HIMACHAL PRADESH TECHNICAL UNIVERSITY HAMIRPUR



Syllabus

for

Certificate Course in Hotel Management & Catering
Technology (CCHMCT)- 1 Year

Diploma in Hotel Management & Catering Technology
(DHMCT)- 2 Years

B.Sc. in Hotel Management & Catering Technology
(B.Sc. & HMCT) - 3 Years

Bachelor in Hotel Management & Catering Technology
(BHMCT)- 4 Years

As per National Education Policy (NEP-2020)

(w.e.f. the Academic Year 2023-2024)

Department of Hotel Management School of Tourism and Hospitality Management

Dean - Academic H.P. Technical University Hamirpur - 177 001 HP

Approved by the Board of Studies

Preamble

The Certificate Course in Hotel Management & Catering Technology (CCHMCT)/ Diploma in Hotel Management & Catering Technology (DHMCT)/ B.Sc. in Hotel Management & Catering Technology (B.Sc. & HMCT) /Bachelor in Hotel Management & Catering Technology (BHMCT) is a comprehensive one/two/three/four-year undergraduate course that equips students with the knowledge and skills necessary to excel in the dynamic and demanding hospitality industry. Department of Hotel Management also made an attempt to revise the curriculum of CCHMCT/DHMCT/B.Sc. & HMCT/BHMCT in alignment with the National Education Policy- 2020. With NEP- 2020 in the background, the revised curricula articulate the spirit of the policy by emphasizing an integrated approach to learning; innovative pedagogies and assessment strategies; multidisciplinary and crossdisciplinary education; creative and critical thinking, and ethical and constitutional values through value-based courses. This program offers a holistic learning experience that combines theoretical knowledge, practical training, industry exposure, and managerial competencies to groom individuals into well-rounded professionals in the field of hotel management and the catering industry. This course also enables the students to select subjects as per their interests. Also, diverse lab experiments and seminars allow the students to understand the fundamental aspects of the subject.

Over the course of one/two/three/four years, students undertaking the **CCHMCT/DHMCT/B.Sc. & HMCT/ BHMCT** program will develop into various aspects of hotel management, catering operations, hospitality services, and related disciplines. The curriculum is designed to provide a strong foundation in theoretical concepts and practical applications, ensuring that graduates are prepared to meet the industry's challenges and contribute to its growth.

The first year of the CCHMCT/DHMCT/B.Sc. & HMCT/BHMCT course focuses on introducing students to the fundamental principles of hotel management and catering technology. This introductory year aims to provide students with a comprehensive overview of the industry, its diverse operations, and the essential skills required to succeed in it.

Students have the opportunity to leave the course after the first year by completing a four-week training program in a specialized core department. Following this training, students must submit a training report to the university or institute in order to receive a certificate for the course.

As the **DHMCT/B.Sc. & HMCT/ BHMCT** program enters its second year, students will participate in four core departments for four months of **Industrial Training** to get practical experience and a deeper understanding of real-industry operations. Following this Industrial training, students must submit a training report, presentation, and viva to the university or institute. After that students deepen their knowledge in core areas such as food production techniques, bakery and confectionery, accommodation management, and bar and beverage management.

Students have the opportunity to leave the course after the third year to receive a **Diploma in Hotel Management & Catering Technology (DHMCT).**

In the third year, the **B.Sc. & HMCT/ BHMCT** program emphasizes advanced topics such as international cuisines, revenue management, strategic management, and sustainable practices. Students also have the opportunity to choose elective subjects based on their areas of interest, such as spa management, wine appreciation, hotel engineering, or culinary arts. This year encourages students to develop critical thinking, problem-solving abilities, and decision-making skills necessary for managerial roles in

the hospitality industry.

Students have the opportunity to leave the course after the third year to receive a **B.Sc.** in **Hotel Management & Catering Technology (B.Sc. & HMCT)** degree.

The final year of the **BHMCT** course is dedicated to advanced specialization and the practical application of knowledge gained throughout the program. Students undertake a comprehensive industry-based project or dissertation, where they apply their learning to real-world scenarios and explore innovative solutions to current challenges in the industry. Additionally, they engage in **Job Training/Internship** in reputed hotels, resorts, or hospitality organizations for the period of 72 days providing them with exposure to the specialized core department and a chance to develop their skills under professional guidance. Following this **Job Training/Internship**, students must submit a training report, presentation, and viva to the university or institute.

After completion of four years, students will receive a **Bachelor in Hotel Management & Catering Technology (BHMCT)** degree.

CERTIFICATE COURSE IN HOTEL MANAGEMENT & CATERING TECHNOLOGY/ DIPLOMA IN HOTEL MANAGEMENT & CATERING TECHNOLOGY/ B.SC. IN HOTEL MANAGEMENT & CATERING TECHNOLOGY/ BACHELOR IN HOTEL MANAGEMENT & CATERING TECHNOLOGY

	SEMESTER –I											
Sr. No.	.Category	Subject	Title	Teaching	Hours		Credits	Examin	ation			
		Code		Per Week								
				L	T	P	C	IA	ESE	Total		
1	CC	BHMC- 101	Foundation Course in Food Production- I	2	-	-	2	40	60	100		
2	CC	BHMC- 102	Foundation Course in Food & Beverage Service- I	2	-	-	2	40	60	100		
3	CC	BHMC- 103	Foundation Course in Accommodation Operations- I	2	-	-	2	40	60	100		
4	CC	BHMC- 104	Foundation Course in Front Office- I	2	-	-	2	40	60	100		
5	FC	HS- 111	Communication Skills	3	-	-	3	40	60	100		
6	MC	EVS- 111	Energy & Environment	2	1	-	3	40	60	100		
Labs:												
1	CC	BHMC-105	Foundation Course in Food Production Lab- I	-	-	8	4	40	60	100		
2	CC	BHMC-106	Foundation Course in Food & Beverage Service Lab- I	-	-	2	1	40	60	100		
3	CC	BHMC-107	Foundation Course in Accommodation Operations Lab- I	-	-	2	1	40	60	100		
4	CC	BHMC-108	Foundation Course in Front Office Lab- I	-	-	2	1	40	60	100		
5	CC	BHMC-109	I.T. in Hotel Lab	-	-	2	1	20	30	50		
6	FC	HS- 111 P	Communication Skills Lab	-	-	2	1	20	30	50		
			Total	14	-	18	23					

	L – Lecture	ESE- End Semester Examination
Legend:	P – Practical	CC- Core Course
	IA - Internal Assessment	FC- Foundation Course
	C- Credits	MC- Mandatory` Course
	T- Tutorial	



CERTIFICATE COURSE IN HOTEL MANAGEMENT & CATERING TECHNOLOGY/ DIPLOMA IN HOTEL MANAGEMENT & CATERING TECHNOLOGY/ B.SC. IN HOTEL MANAGEMENT & CATERING TECHNOLOGY/ BACHELOR IN HOTEL MANAGEMENT & CATERING TECHNOLOGY

SEMESTER -II

Sr. No.	Category	Subject Code	Title	Teachi Per W	ng Hou eek	ırs	Credits	Exam	ination	
				L	T	P	C	IA	ESE	Total
1	CC	BHMC- 201	Foundation Course in Food Production- II	2	-	-	2	40	60	100
2	CC	BHMC- 202	Foundation Course in Food & Beverage Service- II	2	-	-	2	40	60	100
3	CC	BHMC- 203	Foundation Course in Accommodation Operations- II	2	-	-	2	40	60	100
4	CC	BHMC- 204	Foundation Course in Front Office- II	2	-	-	2	40	60	100
5	MC	HS- 112	Universal Human Values and Awareness about Himachal Pradesh	3	1	1	3	40	60	100
Labs:										
1	CC	BHMC-205	Foundation Course in Food Production Lab- II	-	-	8	4	40	60	100
2	CC	BHMC-206	Foundation Course in Food & Beverage Service Lab- II	-	-	2	1	40	60	100
3	CC	BHMC-207	Foundation Course in Accommodation Operations Lab II	-	-	2	1	40	60	100
4	CC	BHMC-208	Foundation Course in Front Office Lab- II	-	-	2	1	40	60	100
5	MC	HS-122 P	Holistic Health & Yoga	-	-	2	1	20	30	50
			Total	11	-	16	19			

	L – Lecture	ESE- End Semester Examination
Legend:	P – Practical	CC- Core Course
	IA - Internal Assessment	MC- Mandatory Course
	C- Credits	T- Tutorial

Template for- Internal Examination (Theory) HIMACHAL PRADESH TECHNICAL UNIVERSITY AWARD SHEET THEORY (INTERNAL ASSESSMENT)

Name of the Inst	itution:		Ι	Distribut	ion of Marks	1				
Programme:			Perio	dical	ent					
Subject:		Sub. Code: Semester:			zzes					
Branch:					(Assig					
MAX. MARKS:		MIN. MARKS:		2 nd Periodical Examination	Teacher Assessment (Assignment discussion/ presentation/Quizzes/ Overall behavior)	Attendance	Total Marks			
Sr. No.	University Roll No.	Name of Student	10	10	15	05	40			
Name of Interna	l Examiner	Head of Deptt.			Head of the Institution		on			
Signature		Signature			Signature					
Date		Date			Date					

