basic light modifiers such as reflectors, and diffusers ; fill light, highlights, shadows, and contrast to create perfect food images.

	<p><b>Camera Angles and Lens Selection:</b> Importance of Depth, height, form, line, and texture are all when shooting food; placing a camera to click a perfect picture; Impact of lens selection, aperture, and focus points on the final image.</p> <p><b>Subject Qualities:</b> Effect of Reflective, translucent, and flat visual qualities on a subject; matching lighting according to a specific subject to show off its properties as well as what to do when there are multiple properties in a scene.</p> <p><b>Selection of Subjects for Photography:</b> Fruits/Vegetables, Main dishes, Beverages, Desserts, Liquid Pours &amp; Splashes, Breakfast syrups and melted butter</p>
--	--

#### References:

- Food Photography by Corinna Gisseman, Rocky Nook Publisher
- Food Photography: From Snapshots to Great Shots, by Nicole S. Young, Peachpit Press
- Food Photography: Pro Secrets for Styling, Lighting, and Shooting by Lara Ferroni, Lark Books

## BHMC-610: CRUISE LINE OPERATIONS MANAGEMENT

### TEACHING AND EXAMINATION SCHEME:

Teaching Scheme			Credits	Marks			Duration of End Semester Examination
L	T	P	C	Sessional	End Semester Exam	Total	
3	-	-	3	40	60	100	3 hrs

**Course Objectives:** The course familiarizes students with the organization, Functions and work ethics of Aviation and Cruise line operations. Give insight of safety regulations.

**Evaluation:** The performance of the students will be evaluated on the basis of class participation, house tests, regularity and assignments carrying 40 percent of the total credit and rest through semester end examination of 3 hours duration

**Instructions For Paper Setting:** The paper will be divided in two parts

Part A: There will be ten short answer questions covering whole syllabus of course. This part will be of 20 marks.

Part B: Students will have to attempt four questions in total, one question from each unit with one internal choice. All questions will carry equal marks (10 marks each). Each Unit will contain two questions and there may be short notes in these questions.

### COURSE CONTENTS:

Unit	Contents
<b>I</b>	<b>Cruise Line Introduction &amp; Overview:</b> Objective, Introduction, Origin of Cruise Industry, Present Cruise Industry, Typology of cruises products, Name of International Cruise Liners and their routes
<b>II</b>	<b>Cruise Operation and Management Process:</b> Standard Operating Procedure(s) for Cruise Liners, Attributes required in crew members, Organization chart , duties and responsibilities, Recruitment Process & Policy, Career in Cruise Liners, Travel Tips for Cruisers
<b>III</b>	<b>Marketing &amp; Pricing of Cruise Products:</b> Overview of cruise market, Key marketing Techniques for cruise designers and developers, Pricing of cruise product and targeting the market segments, Cruise Along Ganges.
<b>IV</b>	<b>Living and Working Onboard:</b> Organization of the Cruise Line Production Department; Food Safety Operation; Essential Food Production Operations; The Menu; Provision Store Organization; Food Safety

### References:

- Airline Marketing & Management, by Stephen Shaw, 7th Edition
- Cruise Operation s Management, by Philip Gibson, Taylor & Group, 2008

- Commercial Aviation Safety, by Clarence C Rodrigues & Stephen K Cusick, 8th Edition.
- Complete Guide to Cruising and Cruise Ships 2002, by Douglas Ward, Berlitz, 2002

**BHMC-611: FOOD PRODUCTION OPERATIONS-II****TEACHING AND EXAMINATION SCHEME:**

Teaching Scheme			Credits	Marks			Duration of End Semester Examination
L	T	P	C	Sessional	End Semester Exam	Total	
-	-	4	2	20	30	50	3 hrs

**Evaluation:** The performance of the students will be evaluated on the basis of class participation, house tests, regularity and assignments carrying 20 percent of the total credit and rest through semester end examination of 4 hours duration.