Sr. No	Percentage of Lecture Attended	Marks Awarded
1	From 75% to 80%	01
2	Above 80% to 85%	02
3	Above 85% to 90%	03
4	Above 90% to 95%	04
5	Above 95%	05

Template for- Internal Examination

(Practical/Project/Seminar/Viva-Voce)

HIMACHAL PRADESH TECHNICAL UNIVERSITY

AWARD SHEET Practical/Project/Seminar/Workshop

Internal Examination

Name of the Instit	Distribution of Marks			Total Marks		
Programme:			Periodical			
Subject:	Sub. Code:		Exami	Examination		
		emester:	Written/Presentation/ File Work	Viva-Voce	Attendance	
Sr. No.	University Roll No.	Name of Student	10/20	15/30	05/10	30/60
Name of Internal	Examiner	Head of Deptt.	Head of t	he Institu	ution	
Signature		Signature	Signature			
Date		Date	Date			ě

Template for-External Examination

(Practical/Project/Seminar/Viva-Voce)

HIMACHAL PRADESH TECHNICAL UNIVERSITY

(Practical/Project/Seminar/Viva-Voce)

Name of the Insti	itute:								
Programme:									
Subject Name:		Subject Code:							
Branch:		Semester							
Max Marks		Min. Marks:							
Sr. No.	University Roll No.	Name of Student	Marks in Figure	Marks in Words					
Name of Internal Examiner: External Examiner.									
Signature Signature Date Date									
Date Date									

	Template for End Semester Examination	1
Roll No:		Total Pages
	Month-Year	
	BHMCT Code	
	Title Semester-X	
Time: 3 Hours		Max. Marks: 60
	their answers precisely within the answer b ry/continuation sheet will be issued.	ook (40 pages) issued to
Note: Attempt five question. Section-E is compulsor	ons in all by selecting one question from eacly.	h section A, B, C and
_	SECTION – A	
	(1x10 or 5,5)	
1.		
2.		
	SECTION – B	
	(1x10 or 5,5)	
3.		
4.		
	SECTION – C	
	(1x10 or 5,5)	
5.		
6.		
	SECTION – D	
	(1x10 or 5,5)	
7.		
8.		

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9. (a-f)

SEMESTER-I

BH	BHMC- 101 FOUNDATION COURSE IN FOOD PRODUCTION- I										
Teaching Scheme Credit Marks Distribution							Duration of End				
L	T	P	С	Internal Assessment	End Semester Examination	Total	Semester Examination				
2	0	0	2	Maximum Marks: 40	Maximum Marks: 60	100	3 Hours				
2	V	v	4	Minimum Marks: 16	Minimum Marks: 24	40	5 110018				

Guidelines for setting Question Paper: Question paper of end semester examination will be of 60 marks. The question paper will consist of five sections A, B, C, D and E. Sections A, B, C and D will have 2 questions of 10 marks each and section E has short answer type questions consisting of ten parts of 02 marks each. The candidates will attempt five questions in all, i.e. one question each from sections A, B, C, D and the compulsory question from section E. In the question paper, the questions available in sections A, B, C and D will be covered from Unit- I, Unit- II, Unit- III and Unit- IV respectively and Section-E will cover the whole syllabus.

Course Objective (CO's)

To understand the basic knowledge of cooking to the beginners. They will get versed with meaning, aims, objectives, kitchen organization structure, different kinds of ingredients, techniques of pre-preparation and cooking, knowledge of various stocks, sauces and soups, various cuts of vegetables, and food microbiology.

Course Contents:

Unit I			08 Lectures
	 	_	

Introduction to the Art of Cookery

- Culinary History: Development of the Culinary Art from the Middle Ages to modern cookery
- Modern hotel kitchen: Features and functions
- Nouvelle Cuisine: Characteristics and techniques
- Cuisine Minceur: Principles and methods
- Indian Regional Cuisine: Diversity and key ingredients
- Popular International Cuisine: An Introduction
- French Cuisine: Key features and iconic dishes
- Italian Cuisine: Regional specialties and culinary traditions
- Chinese Cuisine: Regional styles and cooking techniques
- Aims & Objectives of Cooking Food:
- Classification of Cooking Materials: Understanding different types of cooking materials and their specific uses.
- Foundation Ingredients: Meaning and the role of heat in carbohydrates, fats, proteins, minerals, and vitamins.
- Fats and Oils: Definition, examples, qualities for shortenings, commonly used fats and oils, sources, and uses.
- Raising Agents: Functions of raising agents, including chemical raising agents and yeast.
- Eggs: Uses of eggs in cooking, characteristics of fresh eggs, deterioration of eggs, and proper



storage methods.

- Salts: Various uses of salts in cooking.
- Liquids: Understanding the role and uses of water, stock, milk, fruit juices, and other liquids in cooking.
- Flavoring & Seasoning: Uses and examples of flavoring and seasoning ingredients to enhance taste
- Sweetening Agents: Uses and examples of sweetening agents in culinary preparations.
- Thickening Agents: Understanding the purpose and application of thickening agents in cooking.

Unit II 08 Lectures

Preparation of Ingredients

- Washing, Peeling, Scraping, and Paring: Proper techniques for preparing ingredients.
- Cutting Techniques: Understanding terms used in vegetable cutting, such as julienne, brunoise, mecedoine, jardinière, and paysanne.
- Grinding, Mashing, Sieving, Milling: Methods for processing ingredients.
- Steeping, Centrifuging, Emulsification, Evaporation, Homogenization: Techniques used in ingredient preparation.
- Methods of Mixing Foods: Various approaches to combining ingredients.

Unit III 08 Lectures

Equipment and Kitchen Organization

- Types of Kitchen Equipment: Overview of different kitchen equipment, their uses, and maintenance.
- Kitchen Organization: Main Kitchen & Satellite Kitchen: Roles and responsibilities of staff in different kitchen areas.
- Cooking Fuels: Uses and advantages of different types of cooking fuels.

Methods of Cooking Food

- Transference of Heat: Radiation, conduction, convection, and magnetron waves.
- Cooking Techniques: Boiling, poaching, stewing, braising, steaming, baking, roasting, grilling, frying, paper bag, microwave, pot roasting, with explanations and examples.
- Stocks, Glazes, Sauces, and Soups: Meaning, uses, and types of stocks; points to consider when making stocks; recipes for white, brown, and fish stock. Explanation of glazes, qualities of a good sauce, types of sauces (proprietary sauce and mother sauce), recipes for Béchamel, Velouté, Espagnole, Tomato, and Hollandaise sauces. Derivatives of mother sauces (names only). Recipes for known international sauces and their uses. Classification of soups with examples and basic preparations. Mise-en-place for Bouquet Garni, mirepoix, duxelle paste, batters, marinades, and gravies.

Unit IV 10 Lectures

Introduction to Food Microbiology encompasses the study of microorganisms and their significance in various fields. The classification of microbes includes fungi, bacteria, yeast, and mold, each with their unique characteristics. The unit on the effect of heating explores the growth curve of microbial cells, thermal death time, pasteurization, sterilization, and heat resistance of microorganisms. Food production based on microbiology involves small-scale fermentation processes for popular dishes like idli, dhokla, naan, bhaturas, yogurt, and pickles. The course also covers industrial preparation methods for cheese, vinegar, bread, and alcoholic beverages. Preservation and spoilage are discussed, including asepsis, removal of microorganisms, various preservation techniques, and the use of preservatives. Contamination of cereals and cereal products, preservation of vegetables and fruits, food spoilage in meat, fish, eggs, milk, and milk products are examined. The course also introduces the concept of canned food production. Furthermore, the topics of food, nutrition, nutrients, food constituents (carbohydrates, proteins, fats, vitamins, minerals).



Course Learning Outcomes (CLO's)/ Course Outcomes (CO's)

The learning objectives of a foundation course in food production may vary depending on the specific institution or program. The specific learning objectives may vary depending on the following:

- 1. Develop fundamental culinary techniques, such as knife skills, cooking methods (grilling, roasting, sautéing, etc.), and food preparation.
- 2. Learn about various ingredients, their characteristics, and how to handle and store them properly.
- 3. Interpret recipes, measure ingredients accurately, and execute cooking techniques to produce a wide range of dishes.
- **4.** Understand the importance of quality control in food production, ensuring consistency and excellence in dishes.