**Instructions For Paper Setting: This paper consist of two sections Part A and Part B**

**Part A will be :** PRACTICAL'S OF FOOD PRODUCTION OF 20 MARKS

**Part B will be:** BAKERY & PATISSERIE of 10 MARKS

COUNTRY	Topic
<b>CHINESE</b>	<b>MENU 01</b> Prawn Ball Soup, Fried Wantons, Sweet & Sour Pork, Hakka Noddle's <b>MENU 02</b> Hot & Sour soup, Beans Sichuan, Stir Fried Chicken & Peppers, Chinese Fried Rice <b>MENU 03</b> Sweet Corn Soup, Shao Mai, Tung-Po Mutton, Yangchow Fried Rice <b>MENU 04</b> Wonton Soup, Spring Rolls, Stir Fried Beef & Celery Chow Mein <b>MENU 05</b> Prawns in Garlic Sauce, Fish Szechwan, Hot & Sour Cabbage, Steamed Noddle's
<b>SPAIN</b>	<b>MENU 06</b> ,Gazpacho, Pollo En Pepitoria, Paella, Fritata De Patata, Pastel De Mazaana
<b>ITALY</b>	<b>MENU 07</b> Minestrone, Ravioli Arabeata, Fettocine Carbonara, Pollo Alla Cacciatore, Medanzane Parmigiane
<b>GERMANY</b>	<b>MENU 08</b> Linsensuppe, Sauerbaaten, Spatzale, German Potato Salad
<b>U.K.</b>	<b>MENU 09</b> Scotch Broth, Roast Beef, Yorkshire Pudding , Glazed Carrots & Turnips, Roast Potato
<b>GREECE</b>	<b>MENU 10</b> Soupe Avogolemeno, Moussaka A La Greque, Dolmas, Tzaziki

**Part 'B' - BAKERY & PATISSERIE (PRACTICAL)**

<b>S.No</b>	<b>Topic</b>
<b>1.</b>	Grissini, Tiramisu
<b>2.</b>	Pumpernickle, Apfel Strudel
<b>3.</b>	Yorkshire Curd Tart,Crusty Bread
<b>4.</b>	Baklava, Harlequin Bread
<b>5.</b>	Baguette, Crepe Normandy
<b>6.</b>	Croissants, Black Forest Cake
<b>7.</b>	Pizza base, Honey Praline Parfait
<b>8.</b>	Danish Pastry, Cold Cheese Cake
<b>9.</b>	Soup Rolls, Chocolate Truffle cake
<b>10.</b>	Ginger Bread, Blancmange
<b>11.</b>	Lavash, Chocolate Parfait
<b>12.</b>	Cinnamon & Raisin Rolls, Soufflé Chaud Vanilla
<b>13.</b>	Fruit Bread, Plum Pudding
<b>14.</b>	Demonstration of: Meringues, Icings & Topping's
<b>15.</b>	Demonstration of: Wedding Cake & Ornamental cakes

**BHMC-612: FOOD & BEVERAGE SERVICE OPERATIONS-II****TEACHING AND EXAMINATION SCHEME:**

Teaching Scheme			Credits	Marks			Duration of End Semester Examination
L	T	P	C	Sessional	End Semester Exam	Total	
-	-	4	2	20	30	50	3 hrs

S.No	Topic
<b>01</b>	<b>PLANNING &amp; OPERATING FOOD &amp; BEVERAGE OUTLETS</b>  Class room Exercise <ul style="list-style-type: none"> <li>• Developing Hypothetical Business Model of Food &amp; Beverage Outlets</li> <li>• Case study of Food &amp; Beverage outlets - Hotels &amp; Restaurants</li> </ul> <b>F&amp;B STAFF ORGANIZATION</b> Class room Exercise (Case Study method) <ul style="list-style-type: none"> <li>• Developing Organization Structure of various Food &amp; Beverage Outlets</li> <li>• Determination of Staff requirements in all categories</li> <li>• Making Duty Roster</li> <li>• Preparing Job Description &amp; Specification</li> </ul>
<b>02</b>	<b>SUPERVISORY SKILLS</b> <ul style="list-style-type: none"> <li>• Conducting Briefing &amp; Debriefing - Restaurant, Bar, Banquets &amp; Special events</li> <li>• Drafting Standard Operating Systems (SOPs) for various F &amp; B Outlets</li> <li>• Supervising Food &amp; Beverage operations</li> <li>• Preparing Restaurant Log</li> </ul>
<b>03</b>	<b>GUERIDON SERVICE</b> <ul style="list-style-type: none"> <li>• Organizing Mise-en-place for Gueridon Service</li> <li>• Dishes involving work on the Gueridon               <ul style="list-style-type: none"> <li>➤ Task-01 Crepe suzette</li> <li>➤ Task-02 Banana au Rhum</li> <li>➤ Task-03 Peach Flambe</li> <li>➤ Task-04 Rum Omelette</li> <li>➤ Task-05 Steak Diane</li> <li>➤ Task-06 Pepper Steak</li> </ul> </li> </ul>

**BHM-613: FRONT OFFICE MANAGEMENT– II****TEACHING AND EXAMINATION SCHEME:**

Teaching Scheme			Credits	Marks			Duration of End Semester Examination
L	T	P	C	Sessional	End Semester Exam	Total	
-	-	2	1	20	30	50	3 hrs

S.No.	Topic
	Hands on practice of computer applications on PMS front office procedures such as: Night audit, Income audit, Accounts, Situation handling - handling guests & internal situations requiring management tactics/strategies
1.	HMS Training - Hot Function keys
2.	How to put message
3.	How to put a locator
4.	How to check in a first time guest
5.	How to check in an existing reservation
6.	How to check in a day use
7.	How to issue a new key
8.	How to verify key
9.	How to cancel a key
10.	How to issue a duplicate key
11.	How to extend a key
12.	How to print and prepare registration cards for arrivals
13.	How to programme keys continuously
14.	How to programme one key for two rooms
15.	How to re-programme a key
16.	How to make a reservation

<b>17.</b>	How to create and update guest profiles
<b>18.</b>	How to update guest folio
<b>19.</b>	How to print guest folio
<b>20.</b>	How to make sharer reservation
<b>21.</b>	How to feed remarks in guest history
<b>22.</b>	How to add a sharer
<b>23.</b>	How to make add on reservation
<b>24.</b>	How to amend a reservation
<b>25.</b>	How to cancel a reservation
<b>26.</b>	How to make group reservation
<b>27.</b>	How to make a room change on the system
<b>28.</b>	How to log on cashier code
<b>29.</b>	How to close a bank at the end of each shift
<b>30.</b>	How to put a routing instruction
<b>31.</b>	How to process charges
<b>32.</b>	How to process a guest check out
<b>33.</b>	How to check out a folio
<b>34.</b>	How to process deposit for arriving guest
<b>35.</b>	How to process deposit for in house guest
<b>36.</b>	How to check room rate variance report
<b>37.</b>	How to process part settlements
<b>38.</b>	How to tally allowance for the day at night
<b>39.</b>	How to tally paid outs for the day at night
<b>40.</b>	How to tally forex for the day at night

<b>41.</b>	How to pre-register a guest
<b>42.</b>	How to handle extension of guest stay
<b>43.</b>	Handle deposit and check ins with voucher
<b>44.</b>	How to post payment
<b>45.</b>	How to print checked out guest folio
<b>46.</b>	Check out using foreign currency
<b>47.</b>	Handle settlement of city ledger balance
<b>48.</b>	Handle payment for room only to Travel Agents
<b>49.</b>	Handle of banquet event deposits
<b>50.</b>	How to prepare for sudden system shutdown
<b>51.</b>	How to checkout standing batch totals
<b>52.</b>	How to do a credit check report
<b>53.</b>	How to process late charges on third party
<b>54.</b>	How to process late charges to credit card
<b>55.</b>	How to check out during system shut down
<b>56.</b>	Handling part settlements for long staying guest
<b>57.</b>	How to handle paymaster folios
<b>58.</b>	How to handle bills on hold

**BHM-614: ACCOMODATION MANAGEMENT-II****TEACHING AND EXAMINATION SCHEME:**

Teaching Scheme			Credits	Marks			Duration of End Semester Examination
L	T	P	C	Sessional	End Semester Exam	Total	
-	-	2	1	20	30	50	3 hrs

S.No	Topic
1.	<b>Team cleaning</b> <ul style="list-style-type: none"> <li>• Planning</li> <li>• Organizing</li> <li>• Executing</li> <li>• Evaluating</li> </ul>
2.	<b>Inspection checklist</b>
3.	<b>Time and motion study</b> <ul style="list-style-type: none"> <li>• Steps of bed making</li> <li>• Steps in servicing a guest room etc</li> </ul>
4.	<b>Devising/ designing training module</b> <ul style="list-style-type: none"> <li>• Refresher training(5 days)</li> <li>• Induction training(2 days)</li> <li>• Remedial training(5 days)</li> </ul>