Suggestive Reading:

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

Further References:

- 1. https://www.ihmnotessite.net/food-production
- 2. https://hmhub.in/1st-sem-food-production-notes/

BH	BHMC- 102 FOUNDATION COURSE IN FOOD & BEVERAGE SERVICE- I									
Teaching Scheme Credit Marks Distribution					ks Distribution		Duration of End			
L	Т	P	С	Internal Assessment	End Semester Examination	Total	Semester Examination			
2	Λ	0	2	Maximum Marks: 40	Maximum Marks: 60	100	3 Hours			
	U	י	4	Minimum Marks: 16	Minimum Marks: 24	40	5 110018			

Guidelines for setting Question Paper: Question paper of end semester examination will be of 60 marks. The question paper will consist of five sections A, B, C, D and E. Sections A, B, C and D will have 2 questions of 10 marks each and section E has short answer type questions consisting of ten parts of 02 marks each. The candidates will attempt five questions in all, i.e. one question each from sections A, B, C, D and the compulsory question from section E. In the question paper, the questions available in sections A, B, C and D will be covered from Unit- I, Unit- II, Unit- III and Unit- IV respectively and Section-E will cover the whole syllabus.

Course Objective (CO's)

The course aims to provide students with a comprehensive understanding of food service principles, functions, and procedures, with a particular focus on menu planning and various meal planning techniques. It is designed to equip students with the knowledge and skills required to work in the food service industry, such as restaurants, hotels, catering companies, and other hospitality establishments.

Course Contents:

Unit I 06 Lectures

Introduction to the Food and Beverage Service Industry: 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.

Food and Beverage Service Areas in a Hotel: 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.

Unit II 10 Lectures

Food and Beverage Equipment: 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, and Disposables.

Food and Beverage Service Methods: 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.

Unit III 08 Lectures

Food and Beverage Service Personnel: 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, and customer satisfaction. Basic Etiquettes for catering staff. Inter-departmental relationship.

Unit IV 08 Lectures

Menus and Covers: 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.

Types of meals: Breakfast – Introduction, Types, Service methods, a la carte, and TDH setups; Brunch, Lunch, Hitea, Supper, Dinner, Elevenses, and others.



Course Learning Outcomes (CLO's)/ Course Outcomes (CO's)

The course learning objectives for a Foundation Course in Food & Beverage Service are designed to provide students with a fundamental understanding of the key principles, skills, and knowledge required to excel in the food and beverage service industry. The specific learning objectives may vary depending on following:

- 1. Gain an overview of the hospitality industry, its history, evolution, and the significance of food and beverage service in the overall guest experience.
- 2. Learn about different types of F&B establishments (e.g., restaurants, cafes, hotels) and their operational structures, including front-of-house and back-of-house functions.
- **3.** Develop excellent communication, interpersonal, and customer service skills to effectively interact with guests, handle complaints, and create a positive dining experience.
- **4.** Understand the components of a menu, including dish descriptions, ingredients, and various types of menus (à la carte, table d'hôte, specials, etc.).
- **5.** Learn proper table settings, napkin folding, and various service techniques like plate service, silver service, and buffet service.

Suggestive Reading:

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

Further References:

- 1. https://www.ihmnotessite.net/food-beverage
- 2. https://hmhub.in/1st-sem-f-b-service-notes/

BH	BHMC- 103 FOUNDATION COURSE IN ACCOMMODATION OPERATION- I						
	Teaching Scheme		Credit	Marks Distribution		Duration of End	
L	T	P	С	Internal Assessment	End Semester Examination	Total	Semester Examination
2	2 0 0		2	Maximum Marks: 40	Maximum Marks: 60	100	3 Hours
4			4	Minimum Marks: 16	Minimum Marks: 24	40	5 110018

Guidelines for setting Question Paper: Question paper of end semester examination will be of 60 marks. The question paper will consist of five sections A, B, C, D and E. Sections A, B, C and D will have 2 questions of 10 marks each and section E has short answer type questions consisting of ten parts of 02 marks each. The candidates will attempt five questions in all, i.e. one question each from sections A, B, C, D and the compulsory question from section E. In the question paper, the questions available in sections A, B, C and D will be covered from Unit- I, Unit-III and Unit- IV respectively and Section-E will cover the whole syllabus.

Course Objective (CO's)

To 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.

Course Contents:

Introduction to the housekeeping department

- Meaning, Definition & Importance of the Housekeeping Department
- Role of Housekeeping in the hospitality industry

Role of key personnel in the housekeeping department

Job description & Job specification of Housekeeping staff, including Executive Housekeeper, Deputy Housekeeper, Floor Supervisor, Public Area Supervisor, Night Supervisor, Room Attendant, Houseman, Head Gardener

Unit II 07 Lectures

Planning work of Housekeeping department:

- Identifying Housekeeping department tasks
- Briefing & Debriefing procedures
- Control desk: Importance, role, and coordination
- Role of Control Desk during emergencies
- Duty Rota & work schedule
- Files with formats used in the Housekeeping department

Unit III 08 Lectures

Hotel Guest Room:

- Types of rooms: Definition and differentiation (single, double, twin, suite)
- Standard layout of guest rooms
- Difference between Smoking & Non-Smoking rooms
- Barrier-free rooms
- Furniture/Fixture/Fitting/Soft Furnishing/Accessories/Guest Supplies/Amenities in a guest room
- Layout of the corridor & floor pantry

Unit IV 08 Lectures

Cleaning Science:

- Characteristics of a good cleaning agent
- Application of cleaning agents
- Types of cleaning agents



- Cleaning products
- Cleaning equipment: Classification and types, including mops, dusters, pushers, mechanical squeeze, vacuum cleaner, shampooing machine
- Care and uses of cleaning equipment

Course Learning Outcomes (CLO's)/ Course Outcomes (CO's)

The course learning objectives for a Foundation course in Accommodation Operation are typically designed to provide students with a comprehensive understanding of the fundamental principles and practical aspects involved in managing and operating various types of accommodation establishments, such as hotels, resorts, and lodges. The specific learning objectives may vary depending on following:

- 1. Differentiate between various types of accommodation establishments and their classification based on amenities, services, and target markets.
- 2. Develop skills in effective communication with guests and handling their inquiries, complaints, and special requests.
- **3.** Learn about housekeeping procedures, room cleaning standards, and maintenance practices to ensure guest comfort and satisfaction.

Suggestive Reading:

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

Further Reading:

- 1. https://www.ihmnotessite.net/accomodation
- 2. https://hmhub.in/1st-sem-accommodation-operation-notes/

BH	BHMC- 104 FOUNDATION COURSE IN FRONT OFFICE- I							
	Teaching Scheme		Credit	Marks Distribution			Duration of End	
L	T	P	С	Internal Assessment	End Semester Examination	Total	Semester Examination	
2	2 0 0		2	Maximum Marks: 40	Maximum Marks: 60	100	3 Hours	
2				Minimum Marks: 16	Minimum Marks: 24	40	5 110018	

Guidelines for setting Question Paper: Question paper of end semester examination will be of 60 marks. The question paper will consist of five sections A, B, C, D and E. Sections A, B, C and D will have 2 questions of 10 marks each and section E has short answer type questions consisting of ten parts of 02 marks each. The candidates will attempt five questions in all, i.e. one question each from sections A, B, C, D and the compulsory question from section E. In the question paper, the questions available in sections A, B, C and D will be covered from Unit- I, Unit-II, Unit-III and Unit- IV respectively and Section-E will cover the whole syllabus.

Course Objective (CO's)

To achieve the objectives of familiarizing students with the various functions of the front office and developing work ethics towards customer care and satisfaction, a well-rounded course can be designed with a focus on theory, practical skills, and hands-on experience.

Course Contents:

Unit I 08 Lectures

The Hospitality Industry: History and development of lodging industry – International; History and development of lodging industry – India; Defining the term – Hotel; Reasons for travel.

Organizational Structure of Hotels: Small; Medium; Large; Lobby Arrangements; Layout and equipment in use; Handling VIPs; Duty Rota and work schedules; Uniformed Service.

Unit II 06 Lectures

Classification of Hotels: 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.

Unit III 06 Lectures

Front Office Organization: Basic Layout and Design; Departmental Organizational Structure.

Front Office Personnel: Departmental Hierarchy; Attitude and Attributes and Salesmanship; Job Descriptions and Job Specifications of Front Office Personnel.

Unit IV 08 Lectures

Front Office Operations: The Front Desk- Equipments in use; The Guest Room- Types and Status Terminology; Key Controls; Tariff plans; Types of rates.

Front Office responsibilities: Communication – internal and inter departmental; Guest services—basic information; Guest history— maintenance and importance; Relationship marketing; Emergency situations.

Course Learning Outcomes (CLO's)/ Course Outcomes (CO's)

The Foundation course in Front Office is designed to equip students with the fundamental knowledge and skills necessary to excel in front office operations within the hospitality industry. The course aims to achieve several learning objectives, including:

- 1. Students will learn about the role and importance of the front office in hotels, resorts, and other hospitality establishments. They will gain insights into various functions, responsibilities, and day-to-day tasks of front office personnel.
- 2. The course aims to develop strong customer service skills among students. This includes learning how to handle guest inquiries, complaints, and requests professionally and efficiently to ensure a positive guest experience.
- 3. Effective communication is crucial in front office operations. Students will be trained in verbal and written



- communication techniques to interact with guests, colleagues, and management effectively.
- **4.** Front office staff need to work cohesively with other departments. This objective focuses on developing teamwork and collaboration skills.
- **5.** Students will learn how to manage their time efficiently, handle multiple tasks simultaneously, and prioritize their workload effectively.

Suggestive Reading:

- 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.

Further Reading:

- 1. https://www.ihmnotessite.net/front-office
- 2. https://hmhub.in/1st-sem-front-office-notes/

HS	HS- 111 COMMUNICATION SKILLS							
	Teaching Scheme		Credit	Marks Distribution		Duration of End		
L	T	P	С	Internal Assessment	End Semester Examination	Total	Semester Examination	
3	3 0 0		3	Maximum Marks: 40	Maximum Marks: 60	100	3 Hours	
3			3	Minimum Marks: 16	Minimum Marks: 24	40	5 110018	

Guidelines for setting Question Paper: Question paper of end semester examination will be of 60 marks. The question paper will consist of five sections A, B, C, D and E. Sections A, B, C and D will have 2 questions of 10 marks each and section E has short answer type questions consisting of ten parts of 02 marks each. The candidates will attempt five questions in all, i.e. one question each from sections A, B, C, D and the compulsory question from section E. In the question paper, the questions available in sections A, B, C and D will be covered from Unit-I, Unit-II, Unit-III and Unit-IV respectively and Section-E will cover the whole syllabus.

Course Objective (CO's)

The main objective of this course is to identify deviant use of English both in written and spoken forms and understand the importance of writing in academic life. It reorganizes and correct the errors of usage to write simple sentences without committing errors of spelling and grammar and to understand and appreciate English spoken by people from different regions.

Course Contents:

Unit I 09 Lectures

Essentials of communication: The meaning, types &process of communication, Barriers to communication and removal of these barriers, Shannon & weaver model of communication, Berlos' model of communication, The Seven Cs of Effective Communication - Completeness, Conciseness, Consideration, Concreteness, Clarity, Courtesy, Correctness, Types of information- order, advise, suggestion, motivation, persuasion, warning and education. Mass Communication –function of mass communication – Media of mass communication, Advantages and disadvantages of social media.

Unit II 09 Lectures

Essentials of Grammar: Types of sentences: Declarative Sentence, Imperative Sentence, Interrogative Sentence, Exclamatory Sentence, simple, compound & complex sentences, conversion of one type of sentence into other, Parts of speech, Tenses, articles and prepositions, Model Auxiliaries Types of diction, ways to improve diction, Paragraph writing.

Unit III 09 Lectures

Technical Communication: Report writing: Characteristics of a good report, parts & types of reports, drafting of reports. Business letters: planning a businessletter, parts of a letter, classification of business letters — inviting and sending quotations, letter placing orders, letter of complaint, letter of adjustment, and letter of Job, letter negotiating a job offer and Resume writing, Drafting memorandum, notices, agenda and minutes of meeting, preparing effective e- mail messages and power-point presentations

Unit IV 09 Lectures

Soft skills & personality development: Soft skills: Classification of soft skills, Delivering effective presentations, Capturing audience, Impromptu speech, speech initiators, telephone etiquette - Good practice when making and receiving a call; Becoming a good leader and team-player, Personal SWOT analysis., body language, Types of interviews, preparing for a job interview, Strategies for managing emotions & controlling Stress

Course Learning Outcomes (CLO's)/ Course Outcomes (CO's)

The students will be able to

- Develop knowledge, skills, and judgment around human communication that facilitate their ability to work collaboratively with others.
- Understand and practice different techniques of communication.
- Practice and adhere to the 7Cs of Communication.
- Familiarize with different types of Communication. Understand and practice Interview Etiquettes.



Suggestive Reading:

- 1. Communication Skills, Sanjay Kumar and Pushp Lata, Oxford University Press.
- 2. Effective Communication and soft Skills, Nitin Bhatnagar and Mamta Bhatnagar, Pearson Publication.
- 3. Communicative English for Engineers and professionals, Nitin Bhatnagar and Mamta Bhatnagar, Pearson Publication.
- 4. Personality and Soft Skills by B. K. Mitra Oxford press.
- 5. An Introduction to Professional English and Soft Skills: by Bikram K. Das, Kalyani Samantray, Cambridge Press.
- 6. Business correspondence and Report Writing: by R. C. Sharma & Krishna Mohan

Further Reading:

- 1. Business Communication: Theory and Application by R.W. Lesikar and John.D. Pettit , AllIndia Traveller Bookseller.
- 2. Speaking and Writing for Effective Business Communication by Francis Soundaraj Macmillan.
- 3. Understanding Human Communication by Ronald B. Adler and George Rodman Oxford University Press: New York.
- 4. Communication Skills and soft skills- An integrated approach, Kumar, Pearson Publication
- 5. K.K.Sinha, Business Communication, Galgotia Publishing Company, New Delhi, 1999.
- 6. R.K.Bansal& J.B. Harrison, spoken English for India, Orient Longman.
- 7. An Introduction to Linguistics: Language, Grammar and Semantics by Pushpinder Syal and D. V.Jindal (Author) Paperback
- 8. Mastering Interviews and Group Discussions by Dinesh Mathur CBS
- 9. English Conversation Practice by Grant Taylor
- 10. Handbook of Practical Communication Skill by Chrissie Wright (Ed.) JAICO Books.
- 11. English Conversation Practice by Grant Taylor
- 12. Business correspondence and Report Writing: by R. C. Sharma & Krishna Mohan

EVS	EVS- 111 ENERGY AND ENVIRONMENT							
	Teaching Scheme Cre		Credit	Marks Distribution			Duration of End	
L	Т	P	С	Internal Assessment	End Semester Examination	Total	Semester Examination	
2	2 1 0	0	3	Maximum Marks: 40	Maximum Marks: 60	100	3 Hours	
			3	Minimum Marks: 16	Minimum Marks: 24	40	3 Hours	

Guidelines for setting Question Paper: Question paper of end semester examination will be of 60 marks. The question paper will consist of five sections A, B, C, D and E. Sections A, B, C and D will have 2 questions of 10 marks each and section E has short answer type questions consisting of ten parts of 02 marks each. The candidates will attempt five questions in all, i.e. one question each from sections A, B, C, D and the compulsory question from section E. In the question paper, the questions available in sections A, B, C and D will be covered from Unit-I, Unit-II, Unit-III and Unit-IV respectively and Section-E will cover the whole syllabus.

Course Objective (CO's)

The main objective of this course is to provide knowledge about the components of environment and their inter relatedness. It provides understanding of all the resources available, their origin, the ways to conserve them for sustainable future, understand various measures undertaken by Government and laws related to protection of environment.

Course Contents:

Unit I 09 Lectures

Ecosystems: Structure and function of an ecosystem–ecological succession–primary and secondary succession - ecological pyramids – pyramid of number, pyramid of energy and pyramid of biomass.

Conventions on Climate Change: Origin of Conference of Parties (COPs), UnitedNations Framework Convention on Climate Change (UNFCCC) and Intergovernmental Panel on Climate Change (IPCC); Kyoto Protocol, Montreal Action Plan; Paris Agreement and post-Paris scenario.

Environmental issues: Global Environmental crisis, Current global environment issues, Global Warming, Greenhouse Effect, role of Carbon Dioxide and Methane, Ozone Problem, CFC's and Alternatives, Causes of Climate change, Carbon footprint.

Unit II 09 Lectures

Air Pollution: Origin, sources, adverse effects and preventive measures related to air pollution. Case study for air pollution (London smog, Photochemical smog, Bhopal gas tragedy).

Water Pollution: Origin, sources, adverse effects and preventive measures related to water pollution. Case study for air pollution (Minmata tragedy, Arsenic pollutionat Punjab/UP, The Ganga river pollution).

Noise Pollution: Origin, sources, adverse effects and preventive measures related tonoise pollution.

Nuclear pollution: Origin, sources, adverse effects and preventive measures related to radioactive pollution, Case study.

Environmental protection acts: Important environmental protection acts in India –water, air (prevention and control of pollution) act, wild life conservation and forestact.

Unit III 09 Lectures

Renewable and non-renewable resources: Coal, Petroleum, Solar energy, wind energy, hydrothermal energy, nuclear energy, Tidal energy, Bioenergy etc. Role of individual in conservation of natural resources for sustainable life styles. Use and over exploitation of Forest resources, Deforestation, Timber extraction, Mining, Dams and their effects on forest and tribal people. Use and over exploitation of surface and ground water resources, Floods, Drought, Conflicts over water, Dams- benefits and problems. National green hydrogen mission. FAME India Scheme.

Unit IV 09 Lectures

Environment and Disaster Management: Introduction: Principles of DisasterManagement. Natural Disasters such as Earthquake, Floods, Fire, Landslides, Tornado, Cyclones, Tsunamis, Nuclear and Chemical Terrorism. Hazards, Risks and Vulnerabilities, Vulnerability of a location and vulnerable groups, National policy on Disaster Management.



Course Learning Outcomes (CLO's)/ Course Outcomes (CO's)

- 1. The students will be able to
- 2. Discover knowledge in ecological perspective and value of environment.
- 3. Understand the significance of various natural resources and their management.
- 4. Demonstrate a comprehensive understanding of the world's biodiversity and the importance of its conservation.
- 5. Understand environmental laws and sustainable development...

Suggestive Reading:

- 1. Moaveni, S., Energy, Environment and Sustainability, Cengage(2018)
- 2. Down to Earth, Environment Reader for Universities, CSE Publication(2018)
- 3. Chapman, J.L. and Reiss, M.J., Ecology Principles and Application, Cambridge University Press (LPE) (1999).
- 4. Eastop, T.P. and Croft, D.R., Energy Efficiency for Engineers and Technologists, Longman and Harow(2006).
- 5. O' Callagan, P.W., Energy Management, Mc Graw Hill Book Co. Ltd.(1993).
- 6. Peavy H.S. and Rowe D.R. Environmental Engineering, McGraw Hill(2013)

BHN	BHMC- 105 FOUNDATION COURSE IN FOOD PRODUCTION LAB- I							
	Teaching Scheme		Credit	Marks Distribution			Duration of End	
L	Т	P	С	Internal Assessment	End Semester Examination	Total	Semester Examination	
	0 8		4	Maximum Marks: 40	Maximum Marks: 60	100	3 Hours	
"	0 0	o	7	Minimum Marks: 16	Minimum Marks: 24	40	5 110018	

- 1. Proper usage of Kitchen Knives and Hand Tools.
- 2. Understanding the usage of small kitchen equipment.
- 3. Implementation of Basic Hygiene practices in the Kitchen.
- 4. Observing Safety practices in the kitchen, including First Aid for cuts and burns.
- 5. Identification of Raw Materials used in culinary preparations.
- 6. Demonstration of Various Cooking Methods.
- 7. Practicing Basic Cuts of Vegetables: Julienne, Jardinière, Mignonette, Dices, Cubes, Macedoine, Paysanne, Shred, Concasse, Mirepoix. Blanching of Tomatoes and Vegetables.
- 8. Preparation of Basic Stocks: White, Brown, and Fish stock.
- 9. Egg Cookery Techniques, including Classical Preparations: Boiled, Fried, Poached, Omelette, En Cocotte.
- 10. Preparation of Basic Sauces and their commonly used derivatives: Bechamel, Mayonnaise, Tomato, Hollandaise, Velouté.
- 11. Preparation of Basic Continental Cookery: Stews, sauces, soups.
- 12. Creation of Basic Continental Dishes using Vegetables and Meats.
- 13. Preparation of Three-Course Simple Indian Menus (simple 3-4 course menus).

BHN	BHMC- 106 FOUNDATION COURSE IN FOOD & BEVERAGE LAB- I							
	Teaching Scheme		Credit	Marks Distribution			Duration of End	
L	T	P	С	Internal Assessment	End Semester Examination	Total	Semester Examination	
0	0 0 2	2	1	Maximum Marks: 40	Maximum Marks: 60	100	3 Hours	
"		<i>Z</i>	1	Minimum Marks: 16	Minimum Marks: 24	40	3 110018	

- 1. Service Grooming and Restaurant Etiquette.
- 2. Mise-en- place and Mise-en-scene
- 3. Identification of equipment
- **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 types of equipment
- **13.** Clearing an ashtray
- 14. Crumbing, Clearance, and presentation of the bill
- **15.** Sideboard Setup
- **16.** Silver Service
- **17.** American Service
- 18. Indian Service
- 19. Breakfast Table Lay-up

BHN	BHMC- 107 FOUNDATION COURSE IN ACCOMMODATION OPERATION LAB- I							
Teaching Scheme		Credit Marks Distribution		Duration of End				
L	Т	P	С	Internal Assessment	End Semester Examination	Total	Semester Examination	
0	0 2		1	Maximum Marks: 40	Maximum Marks: 60	100	3 Hours	
U	0 0		1	Minimum Marks: 16	Minimum Marks: 24	40	3 Hours	

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

BHN	BHMC- 108 FOUNDATION COURSE IN FRONT OFFICE LAB- I							
	Teaching Scheme		Credit	Marks Distribution		Duration of End		
L	Т	P	C	Internal Assessment	End Semester Examination	Total	Semester Examination	
0	0 0 2		1	Maximum Marks: 40	Maximum Marks: 60	100	3 Hours	
U			1	Minimum Marks: 16	Minimum Marks: 24	40	3 110u18	

- 1. Basic Manners and Attributes for Front Office Operations.
- 2. Communication Skills Verbal and Nonverbal, Telecommunication Skills.
- **3.** Forms & Formats related to Front office.
- **4.** Hotel Visits WTO sheets.
- **5.** Identification of equipment, work structure and stationery.
- **6.** Procedure of taking reservations in person and on telephones.
- 7. Converting enquiry into valid reservations.
- 8. Role play Check- In / Check- out / Walk- in / FIT / GIT / VIP / CIP / etc.
- **9.** Suggestive selling.

BHN	BHMC- 109 I.T. IN HOTEL LAB							
	Teaching Scheme		Credit	Marks Distribution			Duration of End	
L	Т	P	C	Internal Assessment	End Semester Examination	Total	Semester Examination	
0	0 2		1	Maximum Marks: 20	Maximum Marks: 30	50	3 Hours	
U	UUU	4	1	Minimum Marks: 08	Minimum Marks: 12	20	5 110018	

1.	MS-I	EXCEL	PRA	CTICA:	L:

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

2. Learning MS-POWERPOINT.

3. Introduction to PMS:

Hot function keys

Make FIT reservation

Printing registration cards

Create and update guest profiles

Send confirmation letters

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
Issue a duplicate key
Extend a key

Re-programme keys Programme one key for two rooms

HS-	HS- 111 P COMMUNICATION SKILLS LAB- I								
Teaching Scheme		Credit	Marks Distribution			Duration of End			
L	Т	P	С	Internal Assessment	End Semester Examination	Total	Semester Examination		
0	0	2	1	Maximum Marks: 20	Maximum Marks: 30	50	3 Hours		
U	U			Minimum Marks: 08	Minimum Marks: 12	20	S Hours		

NOTE: Following is the list of experiments out of which 8-10 experiments must be performed in the lab. The additional experiments may be performed by the respective institution depending on the infrastructure and student intake.

I	Learning correct pronunciation: Organs of speech, IPA symbols (consonant & vowel sounds),							
	classification of consonants as per place & manner of articulation. finding out the correct							
	pronunciation of words with the help of a dictionary, phonetic transcription of words presented							
	orally, conversion of words presented through IPA symbols into normal orthography, syllable							
	division and stress marking (in words presented in IPA form). Intonation (rising & falling tone).							
II	Listening Skills: Listening with a focus on pronunciation (ear-training), stress and intonation; the							
	students will be exposed, to the following varieties of English during listening practice: Standard							
	Indian, British and American. Learning the differences between British & American pronunciation,							
	Listening practice of the dialogues and speeches in British & American English.							
III	Speaking Skills: Delivering impromptu speeches, reading aloud of dialogues, poems, excerpts from							
	plays, Situational conversations: Introducing oneself, describing a person, place, situation and event,							
	giving instructions, making inquiries – at a bank, post-office, air-port, hospital, reservation counter							
	etc. Mock interviews and group discussions.							
IV	Writing Skills: Identifying common mistakes made by students in written communication and							
	improving them, writing emails: sending and responding to emails, preparing and delivering power point presentations, answering comprehension, translation practice (Hindi to English & vice-versa).							

SEMESTER-II

BH	BHMC- 201 FOUNDATION COURSE IN FOOD PRODUCTION- II									
	Teaching Scheme		Credit	Marks Distribution			Duration of End			
L	Т	P	С	Internal Assessment	End Semester Examination	Total	Semester Examination			
2	2 0	0	2	Maximum Marks: 40	Maximum Marks: 60	100	3 Hours			
		U	2	Minimum Marks: 16	Minimum Marks: 24	40	3 Hours			

Guidelines for setting Question Paper: Question paper of end semester examination will be of 60 marks. The question paper will consist of five sections A, B, C, D and E. Sections A, B, C and D will have 2 questions of 10 marks each and section E has short answer type questions consisting of ten parts of 02 marks each. The candidates will attempt five questions in all, i.e. one question each from sections A, B, C, D and the compulsory question from section E. In the question paper, the questions available in sections A, B, C and D will be covered from Unit-I, Unit-II, Unit-III and Unit-IV respectively and Section-E will cover the whole syllabus.

Course Objective (CO's)

A basic understanding of cooking to beginners, covering food commodities, different types of masalas (spices), gravies, meat and vegetable cookery, and food hygiene and sanitation.

Course Contents:

Unit I 08 Lectures

Food Commodities: 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: Names and types

Unit II 10 Lectures

Basic Indian Masalas & Gravies

- Garam masala, pulao masala, curry powder, sambhar powder, rasam powder, chaat masala
- Tandoori marination
- White, red, green, and yellow gravies Indian Regional Cuisine: A detailed study of North and South Indian Regional Cuisine
- Goa, Kashmir, Andhra Pradesh, Karnataka, Tamil Nadu, Bengal, Assam, Gujarat, Punjab, Rajasthan
- Ingredients used
- Traditional preparation methods
- Utensils and accompaniments

Unit III 10 Lectures

Meat Cookery

- Fish: Classification with examples, selection & cuts of fish, cooking of fish
- Poultry: Selection of poultry, classification based 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

Vegetable Cookery

- Vegetables: Classification of vegetables, importance of vegetables in the 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 Quantity Food Production: Introduction to large-scale commercial cooking
- Layout of a large kitchen
- Staff hierarchy and production workflows

Unit IV 06 Lectures

Importance of Food Hygiene in the Catering Industry:

Focuses on the significance of hygiene in the catering industry, emphasizing personal hygiene for staff members and proper care and hygiene practices. It covers topics such as food poisoning, foodborne diseases, mold, yeast, bacteria, and food sanitation. Additionally, the unit explores hygienic food handling, including preventing contamination, temperature control, storage of food, and compliance with food hygiene regulations. Lastly, it addresses cleaning methods, including premises and equipment design, cleaning and disinfection techniques

Course Learning Outcomes (CLO's)/ Course Outcomes (CO's)

Upon completing the course, students should be able to:

- 1. Recognize and distinguish various food commodities, including grains, pulses, fruits, vegetables, meats, and dairy products.
- 2. Describe and differentiate between various types of masalas (spice blends) used in cooking, such as garam masala, curry masala, and regional spice mixtures.
- 3. Describe and differentiate between various types of masalas (spice blends) used in cooking, such as garam masala, curry masala, and regional spice mixtures.
- 4. Demonstrate the ability to prepare different types of gravies, including tomato-based, onion-based, and nut-based gravies, used in Indian and international cuisines.
- 5. Apply appropriate cooking techniques for meats, such as braising, grilling, and roasting, to achieve desired textures and flavors.
- 6. Apply various vegetable cooking methods, including sautéing, steaming, and stir-frying, to retain nutrients and enhance taste.
- 7. Explain the importance of hygiene and sanitation in food handling and preparation to prevent foodborne illnesses.
- 8. Identify potential hazards and describe proper measures for maintaining a clean and safe cooking environment.

Suggestive Reading:

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

Further Reading:

- 1. https://hmhub.in/2nd-sem-food-production-notes/
- 2. https://www.ihmnotessite.net/2-food-production

BH	BHMC- 202 FOUNDATION COURSE IN FOOD & BEVERAGE SERVICE- II								
	Teaching Scheme		Credit	Marks Distribution		Duration of End			
L	Т	P	С	Internal Assessment	End Semester Examination	Total	Semester Examination		
2	2 0 0	0	Λ	2	Maximum Marks: 40	Maximum Marks: 60	100	3 Hours	
			4	Minimum Marks: 16	Minimum Marks: 24	40	3 Hours		

Guidelines for setting Question Paper: Question paper of end semester examination will be of 60 marks. The question paper will consist of five sections A, B, C, D and E. Sections A, B, C and D will have 2 questions of 10 marks each and section E has short answer type questions consisting of ten parts of 02 marks each. The candidates will attempt five questions in all, i.e. one question each from sections A, B, C, D and the compulsory question from section E. In the question paper, the questions available in sections A, B, C and D will be covered from Unit- I, Unit-II, Unit-III and Unit- IV respectively and Section-E will cover the whole syllabus.

Course Objective (CO's)

The course aim the students with a comprehensive understanding of food service principles, various types of beverages, tobacco, and table cheese would typically have undergone specialized training or education in the hospitality or food industry.

Course Contents:

Unit I 04 Lectures

Room Service: 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, notingorders, 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

Unit II 20 Lectures

Types of Beverages: Classification. **Non-alcoholic beverages(A):** Classification (Nourishing, Stimulating and Refreshing), Tea- Origin, Manufacture, Types & Brands, Coffee- Origin, Manufacture, Types & Brands, Juices and Soft Drinks, Cocoa & Malted Beverages - Origin & Manufacture

Alcoholic Beverage(B): Introduction, definition and classification of wines; Classification; Viticulture and viticulture methods; Vinification – Still, Sparkling, Aromatized, and Fortified wines; Vine diseases, 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, grapevarieties, production and brand names, (India, Chile, South Africa,, Algeria, New Zealand, USA, Australia), Food & Wine Harmony, Wine glasses and equipment; Storage of wine. Wine terminology (English & French)

Unit III 04 Lectures

Tobacco: History, Processing for cigarettes, pipe tobacco & cigars,

Cigarettes—Types and Brand names, Pipe Tobacco – Types and Brand names

Cigars—shapes, sizes, colours and Brand names, Care and Storage of cigarettes & cigars

Unit IV 04 Lectures

 Table Cheeses:
 Introduction; Types; Production; Brands and Service; Storage.

Course Learning Outcomes (CLO's)/ Course Outcomes (CO's)

The learning outcomes might include:

- 1. Students will be able to understand the fundamental principles of food service, including food safety and hygiene, menu planning, food presentation, and customer service.
- 2. Students will be able to identify and describe a wide range of beverages, including non-alcoholic and alcoholic options, and understand their characteristics, serving techniques, and appropriate pairings with different types of food.
- 3. Students will have knowledge of various tobacco products, their history, cultural significance, and potential health implications.
- 4. Students will be able to recognize and appreciate various types of table cheese, including soft, semi-soft, hard, blue, and aged cheeses. They will understand their flavor profiles, textures, and origins, and be able to recommend suitable pairings with food and beverages.
- 5. Students will acquire the skills to serve beverages correctly, including wine service, beer pouring, and preparing coffee and tea.

Suggestive Reading:

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

Further Reading:

- 1. https://www.ihmnotessite.net/2-food-beverages
- 2. https://www.ihmnotessite.net/3-food-beverage-service
- 3. https://hmhub.in/2nd-sem-f-b-service-notes/
- 4. https://hmhub.in/3rd-4th-sem-f-b-operations-notes/

BH	BHMC- 203 FOUNDATION COURSE IN ACCOMMODATION OPERATIONS- II									
	Teaching Scheme		Credit	Marks Distribution			Duration of End			
L	T	P	С	Internal Assessment	End Semester Examination	Total	Semester Examination			
2	2 0 0	0	2	Maximum Marks: 40	Maximum Marks: 60	100	3 Hours			
2			2	Minimum Marks: 16	Minimum Marks: 24	40	5 110018			

Guidelines for setting Question Paper: Question paper of end semester examination will be of 60 marks. The question paper will consist of five sections A, B, C, D and E. Sections A, B, C and D will have 2 questions of 10 marks each and section E has short answer type questions consisting of ten parts of 02 marks each. The candidates will attempt five questions in all, i.e. one question each from sections A, B, C, D and the compulsory question from section E. In the question paper, the questions available in sections A, B, C and D will be covered from Unit- I, Unit-II, Unit-III and Unit- IV respectively and Section-E will cover the whole syllabus.

Course Objective (CO's)

To familiarizes students with the organization of housekeeping, its systems and functions like linen/uniform/tailor room, cleaning procedure and frequency schedule, floor operations, and laundary and inventory operations

Course Contents:

nit I	09 Lectures

Linen / Uniform / Tailor Room:

- Layout of Linen/Uniform/Tailor Room
- Types of Linen, Sizes, and Linen Exchange Procedures
- 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

Unit II 09 Lectures

Cleaning Procedure & frequency schedules:

A. Guest Room:

- Prepare to clean
- Clean the guest room (bed making)
- Replenishment of Supplies & Linen
- Inspection
- Deep cleaning
- Second service
- Turn-down service

B. Public Area:

- Lobby, Lounge, Corridors, Pool area, Elevators, Health club, F&B outlet, Office areas
- V.I.P Handling

C. Special Cleaning Programmed:

- Daily, Weekly, Fortnightly, and Monthly Cleaning
- Routine cleaning, spring cleaning, deep cleaning



Unit III 08 Lectures

Floor Operations:

- Rules on the Guest Floor
- Key Handling Procedure: Types of keys (grand master, floor master, sub-master or section or passkey, 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.
- Care and Cleaning of Metals: Brass, Copper, Silver, EPNS, Bronze, Gun Metal, Chromium pewter, Stainless Steel, Types of tarnish, cleaning agents, and methods used.

Unit IV 06 Lectures

Housekeeping Operations

Laundary Operations

- Laundary equipment and Machinary
- Sorting, washing, drying, and folding techniques
- Stain removal methods
- Linen and uniform inventory control and management

Inventory Management and Control

Course Learning Outcomes (CLO's)/Course Outcomes(CO's)

- 1. Students will learn how to handle and maintain linen, uniforms, and tailor room operations, including inventory management, repair and replacement processes, and maintaining adequate stock levels.
- 2. Students will be able to demonstrate appropriate cleaning techniques and understand the frequency schedule for various areas within a hospitality establishment, such as guest rooms, public spaces, and back-of-house areas.
- 3. Students will learn about floor management and how to coordinate cleaning activities on different floors, ensuring efficient allocation of resources and timely completion of tasks.
- 4. Students will be able to oversee laundry operations effectively, including understanding laundry equipment, different types of laundry services, and proper handling of guest laundry.
- 5. Students will learn inventory control techniques, such as maintaining par levels, tracking stock levels, and managing storage space for housekeeping supplies and equipment.

Suggestive Reading:

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

Further Reading:

- 1. https://hmhub.in/2nd-sem-accommodation-operations-notes/
- 2. https://www.ihmnotessite.net/2-accomodation

BH	BHMC- 204 FOUNDATION COURSE IN FRONT OFFICE- II									
Te Se	Teaching Scheme		Credit	Marks Distribution			Duration of End			
L	Т	P	С	Internal Assessment	End Semester Examination	Total	Semester Examination			
2	2 0 0	0	2	Maximum Marks: 40	Maximum Marks: 60	100	3 Hours			
2	2 0 0		7 2	Minimum Marks: 16	Minimum Marks: 24	40	5 110415			

Guidelines for setting Question Paper: Question paper of end semester examination will be of 60 marks. The question paper will consist of five sections A, B, C, D and E. Sections A, B, C and D will have 2 questions of 10 marks each and section E has short answer type questions consisting of ten parts of 02 marks each. The candidates will attempt five questions in all, i.e. one question each from sections A, B, C, D and the compulsory question from section E. In the question paper, the questions available in sections A, B, C and D will be covered from Unit- I, Unit-II, Unit-III and Unit- IV respectively and Section-E will cover the whole syllabus.

Course Objective (CO's)

To understand students will be able to analyze and create tariff structures for different types of guest accommodations and services, familiarized with the guest cycle and understand the importance of each stage in providing a seamless guest experience, develop expertise in handling guest reservations, including managing room availability, ensuring accurate guest information, and utilizing reservation software effectively, learn and practice guest registration processes, including check-in and check-out procedures, and acquire the necessary skills to manage front desk operations

Course Contents:

Unit I 08 Lectures

Tariff Structure: 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, Front Office coordination with different departments in hotels.

Unit II 10 Lectures

Guest Cycle and Reservations: 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, Handling reservation and reservation form with formats, Modes of Payment while reservation, Sources of Reservation, Systems of Reservation, Types of Reservations, Cancellations and Amendments, Reservation reports and statistics. **Key Terms:** Overbooking, Upselling, No show, Walk- In guest, scanty baggage, stay-over, over-stay, under-stay, early arrival, turn-away, time limit, etc.

Unit III 08 Lectures

Registration: 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 (Cforms, Foreign currency exchange), Single Lady guest, Corporate guest, Layover passenger, Check- In for guest handling, Discount voucher.

Unit IV 08 Lectures

Front Desk Functions: Procedure for Room Assignment, Room not clear, Washand Change Room, Complimentary stay, Suite Check- In, Upgrading a guest, Downgrading a guest, Handling request for Late Check-out, Precautions for Scanty Baggage guest, Guest Stationery, Material Requisition, Shift Briefing, Morning and Afternoon Shift Handover, Night Shift Handover, Guest Relations, Courtesy Calls, Room amenities for Corporate/VVIP guest, Handling Awkward guests, Handling Mails, Message and Paging



Course Learning Outcomes (CLO's)/ Course Outcomes (CO's)

- 1. Students will understand the process of creating a tariff structure for different room types and services offered by the hotel, considering factors such as seasonal variations, demand, and competitive pricing.
- 2. Students will gain an understanding of the guest cycle, from pre-arrival to post-departure stages, and be able to explain the importance of each stage in delivering excellent guest experiences.
- 3. Students will learn how to manage guest reservations effectively, including the use of reservation systems, handling room availability, and confirming and canceling reservations.
- 4. Students will be able to handle guest check-in procedures efficiently, ensuring accurate documentation, payment processing, and providing necessary information about hotel facilities and services.
- 5. Students will develop the necessary skills to manage front desk operations, such as managing guest requests and complaints, handling telephone inquiries, and providing exceptional customer service.
- 6. Students will enhance their communication skills, both verbal and written, to interact professionally with guests, colleagues, and other departments within the hotel.

Suggestive Reading:

- 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)

Further Reading:

- 1. https://www.ihmnotessite.net/2-front-office
- 2. https://hmhub.in/2nd-sem-front-office-notes/

	HS- 112 UNIVERSAL HUMAN VALUES AND AWARENESS ABOUT HIMACHAL PRADESH								
	Teaching Scheme Cred			Mari	Duration of End				
L	Т	P	С	Internal Assessment	End Semester Examination	Total	Semester Examination		
3	3 0	0	3	Maximum Marks: 40	Maximum Marks: 60	100	3 Hours		
			3	Minimum Marks: 16	Minimum Marks: 24	40	3 nours		

Guidelines for setting Question Paper: Question paper of end semester examination will be of 60 marks. The question paper will consist of five sections A, B, C, D and E. Sections A, B, C and D will have 2 questions of 10 marks each and section E has short answer type questions consisting of ten parts of 02 marks each. The candidates will attempt five questions in all, i.e. one question each from sections A, B, C, D and the compulsory question from section E. In the question paper, the questions available in sections A, B, C and D will be covered from Unit- I, Unit-II, Unit-III and Unit- IV respectively and Section-E will cover the whole syllabus.

Course Objective (CO's)

The main objective of this course is, to aware the students about human values and professional ethics and also aware them about their various social and professional responsibilities. After completing the course the student should be aware about their social and professional responsibilities towards, self, society and nature.

Course Contents:

Unit I 09 Lectures

Introduction to Value Education: Difference between moral and human values. Five core human values: Truth, Righteous conduct, Peace, Love and Non-violence. Classification of moral values, Value crisis in contemporary Indian society at different levels: Individual, family, Society and culture. Values in Indian constitution: Justice, liberty, equality and fraternity, Fundamental Rights under Indian constitution: Fundamental duties of Indian citizens.

Unit II 09 Lectures

Harmony with the self, family & society: Understanding Human being as the Co- existence of the Self and the Body, Program to ensure the health of the bodyDistinguishing between the Needs of the Self and the Body, living in harmony with the self, family & society, steps to achieve self-discipline. Noble Eightfold Path: Right Understanding, Thought, Speech, Action, Livelihood, Effort, Mindfulness, and Concentration.

Unit III 09 Lectures

Understanding Mental health & emotional well-being: Characteristics of a mentally healthy person, causes of mental-health issues in contemporary society, possible solutions to improve mental health. Emotional intelligence: elements of emotional intelligence, Advantages of higher emotional intelligence & improving emotional intelligence, Maslow's hierarchy of needs & self-actualization.

Unit IV 09 Lectures

Awareness about Himachal Pradesh: General knowledge including the knowledgeof different places of historic, national, and cultural importance & tourist attraction, hydropower projects, industries, highways, educational and other institutions of the state, knowledge about the famous personalities from the state, currents affairs of Himachal Pradesh, history of Himachal- from medieval to present time, Geography- including the weather, borders, rivers, mountain ranges, passes, peaks, knowledge of customs and culture of HP: including the costumes, customs, fairs, and festivals etc.

Course Learning Outcomes (CLO's)/ Course Outcomes (CO's)

- 1. Understand the significance of value inputs in a classroom and start applying them in their life and profession.
- 2. Distinguish between values and skills, happiness and accumulation of physical facilities, the Self and the Body, Intentionand Competence of an individual etc.

Suggestive Reading:

- 1. The Textbook A Foundation Course in Human Values and Professional Ethics, R R Gaur, R Asthana, G P Bagaria, 2nd Revised Edition, Excel Books, New Delhi, 2019. ISBN 978-93-87034-47-1
- 2. Human Values, A.N. Tripathi, New Age Intl. Publishers, New Delhi, 2004.
- 3. The Wonderland Himachal Pradesh An Encyclopedia, Jag Mohan Balokhra, H. G. Publications NewDelhi

Further Reference:

- 1. Jeevan Vidya: Ek Parichaya, A Nagaraj, Jeevan Vidya Prakashan, Amarkantak, 1999.
- 2. The Story of Stuff (Book).
- 3. The Story of My Experiments with Truth by Mohandas Karamchand Gandhi
- 4. Small is Beautiful E. F Schumacher.
- 5. Slow is Beautiful Cecile Andrews
- 6. Economy of Permanence J C Kumarappa
- 7. Bharat Mein Angreji Raj Pandit Sunder lal
- 8. Rediscovering India by Dharampal
- 9. Hind Swaraj or Indian Home Rule by Mohandas K. Gandhi
- 10. India Wins Freedom Maulana Abdul Kalam Azad
- 11. Vivekananda Romain Rolland (English)
- 12. Gandhi Romain Rolland (English)
- 13. History of Himachal Pradesh (HP GK) by Rana Academy
- 14. Geography and Culture of Himachal Pradesh (HP GK) by Rana Academy

BH	BHMC-205 FOUNDATION COURSE IN FOOD PRODUCTION LAB- II									
Teaching Scheme		ng 1e	Credit	Marks Distribution		Duration of End				
L	T	P	С	Internal Assessment	End Semester Examination	Total	Semester Examination			
	0 0 9	o	4	Maximum Marks: 40	Maximum Marks: 60	100	3 Hours			
"	0 0 8		4	Minimum Marks: 16	Minimum Marks: 24	40	3 110018			

Regional Cookery:

Menu Set 1: Awadh

- 1. Galouti Kebab
- 2. Lucknowi Biryani
- 3. Dum Pukht Chicken
- 4. Shahi Tukda

Menu Set 2: Bengal

- 1. Shorshe Ilish (Mustard Hilsa)
- 2. Chingri Malai Curry (Prawn in Coconut Milk)
- 3. Kosha Mangsho (Bengali Mutton Curry)
- 4. Mishti Doi (Sweet Yogurt)

Menu Set 3: Goa

- 1. Goan Fish Curry
- 2. Pork Vindaloo
- 3. Chicken Cafreal
- 4. Bebinca (Goan Layered Pudding)

Menu Set 4: Gujarat

- 1. Dhokla
- 2. Undhiyu
- 3. Kadhi
- 4. Shrikhand

Menu Set 5: Hyderabad

- 1. Hyderabadi Biryani
- 2. Haleem
- 3. Mirchi Ka Salan
- 4. Double ka Meetha

Menu Set 6: Kashmiri

- 1. Rogan Josh
- 2. Yakhni Pulao
- 3. Dum Aloo
- 4. Phirni

Menu Set 7: Maharashtra

- 1. Vada Pav
- 2. Puran Poli
- 3. Kolhapuri Chicken
- 4. Modak

Menu Set 8: Punjabi

- 1. Sarson Ka Saag with Makki Ki Roti
- 2. Butter Chicken
- 3. Rajma Chawal
- 4. Gajar Ka Halwa

Menu Set 9: Rajasthan

- 1. Dal Baati Churma
- 2. Laal Maas
- 3. Gatte Ki Sabzi
- 4. Ghewar



Menu Set 10: South India (Tamil Nadu, Karnataka, Kerala)

- 1. Masala Dosa
- 2. Mysore Masala Dosa
- 3. Malabar Fish Curry
- 4. Appam with Vegetable Stew

Bakery:

Simple Breads:

- 1. Bread Rolls
- 2. Loaf Bread

Simple Cakes:

- 1. Sponge Cake
- 2. Genoise Cake
- 3. Fatless Cake
- 4. Swiss Roll
- 5. Fruit Cake
- 6. Madeira Cake

Pastry:

- 1. Short crust Pastry (Jam Tarts, Turnovers)
- 2. Laminated Pastry (Palmiers, Khara Biscuit)
- 3. Danish Pastry
- 4. Choux Pastry (Eclairs, Profiteroles)

Simple Cookies:

- 1. Nan Khatai
- 2. Golden Goodies
- 3. Melting Moments
- 4. Swiss Tarts
- 5. Tricolor Biscuits
- 6. Chocolate Chip Biscuits
- 7. Chocolate Cream Fingers
- 8. Bachelor's Buttons

BH	BHMC-206 FOUNDATION COURSE IN FOOD & BEVERAGE SERVICE LAB- II									
Teaching Scheme			Credit	Marks Distribution			Duration of End			
L	Т	P	С	Internal Assessment	End Semester Examination	Total	Semester Examination			
0	0 0	2	1	Maximum Marks: 40	Maximum Marks: 60	100	3 Hours			
U	U		1	Minimum Marks: 16	Minimum Marks: 24	40	3 HOURS			

- 1. Room service tray and trolley set—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 staff.
- 5. Beverage order-taking.
- 6. Tea & Coffee Service
- 7. Compiling of a menu in French,
- 8. Service of Non-alcoholic beverages
- 9. Service of Tobacco: Cigarettes and Cigar
- 10. Service of Wine (Still, Sparkling, Fortified, Aromatized)
- 11. Service of Beer (Bottled, Draught, Canned)

BH	BHMC-207 FOUNDATION COURSE IN ACCOMMODATION OPERATIONS LAB- II									
Teaching Scheme			Credit	Marks Distribution			Duration of End			
L	T	P	С	Internal Assessment	End Semester Examination	Total	Semester Examination			
0	0	2	1	Maximum Marks: 40	Maximum Marks: 60	100	3 Hours			
U	0 0 2	' 2	1	Minimum Marks: 16	Minimum Marks: 24	40	3 Hours			

- Identification of Cleaning Equipment (Manual and Mechanical).
- Scrubbing Polishing Wiping Washing Rinsing Swabbing –
 Sweeping Mopping –Brushing –Buffing.
- Handling Different Types of Fabrics.
- Use of Abrasives, Polishes / Chemical Agents.
- Room Attendant Trolley / Maid's Cart.
- Bed Making.
- Turndown Service.
- Cleaning of Guestroom.
- Cleaning of Public Area.
- Brass Polishing / Silver Polishing.
- Cleaning of Guest room.
- Cleaning of Public Area.
- Forms and Formats related.

BH	BHMC-208 FOUNDATION COURSE IN FRONT OFFICE LAB- II									
	Teaching Scheme		Credit	Marks Distribution		Duration of End				
L	Т	P	С	Internal Assessment	End Semester Examination	Total	Semester Examination			
0	0 0	2	1	Maximum Marks: 40	Maximum Marks: 60	100	3 Hours			
0		4	1	Minimum Marks: 16	Minimum Marks: 24	40	S Hours			

- 1. Welcoming/Greeting of guest.
- 3. Telephone handling, How to handle enquiries.
- 5. Filling up of various Forms and Formats. Groups/Crew.
- 7. Security Deposit Box Handling.
- 9. Foreign Currency Exchange Procedure.
- 2. Providing Information to the Guest.
- 4. Suggestive selling.
- 6. Registrations: FIT, VIP, Corporate,
- 8. Credit Card Handling Procedure.

HS- 122 P HOLISTIC HEALTH & YOGA								
	Teaching Scheme		Credit	Marks Distribution			Duration of End	
L	T	P	С	Internal Assessment	End Semester Examination	Total	Semester Examination	
0	0	2	1	Maximum Marks: 20	Maximum Marks: 30	50	3 Hours	
				Minimum Marks: 08	Minimum Marks: 12	20		

COURSE CONTENT:

	E CONTENT:					
1.	Introduction:					
	Introduction of Yoga, Different Definitions of Yoga. General Guidelines for Yogic Practices					
2.	Traditional Schools of Yoga:					
	(Bhakti yoga, karma yoga, Gyana yoga, Hatha yoga, Mantra yoga, Laya yoga, Raja yoga) AshtangaYoga of Sage Patanjali.					
3.	Concept of Shatkriyas:					
	Dhauti, Basti, Neti, Nauli, Trataka and Kapalbhati.					
	Shatkriyas (Cleansing Process): Jala neti, Sutra neti. Kunjala, Vastra Dhauti, Danda Dhauti, kapalbhati, Surya namaskar.					
4.	Concept of Surya namaskar:					
	Introduction, Technique, benefit, precaution.					
5.	Concept of Asanas					
	Introduction, Types, Technique, benefit, precaution,					
	Asanas:					
	1. Standing Poses: Tadasana, Kati chakrasana, tiryak tadasana, vrikshasana, veer bhadrasana, garudasana, trikonsana,					
	2. Sitting Poses: Padmasana, Swastikasana, Vajrasana, Bhadrasana, Gomukhasana, Mandukasana, Singhasana.					
6.	Concept of Pranayama:					
	Introduction, Types, Technique, benefit, precaution.					
7.	Meditation:					
	Concept, technique, benefit, and precaution.					
	Dhyana:					
	Sthoola Dhyana, Jyoti Dhyana, Sukshama Dhyana, (According to Gheranda Samhita). Mantra					
	Chanting- Omkar (Pranav Jaap), Gayatri Mantra, Maha Mrityunjaya Mantra, Shanti Mantr					
8.	Lying Down Poses:					
	Spine Position: uttanpadasana, Pawan muktasana, Naukasana, markatasana, halasana, sarvangasana, matsyasana, setubandhasana, chakarasana and shavasana.					
	Prone Position: Bhujangasana, Shalabhasana, Dhanurasana, Vipreet naukasana					
	- 2 - 2 - 2 - 2 - 2 - 2 - 2 - 2 - 2 - 2					

Suggestive Reading:

- 1. BKS Iyengar (2012), Light on Yoga
- 2. Basvaraddi & S.P.Pathak (2016), Yogic Suksham Vyayam Evem Sthula
- 3. Vyayam Swami Satyananda Saraswati (2012), Asana Pranayama Mudra
- 4. Modern Trends and Physical Education by Prof. Ajmer Singh.
- 5. Health and Physical Education NCERT (11th and 12th Classes